

Brussels, 20 December 2018
Case No: 81604
Document No: 1044618

**Questions regarding
ESA's tender process**

(Addendum V)

1. Could you give us an overview of - or more details on - the current 'server dependent system' as mentioned in section 3.4 in the Instructions to Tender document?
 - a. ESA's website is currently running on a server in our data room. ESA wants the new website to be hosted. ESA considers both, SAAS and a dedicated server solution as valid options as long as the supplier handles the maintenance, security updates, etc. for the whole system, including the underlying OS in case of a dedicated server.
2. Since there is a hosting requirement in the tender; could you share statistics on current traffic so that we better understand the volume of hosting that is expected?
 - a. ESA's current webpage has on average over 5500 users per month, with around 30.000 page views. ESA's goal is to increase this traffic significantly, by providing better content and navigation as well as an overall stronger web presence.
3. We understand that you are currently using a case handling system called 'GoPro' to upload documents. Could you explain how this tool is connected to the database? How do these systems communicate with each other?
 - a. ESA will provide a SQL database with documents and metadata. The new website needs to fetch and display data from this database.
4. On page 4 of the "Tender Instructions", which describe the Content of the envisaged tender, the Tenderers are requested to address the following requirement: "*Outline how to best incorporate the necessary ESA customisation as set out in the ITT*". Could you please confirm our understanding that it refers to the mean that should be undertaken to customize the website (Design and Content) to the particular needs, addressing the requirements described in ITT
 - a. This is correct, it should follow the specifications as they are set out in the [Invitation to tender](#).
5. The total budget of 70.000 euro is inclusive or exclusive of VAT?
 - a. As an international organisation, ESA is VAT exempt in Belgium. The budget is therefore exclusive of VAT. Any contract entered by ESA will express terms of payment in euros, and all payments under these contracts will likewise be made in euros.
6. The final budget proposal needs to contain:
The cost for the implementation;
Rates for hosting for 3-6 months;
Rates for support during the warranty period.
 - a. Yes, with all the information mentioned in both the [Invitation to tender](#) and the [Instructions to tenderers](#).

7. In terms of visual identity, do you have any other assets and design guidelines that we should use?
 - a. ESA is in the process of creating a new visual identity and design guidelines. They will be finalized in late January 2019.

8. A company that has recently moved its legal entity from one EU state to another EU state asks if they can present the financial capacity documents from the former company and submit a proposal with the new company?
 - a. ESA considers that the company can do so, as long as they provide sufficient proof that the company is financially capable of undertaking the work.

9. Can companies from outside the EU/EEA participate in the tender.
 - a. ESA appreciates the interest in the tender process, however 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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