

**Clarifications during tendering**  
**F-SE-16-T01**  
**Web application hosting services**  
**Questions and Answers I**

Vienna, the 07/02/2017  
Ref: 2017-outgoing- 163

**Reference:** Open call for tender F-SE-16-T01 Web application hosting services  
**Subject:** Clarifications during tendering

Dear Sir/Madam,

We received questions of general interest from the tenderers. Please find herewith the answer to these questions.

Yours sincerely,



10 Michael O'Flaherty  
Director

**Clarifications during tendering**  
**F-SE-16-T01**  
**Web application hosting services**  
**Questions and Answers I**

**Question 1:**

Annex A - Tender Specifications, Section 19.2.2 Technical and professional capacity, Database Administrator profile, page 10 of 18:

"Qualifications and professional experience:

- University degree or secondary education followed by a minimum of seven (7) years professional experience
  - A minimum of five (5) years of professional experience in database administration, development and maintenance in Oracle and MySQL
  - Professional certification as a Database Administrator"
- a) We understand that the required professional experience of five (5) years can be either in Oracle RDBMS or MySQL administration. Please confirm or clarify.
- b) A secondary education accompanied by at least 7 years of professional experience is equivalent to a university degree. We understand that additional years of professional experience in database administration, development and maintenance can also be counted as equivalent to a professional certification as database administrator (DBA). Can you please specify how many years of additional experience as DBA can be considered as equivalent to DBA certification?

**Answer 1:**

- a) The required professional experience may be in either Oracle Database or MySQL.
- b) The requirement of a professional certification as Database Administrator is a separate requirement and is independent from the years of professional experience in database administration. Therefore, additional years of professional experience are not considered equivalent to a professional certification.

**Question 2:**

Annex A - Tender Specifications, Section 20.2 Technical evaluation, page 12 of 18:

*"A1. Minimum hardware and software infrastructure requirements.*

*Tenderers are requested to describe how they will organize the daily operations of the Production and Staging environments in compliance with the minimum Hardware and software infrastructure requirements set out in Sections 4.2 and 4.3 of Annex A.1 Technical Specifications."*

and

*"A2. Organisation of hosting operations*

*Tenderers are requested to describe how they will organise their hosting operations in order to meet the conditions related to: (...)"*

The reference to "daily operations" within the description of A1 seems to contradict the heading "A1. Minimum hardware and software infrastructure requirements". The description of operations is clearly more relevant to "A2. Organisation of hosting operations". Based on the above, our understanding is that point A1 should include information on the hardware and software infrastructure of the environments and not the operations themselves, which should be described in point A2. Please confirm our understanding or clarify.

**Answer 2:**

Point A1 is titled "Minimum hardware and software infrastructure requirements" and should include information on how the tenderers will meet those requirements as set out in Sections 4.2 and 4.3 of Annex A1 - Technical Specifications. Point A2 is titled "Organisation of hosting operations" and should contain information on how tenderers will organise the hosting operations with reference to Sections 5.2.1, 5.2.2, 5.2.3 and 6.3 as listed in Annex A - Tender Specifications, Section 20.2.

**Question 3:**

Annex A.1 – Technical Specifications, Section 5.5 Take-over and hand-over of existing web-applications, page 13 of 18:

*"(..) These will include the set up and configuration of the environments for all applications to meet the conditions described under section 4.3.1, 4.3.2 and 5.1 and 5.2."*

Our understanding is that instead of "4.3.1, 4.3.2" we should read "4.2, 4.3". Please confirm.

**Answer 3:**

This understanding is correct. Section 5.5 of Annex A1 - Technical specifications should read "... to meet the conditions described under Sections 4.2, 4.3, 5.1 and 5.2".

Annex A.1 – Technical Specifications shall be amended accordingly.

**Question 4:**

Annex A.1 – Technical Specifications, Section 5.4 Support, page 12 of 18:

*"(..) It is expected that the following types of changes may be requested by FRA:*

- Standard change
- Complex change
- Emergency change"

Could you specify the criteria for classifying changes to "standard" and "complex"? If possible, please provide examples for all types of changes.

**Answer 4:**

The criteria for the types of changes listed in Section 5.4 are as follows:

Standard change: a change which is low-risk, performed frequently and usually follows a documented process. Example: redirecting HTTP requests for a file to a different file

Complex change: a change which is higher risk or performed less frequently than a standard change and may not follow a documented process. Example: set-up of a virtual server for custom developed software.

Emergency change: a change which must be performed as soon as possible. Example: a change in response to a security incident or a hardware failure.

#### **Question 5:**

Annex A.1 – Technical Specifications, Section 5.2.6 Restore times, page 10 of 18 (Table 2: Service restore times):

Item	Response times
Critical	[...]
Urgent	[...]
Normal	[...]"

Could you specify the criteria for classifying items to "critical", "urgent" and "normal"?

#### **Answer 5:**

The criteria for such a classification are as follows:

Critical – Significantly affecting all or a large number of users and having a high impact.  
Example: FRA website totally inaccessible

Urgent – Affecting all or a significant number of users and having a moderate impact.  
Example: inaccessibility or slow response of part of the FRA website

Normal – Not significantly affecting many users or having only a low impact

#### **Question 6:**

Annex A.1 – Technical Specifications, Section 5.3.1 Hosting services – Production environment, page 11 of 18.

and

Annex A.1 – Technical Specifications, Section 5.3.2 Hosting services – Staging environment, page 12 of 18.

Could you please provide an indication of the expected yearly increase of the server capacity requirements, in terms of data storage and bandwidth?

#### **Answer 6:**

The storage capacity and bandwidth requirements could be expected to increase by up to 10% a year.

#### **Question 7:**

Annex A.1 – Technical Specifications, Section 5.2.1 Availability, page 8 of 18:

"Requirement: 24 hours per day, 7 days per week (365 days a year) (...)"

Calculation Formula: Total available hours/by total hours (less scheduled maintenance hours) in measurement period. Each server x 24 hours x 21.16 days (average work days in a month) = "Monthly Available" to define if Service Level Attained"

and

Annex A.1 – Technical Specifications, Section 5.2.3 Server Availability, page 9 of 18:

"Requirement: 24 hours per day, 7 days per week (365 days a year) (...)

Calculation Formula: Total available hours/by total hours in measurement period = service level attained. Example 12x5 = each server x 12 hours x 21.6 days (average work days in a month) = Monthly Available measurement period"

The examples in the calculation formulas refer to a different availability (24x21.16, 12x21.16) compared to the requirement of 24x7 availability. Please confirm that availability requirements are 24 hours x 21.16 days in a month or 12 hours x 21.16 days in a month and not 24 x 7 (which means all the 30 or 31 days of the month and 24 hours per day and not 12).

**Answer 7:**

The calculation formulas are as shown in Annex A1 – Technical Specifications, Sections 5.2.1 and 5.2.3. The requirement of 24 x 7 x 365 refers to the fact that the FRA web site should be always available as far as possible.