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EFTA SURVEILLANCE
AUTHORITY

**Questions regarding
ESA's tender process**

Addendum III

- 1) Can you provide us with database structure / diagram?
 - a) For security reasons ESA can't provide this information. However, ESA will liaise with the chosen service provider at later stages.

- 2) Can you provide us with database volume (MB, GB) as well as the post numbers in data base?
 - a) [ESA's webpage](#) has **3233** unique posts.
The database is 500MB
The archive is 6,5 GB.

The [public document database](#) has **3164** unique documents
The database is 3 GB
The archive is 6 GB

- 3) Can you provide us with details of the database solution in the existing application - PostgreSQL, MySQL? Are there any requirements regarding the database in the new app?
 - a) a. Currently the [public document database](#) is in MySQL. ESA does not have a strong preference to a specific database solution, but is looking for strong functionalities in the new solution in cooperation with our partner, GoPro.

- 4) "ESA prefers website solutions that are widely used and sustainably supported. CMS are preferred over customised programming or proprietary systems. ESA will not accept tender submissions for solutions which lead to a single vendor lock-in. ESA prefers a cloud based system to replace a server dependent system."
Does a solution based on WordPress, AWS and S3 fulfil those requirements in your opinion?
 - a) ESA would take these solutions under consideration, but ESA would ideally like have a cloud based solution based in Europe.

- 5) Can you provide API documentation regarding integration with HireServ?
 - a) ESA cannot as the HireServ is not accessed through an API, but is embedded to our website.

- 6) Would you mind giving us more details regarding user roles and permissions in the application? How complex is it (both vertically and horizontally)?
Can you please describe us an average content publishing workflow (who creates it, who edits it, who confirms it's ready for publishing, who publishes it, etc.)?
 - a) Currently ESA does not have a content publishing workflow. The website is maintained by numerous staff members, mostly by the communications team. Moving forward ESA envisions having different levels of users, such as editors who can modify pages and content currently in use and then webmasters who will be content editors and creators, page creators and have overview of the website as a whole. This would ideally be strategized with the chosen service provider.

- 7) What kind of functionalities would you like to use on the website besides:
- Static content creating, editing, publishing
 - Data tables
 - Tabs (type of navigation between different parts of the content - like sheets in Excel files)
 - Accordion (for content like FAQ)
 - Photo gallery
 - List of posts with filters and sorting options
 - List of documents with filters, sorting and downloading / preview options
 - Contact form
- a) Besides the abovementioned things, ESA urges possible service providers to consider social media connections and a video player and go carefully through the criteria set out in the [Instructions to Tenderers](#) as well [as the Invitation to Tender](#). Further, ESA would encourage the tenderers to be creative in this regard in their proposals, whilst remaining within ESA's budget.
- 8) Would you like to use YouTube player embedded in the website content or do you prefer custom video player?
- a) ESA would like to see a solution that explores both a custom video player and an option to embed using YouTube.
- 9) You currently have different language versions per post. Would you like to develop global language version for the website as the whole?
- a) ESA will still need a few pages mirrored in different languages, but will not require a global language version for the webpage as a whole.
- 10) "An electronic complaint form that streamlines and simplifies ESA's complaint process, enabling users to access this possibility more efficiently."
Please define your requirements for this process within the application. We understand the process of filling in the complaint, but how would you like to handle it in the application afterwards?
- a) An electronic complaint form should be handled as an email to a specific address aimed at ESA's registry.
- 11) "Further, ESA needs to accommodate very diverse user groups and find a way to make the information on its website easily accessible for its varied stakeholders (as described above, this includes lawyers, academics, journalists, civil servants, politicians, possible complainants, and the wider general public)."
Would you like to filter content based on user's role (for example add navigation between different versions of the application for journalists, etc.? Would you like to personalize it by adding registration / user profiles / login and user settings? The other solution would be WordPress Multisite - one site per each user group.
- a) ESA is not looking for these functionalities or this level of detailed personalization. ESA is more concerned with the way the page is navigated and how it is displayed, so that different user groups feel taken into consideration and can navigate the page with ease without having to login.

12) “A search engine that secures easy access to documents through combining several existing document data bases and connecting the site to ESA’s in-house case-handling system GoPro to secure easy upload of documents.”

Please give us more information regarding GoPro in this context.

- a) ESA will provide the service provider with an SQL database with documents and metadata where they will be able to retrieve or copy the data and connect to the website.

13) Can service providers registered outside of the EU/EEA participate in the tender?

- a) It is stated in the tender documentation that the service providers have to be established in the EU/EEA to be eligible to submit proposals.

Please see part 2 (page two) of the [Instructions to Tenderers](#).

As stated in ESA’s instructions to Tenderers, Tenderers may submit questions at any time during the period specified (20 November 2018 – 9 January 2019) and questions will be answered throughout the period by ESA.

Tenderers are encouraged to submit any questions as soon as possible. Any questions should be submitted via email to the ESA contact person and will be answered anonymously on ESA’s website.

Tenderers should note that ESA will be closed from 24 December 2018 to 2 January 2019 inclusive. ESA is open for business as from Thursday 3 January 2019.

Only written communications to ESA’s named representative will be taken into account during the tender period. Any changes to the tender documents following questions from one tenderer will be published on ESA’s website as annexes to the tender documents, for the information of other participants in the tender process.

All questions should be forwarded to:

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