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Directorate Resources
Calls for Tender and Contracts Unit

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FAX + REGISTERED LETTER

Subject: Call for Tender 10186, clarification No 5

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) 16556 of 29/01/2009, (09) 18307 of 02/02/2009 and (09)19795 of 04/02/2009

Dear Sir, Madam,

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

Q1: Technical Specifications, point 4.2.3.1., first paragraph:

The specifications state „The TED website and the license holder environment will be available 24 hours a day, 7 days a week. The availability rate of the site should be no less than 95,5%" In Answer 7 of clarification No 2, dated 27.01.2009 you corrected the availability rate to 99,5%.

Is our understanding correct, that taking into account the availability rate of 99.5% and a 24/7 operation of the site, the yearly overall downtime of the TED website and the license holder environment (non availability of the entire service) should not be more than 43.8 hours in total?

A1: TED requires daily and even hourly accessibility, not yearly. Thus, the method to count yearly downtime is not correct, since it would allow almost two days of downtime, which is completely unacceptable. Counting per day, the maximum allowed **daily** downtime is about 7 minutes. This average value includes also the service downtime for planned maintenance and intervention in order to improve the service quality. The planned maintenance and intervention will be provided strictly only between 00:00AM and 02:00AM and must be announced at least one week in advance. The contractor should take into account the information provided in the chapter I.11 of the contract on liquidated

damages and give a detailed description in the Service Level Agreement of how he is going to assure continuity.

Q2: Technical Specifications, point 4.2.7.:

The specifications state: "The viewer must be developed, hosted and maintained by the contractor". Could you please specify which additional load and traffic will be generated for hosting the viewer.

A2: The viewer is a tool to allow users of different applications to display notices in preparation in the corresponding publication lay-out and hence will not generate a significant increase in traffic.

Q3: Technical Specifications, point 4.2.8.:

The specifications state that: "The content of the OJS DVD-ROM will include:

...

- *two types of indexes:*

1. *search index used for keyword search in the PDF reader*

..."

Is our understanding correct that you expect for this point the normal build in functionality of Acrobat Reader for full-text searching in the viewed document or is there any additional, dedicated index to be built and stored on the DVD?

A3: The Office expects a pre-generated full-text index that will speed up search. It shall be stored on the DVD and embedded in the table of contents.

Q4: Technical Specifications, point 4.2.8.:

The specifications state that: "The content of the OJS DVD-ROM will include:

...

- *Information about content*

..."

Could you please specify what is exactly expected for this point?

A4: This is a short text file describing the content of the DVD, including the dates covered and issue numbers. The Publications Office will provide the contents.

Q5: Proportion of complete and summary notices:

Could you please validate the table below which gives the proportion of notices translated for complete and summary notices?

NOTICE	NOTICE PROPORTION	LANGUAGE VERSION
<i>Full original version</i>	<i>100%</i>	<i>1</i>
<i>Full translated version</i>	<i>5%</i>	<i>22</i>
<i>Summary translated version</i>	<i>95%</i>	<i>22</i>

A5: The proportion of complete and summary notices:

NOTICE	NOTICE PROPORTION	LANGUAGE VERSION
Full original version*	100%	1
Full translated version	2%	22
Summary translated version	98%	22

*in some cases, for instance for notices coming from multilingual countries, there can be at least two original languages.

Q6: *Space occupied:*

Do you have statistics on the average size of the notices in different formats?

FORMAT	WEIGHT (Kbytes)
<i>XML full version</i>	5
<i>XML summary translated version</i>	3
<i>PDF 1,4 full version</i>	50
<i>PDF 1.4 summary translated version</i>	40
<i>Trusted time-stamped PDF A/l-a</i>	100
<i>Lic. Holders environnement XML (per version)</i>	20 000
<i>Lic. Holders environnement UTF-8 (per version)</i>	20 000

A6: Notice sizes:

FORMAT	WEIGHT (Kbytes)
XML full version	5
XML summary translated version	3
PDF 1.4 full version	50
PDF 1.4 summary translated version	40
Trusted time-stamped PDF A/l-a	100
Lic. Holders environnement XML (per version)	20 000
Lic. Holders environnement UTF-8 (per version)	20 000

NB: These sizes are purely indicative and could vary according to the solution proposed by the contractor, for instance in what regards the time-stamping system.

Q7: *When the maximum size of a document is mentioned (eg 25 pages), does this apply only to the contents of the document, not taking into account the header and the table of contents. If this is correct it would imply that the document could be 27 pages long. Is this correct?*

A7: The 25 pages mentioned in point 2.7.2 under the "Technical award Criteria 1: System to be developed" is all inclusive. The 25 pages will include any header or table of contents that the tenderer wishes to include. Please see also A3 of clarification 2 of 27/01/2009.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'António Carneiro', is positioned above the printed name.

António Carneiro
Head of Unit