European Environment Agency

6 March 2015

Clarification No 3

Reference: **Open call for tenders No EEA/COM/15/002**

Title: **Framework contract for the provision of address database and dissemination services to the European Environment Agency (EEA)**

Question 1
Can you give us examples of statistical tools you prefer or should we provide our own?

Answer 1
Tenderers are welcome to use their own statistical tools as long as they can provide user statistics, such as how many persons opened an email, clicked on a link etc.

Question 2
What is the format of records in current database?

Answer 2
Excel workbook, with fields including contact information, organisation group, language preference etc.

Question 3
Is the contractor expected to host databases and subscription services on his own server?

Answer 3
For the time being, yes.

Question 4
Are the current subscription services based on Drupal application?

Answer 4
Yes, both the subscription service and CRM database are Drupal based.

Question 5
"Tenders will be evaluated in terms of (...) the accessibility and user-friendliness of databases''(Annex I – Tender specifications, Section 10.3.1 – Award criteria) – do you expect the database will be available not only for the contractor but also for third parties?

Answer 5
No, use of the database will exclusively be accessible to the EEA and the contractor after signature of a confidentiality clause. However, third parties need to be able to enter and modify their own contact details and preferences.

Question 6
What are the OP and EEA databases' format requirements?

Answer 6
EEA requirements are Excel workbook format. OP requires an Excel format.

Question 7
Are the filtering functions supposed to be managed automatically by some tools?

Answer 7
EEA users should be able to filter contacts based on specific criteria such as organisation type, language, type of product etc.

Question 8
Which platform is current contractor using for subscription service?

Answer 8
An open source Drupal based application.

Question 9
Where we propose our offer for manager's daily rate, since it is not included in Price Quotation Annex?

Answer 9
Only the rates requested in the price grid will be used for the evaluation of offers.

Question 10
"Contractor will be expected to provide technical assistance when necessary''. Does it mean one of required staff member should be IT specialist?

Answer 10
There should be staff that is able to carry out tasks on behalf of EEA but also enhance and modify the platform if necessary.