



FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS

Vienna, the 18. Dec. 2012
Ref.2012-outgoing- 1213

Subject: F-SE-12-T10 – Web Applications Hosting services

Contract notice: 2012/S 229-376265 of 28/11/2012

Reference: First set of additional information regarding the specifications of the tender

Dear Sir / Madam,

We received questions of general interest from a tenderer. Please find herewith the answers to these questions.

Yours faithfully,

Morten Kjærum

Director



Morten Kjærum, Director



QUESTIONS AND ANSWERS (I)

Subject: F-SE-12-T10 – Web Applications Hosting services

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Question 1:

Does the requested service include the provision of the installed technologies (see chapter 4.2)?

Answer 1:

Section 4.3 notes that “The contractor should be able to provide the necessary software requirements that match the web applications’ needs.” Source code for custom applications (e.g. the FRA InfoPortal) will be provided by the FRA.

Question 2:

Does the sizing of the different types of web-hosting-environments depend on the respective application and the limitations of this application? Shall the bidder offer minimal resource specification with optional upgrades, for cores, ram and storage size?

Answer 2:

Tenderers should offer a specification sufficient to cover all requirements as described in the specifications, with optional upgrades for storage size, RAM and cores.

Question 3:

The requested availability of the service/application (chapter 5.4.1) is higher than the requested availability of the server (chapter 5.4.4). In our experiences, the availability for non-redundant services/applications are lower than that of the hardware itself. Could you please clarify this issue?

Answer 3:

The Requirement for the availability in sections 5.4.1 and 5.4.4 is the same in both cases, 24 hours/day, 7 days/week, 365 days/year.



Morten Kjaerum, Director

European Union Agency for Fundamental Rights

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**Question 4:**

For the requested availability there are two described measurements: Low and High. Do you expect that the higher availability shall be guaranteed using a redundant setup?

And/or what is the exact meaning of “Low” and “High” in the specified SLA? Does low mean “at minimum” and high “expected”?

Answer 4:

“High” refers to the expected availability, while “low” refers to the minimum availability. It is expected that the higher availability should be guaranteed using a redundant set-up.

Question 5:

In chapter 5.4.3 the availability of backups is specified (i.e., the measurement range). What should be available, the backup-service itself or the successful creation of backups?

Answer 5:

The successful creation of the back-ups should be available.

Question 6:

In chapter 5.5. you are requesting a diagram of the architectural design. What should exactly be described if there is not an initial set of environment (e.g. virtual host or dedicated Hardware)?

Answer 6:

A diagram should be provided showing the set-up on both environments (virtual host and dedicated hardware).



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**Question 7:**

In chapter 6.2 of the technical specifications it is written: "The contractor(s) shall supply an overall Project Management and Quality Plan (PMQP). At minimum, the PMQP should include details of...". In the tender, do you expect us to provide a PMQM for:

1) the setup of one server

2) the "take-over and hand-over" as described in chapter 5.7

or

3) do you expect us to describe our project management methodology and approach in general?

Answer 7:

The minimum details of what the PQMP should include are given in Section 6.2. It notes that the PQMP should include, inter alia, "a detailed project schedule" and "project deliveries and timing" and an "Acceptance Plan including all milestones, deliverables..." etc. The PQMP should be as specific as possible.



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