



Administration –FRA, A-1040 Vienna;

Vienna, 06. 11. 2009
Reg. 7963

Subject: Open call for tender FRA-CAR/2009/T02 - “Open call for tender “Provision of AV and Multimedia Products and Services for the EU Agency for Fundamental Rights”

Ref.: Additional information regarding the specifications of the tender.

Dear Sir / Madam,

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

Yours faithfully,


Constantinos Manolopoulos
Head of Administration

QUESTIONS & ANSWERS (II)

FRA-CAR/2009/T02 - "Open call for tender "Provision of AV and Multimedia Products and Services for the EU Agency for Fundamental Rights"

Question 1: Could you please tell us, which ISO - Certificate is necessary for open call for tender related to Provision of AV and Multimedia Products and Services. We would like to bid for Lot 1.

Answer 1: Tenderers are asked in 18.2.2 of the tender specifications to describe the measures employed to ensure the quality of supplies and services. For this purpose, the tenderer may provide the ISO certificate for the services or any quality plans developed within the company"

Question 2: In your document 'Technical Specifications', point 5. Deliveries, it states that: "the tenderer shall provide an e-book version of the report in a form suitable to be read using PDF reader(...) The tenderer shall describe how to support accessibility to the e-book information by visually-impaired people (...)". Would you please clarify if this refers to our tender document or just the report referred to in Lot 2? If the former, are we to assume you require an electronic copy (PDF) of the tender document as well as three hard copies?

Answer 2: Please refer to annex A Tender specifications page 11 of 20 for the requirements of Scenario 3. The tenderers are requested to describe the approach and methodology that will be followed for scenario 3.

Question 3: In your document 'Tender Specifications', point 18.3.2 Award criteria, it states 'quality of SLA and of onsite technical support presence' as an award criterion. Could you clarify what sort of 'onsite technical support' you would expect in reference to Lot 1?

Answer 3: This refers to Production of summaries and on-site AV services during conferences, meetings, presentations and events taking place at the FRA premises or at any location in any Member State of the European Union including Accession Countries as well as for Provision of technical training and support for in-house productions as stated in Point 3 Services required on Page 2 of the Tender specifications

Question 4: For Scenario 2 Lot 2 – Development of a tool to promote FRA output as the tool should be used on the FRA website:

4.1 What technology (programming language, CMS) is used for the FRA website?

4.2 Is there a database existing for the website? If yes what kind of database is it?

4.3 Is dynamic content allowed on the FRA website? If yes, what technologies i.e. Flash or PHP are allowed on the server to be used for the tool?

4.4 If dynamic content is not allowed on the FRA website (like DOCUMENTUM), could the tool be hosted on an external server and embedded on the FRA website?

4.5 As a mock-up should be developed – is the mock-up non-functional or should functions be implemented as a prototype?

4.6 Do we understand that for the price list we are only to include the Man Days and no external costs?

Answer 4:

4.1 The FRA developed a custom-made Web Content Management (WCM) based on the following technologies:

- a. Operating System: Linux
- b. Programming languages: Java, HTML, XML
- c. Database: ORACLE 10g
- d. Application server: ORACLE(BEA) Weblogic, Tomcat (runs the search on the front-end)

4.2 It uses ORACLE 10g

4.3 Yes. The application uses BEA Weblogic and Tomcat. However, parts of the website have static content.

4.4 The tool should be hosted on the same server as dynamic content is allowed.

4.5 Mock-ups do not have to be functional they shall visualize

4.6 Yes

Question 5: For Lot 2 (Multimedia solutions and products):

5.1. Could you please confirm that web applications (as, for example, in Scenario 2) will be hosted on FRA servers and that you do not expect them to be hosted on the servers of the contractor?

5.2 Could you please confirm that FRA's technical infrastructure should be compliant with the rules of the European Commission's DG for Informatics (DIGIT)?

5.3 Could you please supply a brief description of the technical environment (operating system and programming language) in which web applications will be deployed? Are Coldfusion and Verity available?

Answer 5:

5.1. Decision regarding internal or external hosting of FRA Website is taken by FRA and might be altered during the contractual period. But it can be confirmed that contractors for above Call for Tender are not expected to host web applications of FRA.

5.2. The FRA Infrastructure is not bound to the specification set-up for DG DIGIT.

5.3 see response to question 4.1

Question 6: In your document 'Technical Specifications', point 5. Deliveries, it states that: 'the tenderer shall provide an e-book version of the report in a form suitable to be read using PDF reader(...) The tenderer shall describe how to support accessibility to the e-book information by visually-impaired people (...)'. Would you please clarify if this refers to our tender document or just the report referred to in Lot 2? If the former, are we to assume you require an electronic copy (PDF) of the tender document as well as three hard copies?

Answer 6: See answer 2

Question 7: In your document 'Technical Specifications', point 5. Deliveries, it states that: 'the tenderer shall provide an e-book version of the report in a form suitable to be read using PDF reader(...) The tenderer shall describe how to support accessibility to the e-book information by visually-impaired people (...)'. Would you please clarify if this refers to our tender document or just the report referred to in Lot 2? If the former, are we to assume you require an electronic copy (PDF) of the tender document as well as three hard copies?

Answer 7 See answer 2

Question 8: In your document 'Tender Specifications', point 18.3.2 Award criteria, it states 'quality of SLA and of onsite technical support presence' as an award criterion. Could you clarify what sort of 'onsite technical support' you would expect in reference to Lot 1?

Answer 8 See answer 3

Question 9: Which ISO -Certificate is necessary for the aboce mentioned open call for tender We woul like to bid for Lot 1.

Answer 9 No specific certificate has been requested