

Brussels, 11 January 2019
Case No: 81604
Document No: 1046214

**Questions regarding
ESA's tender process
(Addendum VII)**

1. Description on the approach to be taken in optimizing design and visual identity – 3.3 Design and contents of website chapter. What does optimization consist in?
 - a. ESA will provide the chosen service provider a brand book with ESA’s new visual identity, design guidelines, fonts and more. ESA will require the chosen service provider to help them optimize this, that is to make sure that ESA’s new logo and visual profile is correctly implemented and taken into account, is advanced further and that ESA’s website consists of both modern design and a strong technical solution.
2. The necessary ESA customization regarding the design requirements from the 3.3 Design and contents of website chapter.
 - a. ESA’s customization refers to how the service provider will implement items from all of the [Instructions to tenderers chapter](#) and [Invitation to Tender](#) in their designs. This includes, but is not limited to the technical solutions set out in chapter 3.4 of the Instructions to tender and the Methodology chapter 3.6 of the Invitation to Tender, such as the electronic complaint form.
3. Please underline if for the transfer of information from the previous website into the new one, facilitation implies that the ownership for this task is at the supplier or it is a mixed team (both supplier and the Authority) and the supplier offers best technical solution to get the work done.
 - a. ESA leaves it to the service providers to define this but encourages them to not create a solution that requires ESA to handle this alone. It should rather be handled by the service provider or a mixed solution as suggested.
4. Will the current version of the website be managed by the current contractor before the launch of the new website? In other words, while waiting for the launch of the website, the new contractor will not be in charge of the management and maintenance of the old website, could you confirm?
 - a. Yes, ESA has a running contract for the current website and it will not fall on the new service provider to maintain or manage the current website.

***Please note that the deadline to ask questions was the 9 January 2019.
The submission deadline is 23:59 on the 14 January 2019.***

| KEY ACTIONS | DATES |
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| <i>Invitation to tender</i> | <i>20 November 2018</i> |
| <i>Question and answer period</i> | <i>20 November 2018 – 9 January 2019</i> |
| <i>Final date for questions</i> | <i>9 January 2019</i> |
| <i>Submission deadline</i> | <i>14 January 2019</i> |
| <i>Notification to unsuccessful suppliers and preferred tenderer</i> | <i>11 February 2019</i> |
| <i>Signing of contracts</i> | <i>Late February 2019</i> |
| <i>Contract work starts</i> | <i>As soon as possible thereafter</i> |
| <i>Website goes live</i> | <i>1 October 2019</i> |

Please note that ESA reserves the right to correct or amend the tender documents should error or lack of information come to light. Further, ESA reserves the right to discontinue the whole of, or any part of, this tendering process at any time and accepts no obligation to award or conclude a contract.