Directorate Resources
Calls for Tender and Contracts Unit

Luxembourg, 27 January 2009
Opoce.r.2 (2009) N° de sauvegarde 14131/ ARES
Ref: LF – 2009-01-26 14131-cl-2-all

FAX + REGISTERED LETTER

Subject: **Call for Tender 10186, clarification No 2**

Title: **"Production and dissemination of the Supplement to the Official Journal of the European Union: TED website, OJS DVD-ROM and related offline and online media"**

Ref.: **(09) 9721 of 21/01/2009 and 9842 of 22/01/2009**

Dear Sir, Madam,

Please note the following answers to questions raised concerning the above-mentioned invitation to tender:

Q1 *Does the weekly DVD to be delivered every Tuesday before 12:00 contain:*

> *the notices published in the five editions of the preceding week*

> *or*

> *the notices published in the last five editions?*

A1 The date of edition of a Supplement to the Official Journal is the date on which the OJS is published on TED and available for the end-users. The weekly DVD contains the original version notices published during the preceding week, i.e. sent to the Contractor from Monday to Friday at 17:00 and published on TED from Tuesday to Saturday, and all the notices included in the families of the above-mentioned notices.

Q2 *Could you please fill in the following table regarding the weekly OJS DVD label:*

Item	Variable/fixed	When is the information available
Date of edition	Every Tuesday	
OJS number	Incremental number	
ISSN	?	?
Catalogue number	?	?

Is the text on the back of the sleeve variable or fixed?

A2

Item	Variable/fixed	When is the information available
Date of edition	Fixed (Every Tuesday)	Any information will be available at the latest on the preceding Friday at 17:00
OJS number	Variable	Incremental number already used for the publication of the Supplements to Official Journal on TED
ISSN	Fixed	To be provided in due time
Catalogue number	Incremental	To be provided in due time

The text on the back of the sleeve varies only when new information has to be taken into account e.g. when a new official language has to be included. The new DVD-ROM and its sleeve will bear a text different from the one currently printed on the CD or on its sleeve. These new texts will be given to the contractor in due time.

Q3   *Technical Specifications, point 2.7.2, sentence directly after the overview of the Award Criteria: is our assumption correct that 5 graphical explanatory elements (independent of their individual size) count for one text page? If our assumption is not correct please specify.*

A3   Your assumption is correct. Please note that the graphical explanatory elements may only be used to explain information otherwise exposed in your answer.

Q4   *Technical Specifications with regards to various standard forms: is our assumption correct that the Publications Office expects the tenderer to annex the draft standard forms (e.g. delivery note) to be used throughout the duration of the contract?*
If the answer is yes, may we assume that they will not be part of the maximum page count for this Award Criteria?

A4:   Delivery notes and other standard forms that will have to be provided during the contract do not need to be supplied with the offer.

Q5   *Technical Specifications, point 4.8.1.1*
Is our assumption correct that this paragraph be formatted as 4.8.1? If not please specify.

A5   Please see A8 in clarification No 1 of 23/01/2009.

Q6   *The tender and the Evaluation, point 2.9, Final evaluation*
Concerning the Final evaluation, which weighting is correct: 30:70 or 50:50?

A6   The correct weighting is 50 % for the quality and 50 % for the price. Please see A5 in clarification No 1 of 23/01/2009.

Q7   *Technical Specifications, point 4.2.3.1.*
Page 35 of the Specifications state The availability rate of the site should be no less than 95.5 %.

Do you confirm that the requested availability is indeed 95.5 %.

A7   For last sentence of point 4.2.3.1 of the specifications, page 35, please read: '*The availability rate of the site should be no less than 99.5 %*'

It s up to the tender to propose an availability rate, the availability rate however must be at least 99.5%.

Q8   *Technical specifications, footnote 2*
On page 35 of the specifications in the footnote, active users are defined as follows:

The number of concurrent users for a resource refers to the total number of people using the resource at the same time. To be considered concurrent users, users have to be active. "Active" implies they are doing something such as:

- *Manually performing a function on a web page (client function)*
- *Executing a function (server or application function)*
- *Physically reading a downloaded document in their browser window (possibly holding open connections).*
- *Waiting to receive data (HTTP request& receive).*

A person who has a web page showing on their web browser without performing any action for more than 1 minute, or having the browser window minimized, is not an active user, assuming that their HTTP connection is dropped.

500 will be the number of the concurrent users to taken into account at the beginning of the contract. If requested by the Commission the Contractor must be able, within three months, to increase its capacity to handle more concurrent users.

This definition is not measurable unless additional resource intensive alive mechanisms are implemented. It is not possible to detect and sum centrally client functions such as typing data or reading a document.

We suggest to use the active HTTP sessions to count the number of users. An HTTP session would typically remain open for 20 to 30 minutes without user input before being closed.

Do you agree with the proposal to use open HTTP session as metric for counting active users?

A8   There are solutions on the market which are capable of user activity simulation and measuring load testing of an internet application. These systems can simulate traffic for up to tens of thousands of users and provide detailed information on how the applications function under a given load. They test performance, scalability and reliability of the internet application. The Publications Office expects that tenderers will describe a specific solution taking into account the needs as stated in the technical specifications.

Q9   *Technical specifications, second paragraph*
On page 35 of the specifications you request that responses to searches do not exceed 2 seconds.

Can you confirm our interpretation that it is the delay on the server side only? The tenderer does not manage the users internet connection and can hence not be responsible for its performance.

A9   The Publications Office expects that the response time is counted on the client side. The Office considers that the described response time assumes that at least a standard 256/128 kbps internet connection or comparable is available at the user's side, and that no other Internet connections will be opened from the user's station at the same time.

Q10   *Technical specification point 4.2.3, paragraph 5*
      Page 34 of the specifications state that The TED website must be compatible with
      the most widely used browsers available on the market

      Do you agree with our suggestion to consider the following browsers as being the
      most widely used ones?

            Internet Explore 6 and up on Windows

            Firefox 2 and up on Windows, Linux and Mac

            Safari 3 on Windows and Mac.

A10   Considering the fast evolution of information technology it is impossible to
      predefine a list of the most widely used browsers, since the most widely used
      browsers at the beginning of the contract maybe surpassed by others at the end of
      the contact. The contractor is responsible for keeping the site up-to-date with any
      evolutionary changes.

Q11   *Technical specifications point 4.2.8, paragraph 3*
      Page 63 of the specifications state that:

      The weekly DVD-ROM will contain all notices from the last five editions of the
      Supplement to the Official Journal and their related notices (so-called 'family
      notices') see 4.2.4.6.2.

      PDF files on the DVD-ROM shall be tagged for more precise indexing.

      The content of OJS DVD-ROM will include:

      - *PDF text files of notices from the last 5 editions;*
      - *two types of indexes:*
         - o *search index used for keyword search in the PDF reader;*
         - o *human-readable document tree, organized by OJS number, country*
              and document type.
      - *built-in search mechanism in Adobe Acrobat to be used for keyword*
              search;
      - *help text provided by the contractor, validated and then translated by the*
              Publications Office (the Office requires 3 weeks to
              validate and translate this text)
      - *technical requirements text validated and then translated by the*
              Publications Office (the Office requires 3 weeks to
              validate and translate this text).
      - *information about content;*
      - *ordering and subscription forms, ready to be filled and printed.*

      According to our first calculations there is a high risk that the size would exceed
      the capacity off any DVD available on the marked. Would you agree with our
      suggestion to implement for that case a solution where only the XML files are
      stored on the DVD and the PDF files would be built on the fly?

A11   Since the weekly DVD-ROM only contains the original language versions of the
      notices and their family notices there should not be any problem to include all
      necessary PDF 1.4 files. The Office doesn't envisage including any XML versions
      of the notices. In case the number of notices increased dramatically, the Office

could envisage the use of a dual-layer DVD-ROM, two DVDs or any other technical solution. Please see corrigendum No 1.

Yours faithfully,

António Carneiro
Head of Unit