

Open call for tender for a Web Archiving Service for the Historical Archives of the European Union

Question 1

Vi chiediamo di poter consultare la documentazione di gara in italiano.

Answer 1

The language of the publication is English. No translation is available in other languages.

Question 2

The tender documentation can be submitted in Italian and if awarded the contract, our staff for the work will have to interact in English?

Answer 2

The tender can be submitted in Italian, as stated in point 2 of the in the invitation letter : “If you are interested in this contract, you should submit a tender in one of the official languages of the European Union (with preference for the use of English) provided you comply with the conditions for participation to tenders as set out in Article 3.4 of President’s Decision N° 36/2016 of 4 August 2016 implementing title V concerning procurement of the EUI’s Financial Rules (Public Procurement Regulation), available for consultation at: <http://www.eui.eu/About/Tenders/Index.aspx>.

”If awarded the contract we will interact in English. Consider also the requirement 2.6 of the Tender Specifications : “ The project implementation and the documentation must be delivered in English language”.

Question 3

Point 3.2.2 b requires “the evidence to have generated in the years 2014/2015/2016 an annual turnover of at least €100.000/year for services with the same characteristics described in this tender procedure”. If the company has begun to produce such services in the year 2015, with the adequate turnover for the years 2015-2016, can participate in the call?

Answer 3

We require at least 3 years of experience. The case that you present is not eligible for the tender procedure.

”If awarded the contract we will interact in English. Consider also the requirement 2.6 of the Tender Specifications : “ The project implementation and the documentation must be delivered in English language”.

Question 4

2.1.2. The proposed solution must be capable of:

a. Up to 320 crawls of conventional websites per year.

Would it be possible to have the list of websites you would like to crawl?

Answer 4

The current list is visible in

<http://www.eui.eu/Research/HistoricalArchivesOfEU/WebsitesArchivesofEUInstitutions.aspx> .

This may vary slightly over time.

"If awarded the contract we will interact in English. Consider also the requirement 2.6 of the Tender Specifications : " The project implementation and the documentation must be delivered in English language".

Question 5

2.3.4 Are the websites multi -language?

Answer 5

Yes.

Question 6

And do you need all the language?

Answer 6

Yes.

Please note that the definition "multi-language" may impact on the complexity of the site to crawl in different ways: Some site are multi-language but only at the top levels, other may be fully multi-language but simpler (and smaller) than certain mono-language sites.

Question 7

2.6.3 The new service must be in operation by 15 May 2017. The first crawl must start by 15 June 2015

Do you mean « by 15 June 2017 »?

Answer 7

Yes, we meant 15 June 2017.

Question 8

Where will be hold the on-site training? With how many persons?

Answer 8

Either in Luxembourg or in Florence with about 5 persons: the final place will be decided at a later stage in agreement with the supplier.

Question 9

How many persons (FTE) are involved in the operational web archiving activities on the Authority's side?

Answer 9

3 FTE

Question 10

4.2.4

What do you mean by « single file »? A file can be a WARC, a pdf, a image,... at which level of granularity would you apply the penalties?

Answer 10

We mean any digital item needed to replay a crawled website hosted by the supplier. We expect that an IT storage infrastructure guarantees the integrity over time of the contents.

Question 11

Would you apply penalties if the Authorities has already a copy of this file?

Answer 11

Yes, as we need to trust the reliability of the supplier's storage infrastructure.

This is independent from any other preventive action we may undertake on our side in order to guarantee the integrity and availability of the collection over time.

Question 12

1.3.

Why this tender is quoted as "Special Tender"?

Answer 12

The word "special" derives from our internal documentation: It is a label as we have more than one type of tender.

Question 13

2.1.8 The Contractor must provide an online issue-tracking solution for managing the web archiving workflow with HAEU.

After the QA made by the provider, does HAEU need to validate the capture and does the provider needs to plan back-and-forth for acceptance with the Authority?

(here followed a request of clarification by HAEU)

Our clarification request is:

We plan to support a first QA on all captures to resolve as many issues as possible within a dedicated time.

After that, do you need to validate the quality of the capture?

Will the provider have to undertake the resolution of other issues detected by HAEU?

Answer 13

Yes, the HAEU needs to validate the capture.

Yes, it may be possible that the provider has "to plan back-and-forth for acceptance" after its QA controls. But this can depend on the nature of the issue . Therefore the provider should describe a protocol/strategy in the proposal.

Moreover, considering requirement 2.1.6 this event should be unlikely.

Question 14

3.2.2 Tenderers must provide evidence of the economic and financial capacity by presenting two (2) bank references from prime banks, or financial companies included in the registers of authorized brokers, issued after the date of the Invitation to tender and the publication of these Tender

Specifications, proving that Tenderer has always met its economic and financial obligations punctually and regularly.

Do you mean 1 original and 1 copy of bank reference, as we only have one account in one bank ?
Sinon, on pourrait également demander à l'UBCI pour la partie Tunisienne.

Answer 14

We do not mean one original + a copy.

If you cannot provide two bank references, it is necessary for your Legal Representative to submit an appropriate explanation on this matter.

Question 15

3.4.1 A performance bond equal to 10% of the mean annual contract value based on its own Economic Offer; the performance bond shall be issued as a guarantee of the Company fully performing all obligations relating to the contract, and deriving from it, and shall be raised according to the method described in Article I.4.2 of the Draft Contract.

What do you mean by performance bond and bank guarantee?

Answer 15

The performance bond consist of a bank guarantee or insurance policy or a policy issued by financial brokers included in the registers of authorized brokers; it shall have a validity equal to the duration of the contract; it shall envisage the waiver of the right to enforce prior payment from the main debtor, and shall be operational within fifteen (15) days, upon a simple written request by the Institute.

If the company fails to raise and submit its performance bond according to the required terms, the Institute has the right to withdraw its tender award.

Question 16

Is it possible to add a pricing list with other options (as additional crawls, support, hosting)?

Answer 16

Additional price list will not be taken into account for the tender evaluation.

Question 17

Is the Annex III a template that we can copy--paste in a doc Word in order to adapt it and include all the price list inside?

Answer 17

The annex III can be copied and pasted in Word in order to ease the editing. Fields size can be increased for the same purpose but it cannot be adapted to fit data other than those requested.

Question 18

Annex-I-Tenderspecifications- WEB-ARCHIVING

Page 4/17 Ref. 1.5.3

Regarding the presumed amount, can the total amount be higher than 135.000,00 Euro?

Answer 18

Yes, it can be higher than 135.000,00 Euro.

Question 19

Annex-I-Tender specifications-WEB-ARCHIVING

Page 4/17 Ref. 1.5.3

Regarding the presumed amount, can the annual total amount be higher than 45.000,00 Euro excluding VAT?

Answer 19

Yes, the annual total amount can be higher than 45.000,00 Euro excluding VAT, but the amounts per calendar year must be the same. The first and the last year the amount is calculated pro-rata.

Question 20

1 Annex-I-Tender specifications-WEB-ARCHIVING

Page 4/17 Ref. 1.4.1

We understood that we must take charge of the existing websites archives of EU Institutions (WAEUI) service, currently performed by HAEU with the Internet memory Foundation (IMF) and, with our technologies, infrastructures and services we must set-up a new service to manage and develop new features not present in the current service, in compliance with the technical specifications of the tender documentation (see chapter 2 – Annex 1 Tender Specifications. Is this interpretation correct?

Answer 20

Yes, but the wording “must set up” and “develop new feature” suggests that we are specifically interested in new software developments. It is not the case. “Offer a service” / “offer new features” or “provide a service” / “provide new features” is more appropriate.

Question 21

By Tax identification code, you mean the VAT Number of the Company or is it some code concerning the Legal Representative ?

Answer 21

It is the fiscal code of the legal representative.

Question 22

• « Read carefully the whole Tender Specifications document, before filling this form. » Is it mandatory to answer in a table or is it possible to adapt this form?

Ex :

2.1.1

Provider's Answer ... Screenshot ...

2.1.2

....

Answer 22

Fields size/ column size of annex IV can be modified in order to ease the editing but the annex structure cannot be “adapted”.

Question 23

Article I.4.1 The Contracting Authority shall make payment within 60 days of receipt of invoice
As far as we have understood,

- The service provided by the Contractor will be done :
-- on a quarterly basis for the Acquisition part + exceptional crawls
-- on a continuous basis for the Access, Search & Hosting parts

- The annual price will be fixed,

So would it be possible to consider a monthly invoicing schedule, based on the annual price divided by 12 ?

Answer 23

Yes, it is possible.

Question 24

Thank you for your answer to the question 10:

Question 10 4.2.4 What do you mean by « single file »? A file can be a WARC, a pdf, a image,... at which level of granularity would you apply the penalties?

Answer 10 We mean any digital item needed to replay a crawled website hosted by the supplier. We expect that an IT storage infrastructure guarantees the integrity over time of the contents.

Clarification request:

Could you please be more specific about the penalties enforcement?

Does that mean that the 10K€ penalties would be apply to each corrupted/lost/... file? And each time it would happen?

Answer 24

The penalty is not multiplied per each corrupted file.

The penalty is applied “per each new event of data corruption”.

“New event ” means another corruption event that happens after the causes of the previous one are declared by the supplier to be fixed.

Question 25

1.4

Could you please give us an estimate on the annual growth of the archive?

Answer 25

The current list (see Answer 4) is visible in

<http://www.eui.eu/Research/HistoricalArchivesOfEU/WebsitesArchivesofEUInstitutions.aspx> .

We cannot predict the evolution of the list.

We have no plan to change the list. Some minor increase - 2-3 more seeds of normal size - per year cannot be excluded.

Question 26

2.3.2.

If we would have to delete parts of an already delivered crawled contents, does that mean that we would have to deliver again the warc and the CDX ?

Answer 26

Yes, it means that you would have to deliver again the warc and the CDX.
However we consider this event very rare. We do not really expect to face this situation.

Question 27

2.3.3. If deduplication was possible, would you need to apply it on past collections as well? If yes, do you have an idea about the effect on storage saving?

Answer 27

The supplier may decide if applying deduplication to the past collection is a convenient exercise.
We did not calculate yet the precise saving rate.

Question 28

2.3.4.h

Is the multilingual support for the search result, not for the interface ?

Answer 28

The multilingual support is for the search results.

Question 29

2.3.5.b

Do you have an idea about the number of lines of your current takedown master list?

Answer 29

In the order of few tens of lines.

Question 30

2.4.3

What do you mean by unlimited number of rules?

Answer 30

The user must not be limited by a threshold nor the system performance shall be significantly affected by a large number of rules.

Question 31

2.7.2

What is the difference between this option and the specifications described above (2.4 Collection storage)?

Answer 31

The words "maintain a synchronized copy" 2.7.2 refer to a fully automatic process permanently active. We also address the issue of secured communication channel. In 2.4 we do not mention these topics.

Question 32

3.2 Selection criteria

It is not clear in which envelop do we have to add the Bank references (3.2.2.a), the evidence of generating a annual turnover on web archiving activities (3.2.2.b) as it is not stipulated in the

Invitation letter to Tender 3. Submission of tenders.

Answer 32

They must be added in Envelope-1 : Administrative document.

Question 33

Regarding contract, is the subcontracting permitted'

Answer 33

Yes, it is permitted. We draw your attention to Article II.7 of the draft service contract. On this matter (see also II.7.2) you are requested to indicate the % of activities subcontracted.

Question 34

If the subcontracting (for example, consortium/joint venture) is permitted, does the sentence "Tenderers must provide evidence to have generated in the years 2014/2015/2016 an annual turnover of at least € 100.000 /year for services with ..." mean that the evidence of the technical capacity requirement must be provided cumulatively by the entire consortium / joint venture?

Answer 34

In case of subcontracting the requirement applies only to subcontractors. Each subcontractor must provide evidence to have generated the requested turnover.

Question 35

Does the sentence "Tenderers must provide evidence to have generated in the years 2014/2015/2016 an annual turnover of at least € 100.000 /year for services with the same characteristics described in the tender procedure" means that the tenderer must necessarily have the required turnover only on similar web archiving projects or may be wider spectrum in application maintenance services?

Answer 35

The tenderer must necessarily have the required turnover only on similar web archiving projects.

Question 36

We understood that the Contractor should take charge of both the computational part and the storage space in classical Cloud modality, ensuring the access methods described in the paragraph 2.2 and search under paragraph 2.3, as well as continuity of service (Disaster Recover) in accordance with paragraph 2.4?

Answer 36

It is a possible interpretation.

Question 37

Referring to the sentence “This amounted to more than 24 Terabytes of data crawled and 270 crawls per year.” and considering the tender scope described in paragraph 2.1.2, we understood that the web archiving service in cloud must be sized considering the volumes of up to 320 crawls of conventional websites for year and the related actual 24 Terabytes.

Is this understanding correct?

Answer 37

Yes, it is correct.

Question 38

Article I.4.2 « it shall have a validity equal to the duration of the Contract »,

Article I.2.3 « The duration of the execution of the tasks shall not exceed 12 months ».

Does that mean that the provider have to request a bank guarantee or insurance policy for the first 12 months to its bank?

Answer 38

The guarantee must cover the entire duration of the tender (1 year + 2 renewals = 3 years).