

Question n.1

Lot 1: web content management (SaaS) basically a project to setup, configure, and migrate content into a new CMS, along with staff training?

Answer

We suggest referring to the full description of the tender specification because the short summary included in this question does not consider several important elements described in detail in the tender specifications.

Question n.2

You note you want a "WCMS under the Software as a Service (SaaS) model." How do you define this? Is a hosted, supported CMS acceptable (e.g. Craft CMS Cloud, Aquia Drupal) or are you looking for a specialised headless CMS SaaS product (e.g. Contensis, Sanity)?

Answer

The SaaS model should allow the EUI to access the CMS and its functions remotely as a web-based service, with all the functionalities and the specific requirements described in the Tender specifications.

We do not provide a specific product as a model to follow.

Question n.3

You note "The service provider must be a registered ISO 27001." Is this requirement for the CMS SaaS provider, or the digital agency?

Answer

As specified in the tender specifications, ISO27001 certification or equivalent certification based on objective, scientific and transparent criteria and which is awarded by an independent third party is required for both LOTS (1 and 2) for the service provider.

Question n.4

Is it OK for EUI to have a direct relationship with the CMS supplier with the agency on-hand to provide additional support, or are you expecting the agency to fully manage this relationship and provide first line support?

Answer

In Lot 1 we do not foresee any distinction between a CMS provider and an agency providing support. In Lot 2 the selected company will not be asked to provide a CMS.

Question n.5

Are you looking for an accessible CMS, i.e. one that has an accessible admin system / control panel that people with accessibility needs can use (not just a CMS that can produce accessible content)?

Answer

Please refer to the tender specifications for the requested requirements. As described in section 8.1.12, the WCMS must be able to produce content in accordance with the Web Content Accessibility Guidelines 2.0 Level AA requirements (WCAG 2.0 AA). While it would be obviously appreciated as a feature and it will be related to the need of having a user-friendly system, we do not formally request accessibility standards for the admin system for the back-end.

Question n.6

You note the CMS needs to integrate with different platforms: "Learning Management Systems (LMS), new Comprehensive Research Information Systems (CRIS), and a new RAG (AI) technology." Can you let us know what software is running these platforms?

Answer

The integration should not be designed for specific products or brands but should be made with standard technology (e.g. documented and modern APIs, Webhooks, etc.)

Question n.7

Are you expecting a fixed recommendation on CMS for Lot 1, or are you open to a CMS selection process?

Answer

We are looking for a clear and well-documented CMS according to the requirements described in the Tender specifications.

Question n.8

It sounds like you want an agency to recommend the right CMS for EUI as part of this tender response, along with a test environment consisting of 10 pages, Azure authentication, complex content type, permissions, media items, search, collaborative editing, workflow, listing data from an external data source, and an example front-end site. When we help with CMS platform selection for clients we review requirements before recommending a solution. We don't believe this is possible in the sales phase to undertake this requirement. Does this discount us from this lot?

Answer

In Lot 1, we are not looking for a recommendation from an agency, but for a CMS with the SaaS model and all the requirements described in the Tender specifications.

Question n.9

Is Lot 2: Front-end digital services basically a multi-year framework to allow EUI to get approved agencies to work on a variety of front-end digital work for EUI?

Answer

The description provided in this question does not accurately describe the service requested. We recommend carefully analysing the tender specifications.

Question n.10

How many agencies are you looking to award Lot 2 to?

Answer

One.

Question n.11

Will the EUI digital team continue to take primary responsibility to develop the front-end EUI website and integrate with external data sources, supported by agencies who undertake specific projects as part of this lot?

Answer

This question is not relevant for the tender process.

Question n.12

We can meet categories 2 & 3, but I am not certain about category 1. We don't have the JavaScript application development experience you're looking for in category 1 (e.g. Svelte). We focus on accessible, performant HTML/CSS and mostly vanilla JavaScript. We use server-side technologies for web applications (PHP). Does this discount us from this lot?

Answer

This is an important requirement but it's not a selection criterion that can exclude you from the tender. It will be duly considered and evaluated according to the criteria provided in the tender specification.

Question n.13

We are not certified to ISO27001 but we are certified to [Cyber Essentials Plus](#). We have [documented security principles](#). Is this acceptable?

Answer

We require ISO27001 or equivalent certification based on objective, scientific and transparent criteria and which is awarded by an independent third party.

Question n.14

When you say support, do you mean support for the CMS platform or support delivering projects? Can you give us three examples of relevant support requests?

Answer

In this specific point, we mean support for the CMS and all the currently live websites and services that the CMS empowers, and the implementation of new features requested in the tender specifications. Support for new projects or new features that may require dedicated efforts out of the requested features, will be considered as extra requests not included in the standard service.

Examples:

- 1 - The login on our intranet pages is not working – support included.
- 2 – the implementation of the required roles and permissions – support included
- 3 – A specific website done with the CMS is slow – support included.
- 4 – A new website with specific new features and design is needed – support NOT included.

Question n.15

Is it ok for the test/sandbox environment to have more than 10 pages?

Answer

Yes.

Question n.16

When you say *programmatic*, can you provide an exact example and also some examples of the meta data fields you are referring to?

Answer

Programmatically, via APIs. For example, we may need to link some content-type entries to other content-type entries or populate some fields via API with several semantic attributes.

Examples:

- 1 - A people content type entry (a person) may have a list of areas of expertise, which are entries from another content type. We would need to be able to do this manually, editing the profile, or programmatically calling an endpoint with a specific syntax.
- 2 – We shall be able to enforce the population of the ALT text attribute for a photo stored in the CMS. This field shall be populated manually by editing the photo item, or programmatically processing the Photo via API with an external service.

Question n.17

The system must offer role-based permissions. Access to editing, creating, deleting, and publishing functionalities in the system is grouped per affiliation, position in the tree map or content type and per action in authorisation profiles.

Multiple authorisation profiles can be assigned to a group or a user. If assigned profiles overlap, the authorisations add up.

These permissions define the rights that specific groups of users (systems administrators, web coordinator, web editor, web publisher, etc.) have on specific content (entries, pages, documents, templates, etc.) located in a specific “location” (e.g. /About/*) or having specific attributes (e.g. affiliation STG). Can you provide 2 examples of an attribute in more detail and what you expect to happen?

Answer

Example 1: Affiliation Attribute

Attribute: Affiliation (e.g., "Department of Law")

Permissions:

Law Publisher: Can edit and create content tagged as "Department of Law".

Law Editor: Can edit content tagged as "Department of Law" but cannot publish it.

Expected Behavior: When a Law Publisher logs in, they have full editing rights to content related to their department but not content related to other departments or units.

Example 2: Siteview Attribute

Attribute: Siteview (e.g., /department-of-law/..)

Permissions:

Law Editor: Can edit content located under /department-of-law/.

Expected Behavior: "Law Editors" are able to make changes to web pages within the specific section of the site.

Important flexibility Consideration:

The system should allow for "field-level" permissions within each content type. For instance, in a Research Project entry, the "Budget Details" field might be visible and/or editable only to the "Finance Team", ensuring sensitive information is adequately protected, while other less sensitive fields are more accessible.

Question n.18

Considering the environmental cost, would it be possible to submit the tender electronically instead of printing several hundred pages and physically shipping them to Italy?

Answer

At the moment, the EUI current Public Procurement Regulation does not allow to submit tenders online. Hence, tenders must be submitted in paper via mail/courier (or delivered by hand). However, in order to reduce the number of paper documents to be sent only with regard to the technical offer the tenderers can include in the paper documents to be sent a paper document where it is clearly reported a link to any sharing platform of their choice where documents concerning the sole technical offer can be consulted and downloaded by the evaluation committee charged with the evaluation of the tenders received. The contracting authority will confirm to the tenderer the download of the documents as soon as it will occur.

Question n.19

With regards to your answer to Question n.18. Do you still need a memory stick with the technical offer via courier?

Answer

Yes, please include as well the memory stick with your technical offer.

Question n.20

In your documents, you say:

Tenders must be submitted to:

*a) either by post or by courier service not later than **12.30 (Italian time)** on **29/04/2024**, to the address indicated below, in which case the evidence of the date of dispatch shall be constituted by the date of dispatch, the postmark or by the date of the deposit slip;*

Can we interpret that as, as long as we have the receipt/slip from the courier, any unforeseen delays in the arrival of the document, even if it's after the deadline of 29/4 will not disqualify us from participating in the tender?

Answer

We confirm that tenders will be accepted as long as it is proved (e.g. by postmark or the date of the deposit slip, for instance) that the date of dispatch of the tender occurred before the deadline of **12.30 (Italian time) on 29/04/2024**.