Questions and Answers for

CALL FOR TENDERS

FOR THE DEVELOPMENT OF A NEW ONLINE SYSTEM FOR MANAGING THE GRANTS OF THE EUROPEAN YOUTH FOUNDATION

2023/AO/93

Object of the procurement procedure and / or project ▶	This consultation concerns a project to develop a new online system for managing the grants of the European Youth Foundation
Execution place / building ▶	Click here to enter text
Contract(s) number(s) ▶	DIRECTORATE-23-
Buying entity ▶	**Council of Europe Directorate-General for Democracy and Human Dignity, European Youth Foundation**
Type of contract (see Appendix 1) ▶	Mixed contract
Purchase typology ▶	IT
Deadline for sending questions (if applicable) ▶	24/01/2024
Deadline for tendering ▶	31/01/2024

Question 1: Can the solution be hosted in the cloud and managed by the provider? Or should the solution be hosted in Council of Europe cloud environment and managed by the staff of the EYF secretariat?

Answer 1: The solution must be hosted by the provider.

Question 2: I understand that the price for Step 2 will be calculated based on the estimated number of days and the proposed daily rates. While I understand that the daily rates will be fixed throughout the contract.

Answer 2: Yes.

Question 3: Could you please confirm whether the estimated number of days for STEP 2 provided in this proposal is binding or will be confirmed during the execution of Step 1?

Answer 3: Yes, because at this stage the business requirements need to be refined.

Question 4: Can you please confirm my understanding that we need to submit the following documents, for Step 1 and Step 2 respectively?

1) For Step 1: Technical Proposal covering Functional, Technical and Methodological aspect pf the proposed solution.
2) For Step 2: Technical proposal covering experience, expertise, quality of the provider (in particular, the CVs of employees corresponding to the profiles needed).

Answer 4: Yes. Correct for both points.

Question 5: Could you please clarify if you have any expectations on the activity split, i.e percentage of tasks provided on-site vs remotely?

Answer 5: No preference, to be defined by the project team according to the needs refined.

Question 6: Are you expecting a specific financial arrangement? Can the provider propose a solution through a subscription model (i.e. paying a monthly/annual fee for access, upgrades, and support)?

Answer 6: Each company has its own financial model, they have to make proposals, which will be assessed later if it fits to the budget and the needs. For most of the cloud solutions, it is an annual fee including upgrade and support.

Question 7: What is the budget for STEP 1 of the project? What is the budget for STEP 2 of the project?

Answer 7: The budget is not disclosed. It's up to the companies to give a budget proposal.

Question 8: What is the allocated time for completing STEP 1 and STEP 2?

Answer 8: It's up to the companies to make a proposal according to their available staff and their speed.

Question 9: The document "Estimated Daily Rates experts" doesn't match to the contract and requested information regarding pricing. Step 1 is the definition of business requirements and you need a fix price?

Answer 9: Yes, as is mentioned in the contract a fixed prices needs to be provided.

Description ▼	Fixed Price Total without VAT ▼
STEP 1. Assistance with the review and completion of the business requirements document (maximum estimated: 25 days).	

Question 10: Step 2 is the implementation and you need the daily rates?

Answer 10: Yes, by profiles.

Question 11: Step 3 is the maintenance and you need daily rates?

Answer 11: Yes, by profiles.

Question 12: Quels éléments faut-il fournir pour l'évaluation du step 2 ? L'acte d'engagement (2. Contract.docx) mentionne une liste de prix et des CVs au chapitre A.1, le document "7. Estimated daily rates experts.docx" demande une estimation de la charge pour le step 2 et la maintenance ? / (Translation: What elements must be provided for the step 2 evaluation? The act of commitment (2. Contract.docx) mentions a price list and CVs in chapter A.1, the document "7. Estimated daily rates experts.docx" requests an estimate of the charge for step 2 and maintenance?)

Answer 12: Oui/Yes.

Question 13: Les charges estimées dans le document "7. Estimated daily rates experts.docx" seront-elles prises en compte dans l'évaluation des offres ? / (Translation: Will the charges estimated in the document "7. Estimated daily rates experts.docx" be taken into account in the evaluation of the offers?)

Answer 13: Oui, avec ponderation/ Yes, with weighting.

Question 14: Pouvez-vous confirmer que les propositions de scénario pour la réalisation font partie du step 2 et ne sont pas incluses dans l'enveloppe de 25j du step 1 ? Cela semble contradictoire avec les critères d'évaluation du lot 1 décrites dans la section "Award criteria" du document "1. Call for tenders.docx" : "Technical aspects: architecture and technical solution proposed, integration and migration strategy proposed, compliance with norms and standards, warranty period." / (Translation: Can you confirm that the scenario proposals for production are part of step 2 and are not included in the 25-day envelope for step 1? This seems contradictory with the evaluation criteria for lot 1 described in the "Award criteria" section of the document "1. Call for tenders.docx": "Technical aspects: architecture and technical solution proposed, integration and migration strategy proposed, compliance with norms and standards, warranty period.")

Answer 14: Oui, les propositions de scenarii font parties du step 2. / Yes, the scenario proposals are part of step 2.

Question 15: Quelle est la durée de la période probatoire, s'il y a lieu, au cours de laquelle le contrat peut être terminé avec un préavis de 6 mois ? (Translation: What is the length of the probationary period, if any, during which the contract can be terminated with 6 months' notice?)

Answer 15: Le contrat peut etre termine avec un preavis de 6 mois / The contract can be terminated with 6 months' notice.

Question 16: Le document SCC prévoit de pénalités fixes à 350€/jour, tandis que le SGC prévoit une formule de calcul. Lequel s'applique? / (Translation: The SCC document provides for fixed penalties of €350/day, while the SGC provides a calculation formula. Which one applies?)

Answer 16: The penalties are fixed at a flat rate of 350 euros per day of delay.

Question 17: Une ONG peut-elle s'enregistrer plusieurs fois sur des périmètres différents (international et branches locales par exemple) ? Une vision consolidée est elle souhaitée pour les grandes ONG implantées dans plusieurs pays ? / (Translation: Can an NGO register several times in different scopes (international and local branches for example)? Is a consolidated vision desired for large NGOs established in several countries?)

Answer 17: An NGO can only register once. There is no need for a specific link between an international organisation and a national branch of that organisation.

Question 18: Pouvez donner des précisions sur l'outil qui gère actuellement les 'study sessions' et les possibilités d'intégration ? / (Translation: Can you give details on the tool that currently manages the 'study sessions' and the integration possibilities?)

Answer 18: There is no current online tool for processing the study sessions. Applications of youth NGOs for study session are received by email in word or pdf format. The format of applying to study sessions is similar to EYF international activity grants. In most cases, it is the same applicant NGOs applying for study sessions and EYF grants.

Link to website of study sessions www.coe.int/en/web/youth/study-sessions

Question 19: La visibilité des évaluation, recommandations ou commentaires réalisées sur la demande de subvention est-elle soumise à des règles liées au profil ou à l'avancement de l'évaluation dans le workflow de validation ? / (Translation: Is the visibility of evaluations, recommendations or comments made on the grant request subject to rules linked to the profile or the progress of the evaluation in the validation workflow?)

Answer 19: The assessment and recommendations are part of the evaluation workflow. Step 1 is an internal evaluation process only visible to EYF secretariat members. Step 2 is visible to the Programming Committee on Youth (decision making body) and the EYF secretariat and is the basis for the final decision of grant giving. Step 3 is the communication of the final decision of the Programming Committee on Youth which is visible to the applying youth NGO. Further information can be found in the Business Requirements under point 4 and point 5 where these steps are explained in detail.

Question 20: Une solution de signature électronique est-elle envisageable ? Existe-t-il des solutions privilégiées par le COE ou l'EYF ? / (Translation: Is an electronic signature solution possible? Are there solutions favoured by the COE or EYF?).

Answer 20: L'outil utilisé et validé au COE est Signaturit. Une API est en cours de développement au sein de la DiT, qui vous sera mise à disposition. / The tool used and validated by the COE is Signaturit. An API is currently being developed by the DiT, which will be made available to you.

Question 21: Pouvez-vous préciser la fonctionnalité attendue concernant la conversion des documents ? / (Translation: Can you specify the expected functionality regarding document conversion?)

Answer 21: Il est dit dans le paragraphe 3.5.;/It is stated in the paragraph 3.5:

"Interaction with other systems: Office suite / adobe: The online system must be able to generate different kinds of documents, in CSV, Excel, Word, plain text, PDF or image formats.

It should also be able to convert uploaded documents in a specific format such as excel or word, if formatted correctly, to avoid having to copy-paste from offline files."

Il n'y a pas de demande de développement de convertisseur de fichier, ce sont des outils utilisés par le service en complément de l'outil demandé. C'est plus pour information./ There is no request for file converter development, these are tools used by the service in addition to the requested tool. This is more for information.

Question 22: Quel niveau d'interface est attendu pour la publication des projets/informations sur le site web de l'EYF ? / (Translation: What level of interface is expected for publishing projects/information on the EYF website?)

Answer 22: Il est dit dans le paragraphe 3.5 Interaction avec d'autres systèmes: / It is stated in paragraph 3.5 Interaction with other systems:

"EYF Website: Some NGO and project data is exported to a map on the EYF website, showing the NGOs registered in real time on a map and similarly showing the ongoing projects on a map.

On the online system external interface, there is data about NGO and project reports available to anyone.

The new online system should make it easier also to extract project summaries when needed."

Simplement la possibilité de générer un export Excel/CSV afin de l'intégrer dans le site DXP. Les automatisations de ce système ne sont pas à prendre en compte pour le moment. / Simply the possibility of generating an Excel/CSV export in order to integrate it into the DXP site. The automations of this system are not to be taken into account at the moment.

Question 23: Une application spécifique sur les smartphones est-elle envisagée ? / (Translation: Is a specific application on smartphones planned?)

Answer 23: Non, au mieux une application web responsive. / No, at best a responsive web application.

Question 24: Le support attendu est-il de niveau 1 (ONG, utilisateurs externes) ou de niveau 2 (membres de l'EYF) ? Quelle plage horaire de support est attendue par l'EYF ? (Translation: Is the expected support level 1 (NGOs, external users) or level 2 (EYF members)? What support time slot is expected by the EYF?)

Answer 24: The expected support is level 2, i.e. to the EYF secretariat. In principle the expected support hours are during office hours, Monday to Friday. Occasionally when there is a deadline for submitting grants, additional support outside regular hours may be requested.

Question 25: We are a small IT company (2 employees), but we have our own solutions implemented to a dozen of various clients, few of them big multinationals. We have 2 clients over 2000 employees and we also had a JV with a similar company - so we comply with 3 recommendations from 2k+ employees companies - but being small we lack resources for Phase 2 of the project (1x DevOps, 1x

Designer, 1x Tester). Can we tender as a JV with any of our partner companies - we do have one in Country X for example where we deliver IT Services that we know they have resources we lack for Phase2?

Answer 25: The supplier can send an offer on the basis what has been described in the question, and send the documents concerning the composition of the team(s) and explain it.

Question 26: Database diagram in the Business Requirements is not clear enough - can we have access to a clear / zoom-able version of it? It will be particularly useful in STEP 1 for selected provider, but think will help also Technical feedback/document needed for STEP1 award criteria.

Answer 26: Please see the diagram at this link https://rm.coe.int/schema-bdd-fej/1680ae2639

Question 27.1: Hosting - should provider own its own datacenter?

Answer 27.1: No.

Question 27.2: Can the provider have a partner (Azure, GTS, M247 etc.) where he rents cloud?

Question 27.2: A partner is OK.

Question 28: How much design phase for actual system took and how many profiles were involved? Same question for development phase of actual system?

Answer 28: The question is not relevant for this tender. The current system has been developed a too long time back (around 10 years ago) to be able to compare with any needs of today.

Question 29: There you specify any app should use Docker containers - does that requirement apply to YUF grant management solution?

Answer 29: In case of a specific development, it must be on Docker.

Question 30: Selected provider will have access to actual system's code in STEP1?

Answer 30: Yes.

Question 31: Regarding data migration, please confirm following aspects:

Question 31.1: Upon prod of v2 - after STEP2 is done - only registered & active ONGs account info (contact, past activity data, etc) will be migrated, those rejected and/or inactive, no? there is a list of tables concerned from DB diagram that needs to be imported in v2?

Answer 31.1 The solution should have the parameters to move all relevant date of the registered NGO and possibly also others. However, the definitive solution on the data to migrate will be taken after the clarifications on the business requirements in step 1.

Question 31.2: please confirm that NetDocuments and UserCube data does not needs to be migrated since V2 will continue to use that data?

Answer 31.2: No, it will be an API communication.

Question 31.3: Any issues you expect in V2 related with this aspect?

Answer 31.3: No.

Question 31.4: NetDocument has Oauth2.0 compliant API (ClientID / ClientSecret / Access / Refresh / JWT / Tokens)?

Answer 31.4 Yes.

Question 31.5: Please confirm that for STEP2 selected provider will have access to: DB of V1 in DEV and to demo/live account for NetDocument and few demo/live accounts for UserCube.

Answer 31.5: Yes, in both cases.

Question 32: If a consortium will be selected, if one party has been in the past a contractor for CoE that is okay regarding eligibility or is a NoGO? To be specific term "employed" from Eligibility (3.j) is including contractor or just employee with CDI/CDD with CoE?

Answer 32: The Council of Europe agents on contract CDI/CDD cannot respond to a call for tenders. If they wish to respond, they must no longer be on contract at the date the tender is launched.

Consultants can only respond to invitations to tender if they have not participated in drawing up the call for tender project**.**

Question 33: Due to the past Christmas period, it was difficult to count on the availability of some members of our team. Could you kindly evaluate to grant a delay of two weeks on the submission deadline?

Answer 33: This is not possible. The deadline for tendering is 31 January 2024.

Question 34 : Selon notre compréhension du chapitre 5 des besoins métiers et du COE developer toolkit, la solution sera hébergée par le COE en 3 environnements (production, validation, test/training). En réponse à une question vous indiquez : "The solution must be hosted by the provider". Pouvez-vous clarifier le mode d'hébergement attendu et les implications sur

l'authentification et les interfaces avec NetDocument en cas d'hébergement externe au CoE? (translation: According to our understanding of chapter 5 of business needs and the COE developer toolkit, the solution will be hosted by the CoE in 3 environments (production, validation, test/training). In response to a question you indicate: "The solution must be hosted by the provider". Can you clarify the expected mode of hosting and the implications on authentication and interfaces with NetDocument in case of hosting external to the CoE?)

Answer 34: If the solution is cloud based, it will be hosted by the service provider or one of its partners. If the solution is a specific development, it will be hosted on the Council of Europe servers. Communication with NetDocument will be done in both cases by API.

Question 35 : Si la solution doit être hébergée par le fournisseur, pouvons-nous rajouter une ligne "hébergement" dans le tableau des profils du step 2 pour y inclure ces coûts? (translation: If the solution must be hosted by the supplier, can we add a "hosting" line in the step 2 profile table to include these costs?)

Answer 35: Yes.

Question 36: Today, the backend is managed under .Net. Can we propose another language or alternative solution as long as it interfaces, or only .Net solutions will be considered? Same question for the Front-End?

Answer 36: Providers must comply with the technical specifications of the developer toolkit provided.

Question 37: In the section regarding eligibility criteria, we read "Supply of 3 references and services rendered to Organizations similar to the Council of Europe (more than 2000 employees)". Could you please confirm our understanding that for a reference to be valid it only needs to meet the requirement of being for a client of over 2000 employees, and that the client can be either a public or private entity?

Answer 37: Yes, the reference is valid if the service given is to an organisation or client, private or public, of 2000 employees and more.

Question 38: What is the foreseen day to start the work? (translation : pouvez vous nous donner la date approximative de démarrage?)
Answer 38: The deadline of the call is 31 January 2024. Estimated time to assess the bids of the tender is approximately two months including a final decision. Hence, the plan is to start the work in the first half of 2024.

Question 39: Study sessions seem to be something different than what is already in the business requirements. Can you provide some more information ? (translation : Ces sessions d'études semblent être un nouveau besoin différent des demandes de bourses. Pouvez-vous nous le détailler?)
Answer 39: Study sessions are seminars of 5-7 days that youth organisations run in the two European Youth Centres of the Council of Europe. Organisations apply for them at two deadlines in a calendar

year, by filling out a specific application form for study sessions. The application is similar in format to the application form for the EYF grant scheme "International activities".

Question 40: Is the application form for study sessions more or less complex in comparison to the form of pilot activities that was included with a screen shot? What is the validation workflow ? (translation : Est-ce que le formulaire pour les sessions d'études sera plus ou moins simple ou complexe par rapport au formulaire Pilot Activity de la capture d'écran fourni par exemple. Et qu'en est-il du workflow de validation?)

Answer 40: The form for study sessions is in principle simple - similar in complexity to EYF grant scheme "International activities" and less complex than the EYF grant scheme "Pilot activities". The validation and decision workflow for study sessions should follow the same principles as the EYF grants. There may be different contracts or approval letters for the study sessions.

Question 41: We understand that in case our tender is presented by a Consortium, the Act of Engagement must be signed only by the leader of the Consortium, marking in the relevant field of section B. Declaration of Agreement and Signature the option "capacity as leader of the Consortium". We understand that the "Council of Europe consortium declaration" mentioned in section 2. of the Act of Engagement, Distribution of services and payments in the case of a consortium, is not applicable at this stage of the tendering procedure, and would be signed in case of award.

Answer 41: With regard to the presentation of an offer as a consortium, at this stage it is sufficient to complete an act of engagement, but to still present all the necessary information concerning the constitution of the consortium and the documents allowing the analysis and scoring as requested in the tender rules. The leader of the Consortium is the one who signs the Act of Engagement.

Question 42:

1) The Tender documents refer to negotiations between the Parties. Such negotiations include modifications to the contractual clauses? Can the Service Provider suggest different contractual clauses, for example regarding Compensation for Damage? In case this is allowed by the Council of Europe, should the Service Provider include any reference to this modification in the Act of Engagement document before signing?
2) The modifications of the contractual clauses, if possible, should be made through a Specific Contractual document? What form should this document have?

Answer 42: At this stage the Act of Engagement must be returned signed and without any modification. If the bidder wishes to make proposals for any changes to the contractual clauses, they can do so in a separate document. The procedure may include clarification and / or negotiation rounds. These negotiations will concern the technical part, price and deadlines.

Question 43. We would like to provide some examples of our current projects using videos and imagens. What is the maximum file size to be sent by email? Or should we share external links so that you access the online contents?

Answer 43. The limit for us is 40 Mo, so if it's too big, you can send them through links.

Question 44. Could you please clarify the calculation formula for the financials' award criteria for the STEP2?

Answer 44. The best price offer will be received is maximum points (50) then the others will have a weighted score based on the best price offer.

Question 45. Are we required to exclusively use NetDocument and integrate directly with it, possibly leveraging APIs for real-time updates, or is there flexibility in storing documents internally, with a background synchronization process to ensure data consistency with NetDocument?

Answer 45. The use of NetDocument is mandatory. The API will be available for the chosen provider.

Question 46. If the integration is in real-time, to ensure adherence to the specified 3-second timeframe, could you elaborate on the metrics used for accountability? Is it solely measured by our system's response time, or does it encompass the entire process, including transmission and processing within the NetDocument system?

Answer 46. This is to be discussed with the selected provider.

Question 47. Our understanding is that you will migrate the historical data for the document management system. Do you confirm it? If not, please clarify.

Answer 47. Most of the historical data is to be migrated. STEP 1 (Business requirements finalisation) will define the exhaustive list of data which will be migrated.

Question 48. What tools or systems are being used by EYF to extract data and statistics from the current system (reporting tools, internal platform pages, etc.)?

Answer 48. At the moment, the current system has only very basic extraction tools on the projects, so raw data can be extracted and then needs to be processed in Excel. There is one internal page in the system where applications can be extracted by year, types of grant, country and state of application.

Question 49. Could you please provide the amount of critical applications that should be considered, specifically the number of applications in operation on a daily or monthly basis?

Answer 49. We cannot assess this. However, per year we fund about 200 grants, but some projects go over a year. Of course, the number of applications submitted is a lot higher than the projects which are approved for a grant.

Question 50. Could you please describe in detail how is the payment to NGOs processed?

Answer 50. At the moment, upon receipt of the signed contract from the beneficiary NGO and its validation in the online system, a "proceed to payment" button is displayed. When clicking on this button, a window pops-up, automatically calculating the amount to be paid in the first instalment

and asking for the purchase order number. Once this information is answered, there is another "proceed to payment" button. Clicking on it generates the "Good to be paid" as a word document that can be completed/modified and then the payment is made in another system of the Council of Europe.

Question 51. We assume we need to integrate this system with a payments' systems for the payment process to the NGOs. Which payment system do you plan to use?

Answer 51. The payments are done in another system of the Council of Europe which is not connected to this system. We do not need to connect this payment system with the granting system. Only what is mentioned in the earlier question needs to be integrated.

Question 52. If there are amounts that should be reimbursed, how should this be reflected in the system?

Answer 52. At the moment, the reimbursements are only reflected in the status of the grant, with a button to validate the receipt of the reimbursement or cancel the reimbursement. How this should look in the new system is part of STEP 1 of the finalisation of the business requirements.

Question 53. What parts of the EYF's existing infrastructure are expected to integrate with the current system (e.g.: databases, web services, authentication, etc.) without replacement?

Answer 53. This question should be explored as part of STEP 1 of the contract and hence cannot be answered at this stage.

Question 54. Since the solution must be hosted by the provider, where and how should we include these costs in the financial proposal?

Answer 54. In your financial proposal, with as much detailed information as possible.

Question 55. Do you already have a provider for data management or should we consider any licensing fees for database management systems? Where and how should we address these costs in the financial proposal?

Answer 55. We don't have a data management provider. In your financial proposal, with as much detailed information as possible.

Question 56. What other services, apart from EYF Website and DMS, are expected to be integrated (e.g.: reportings tools, ERP, etc.)? If so, are these integrations via APIs? If not, please clarify.

Answer 56. This question should be explored as part of STEP 1 of the contract and hence cannot be answered at this stage.

Question 57. Is the scope of versioning constrained by the COE Developer Toolkit specifications (e.g.: SQL Server 2019), or does the project allow flexibility in updating these versions to accommodate newer implementations?

Answer 57. You must base your proposal on the developer toolkit. If any update is necessary, it will be discussed with the chosen provider, and the toolkit will be updated accordingly.

Question 58. What tools/services are currently being used to monitor and track system's logs? Are we bound to those solutions?

Answer 58. Microsoft DevOps. Yes, you are bound to this solution.

Question 59. When you refer that "corrections of current system limitations should also be made", do expect those corrections to be in the evolution for the new system, or as a maintenance of the old one? Can you detail more about these limitations?

Answer 59. The corrections must be developed only for the new system. For limitation see Business requirements document.

Question 60. Are there any other non-functional requirements for the new system (e.g.: concurrent users, availability metrics, etc.)? If yes, please list and give details for each one of them.

Answer 60. This is to be discussed with the chosen provider during STEP 1.

Question 61. Have you currently licensed Office 365 or Power.BI? If you have Office 365 licensed, what level is it licensed?

Answer 61. We have currently Microsoft 365 E3. As for power BI, for the time being we don't have the licenses, it's under discussion.

Question 62. What are the Microsoft technology and Licencing CoE has already invested in?

Answer 62. Microsoft 365 E3

Question 63. Are you open for vendors to propose a cloud based SaaS based platform using data storage solution built in to the solution?

Answer 63. DMS is our document management system, it should be used for this purpose.

Question 64. What is the size of current data in DMS?

Answer 64. The current data has a size of roughly 42Go. However, the specific data to be migrated will only be decided in STEP 1.

Question 65. Please elaborate on the scope of "Historical data should be migrated in an appropriate format covering all files that are closed and be saved into DMS for consultation". Could you confirm the volume of data to be migrated.

Answer 65. This will be discussed during the working process as part of STEP 1 after the signature of the contract. See question 64 for the volume of stored data at the moment.

Question 66. Quelles sont les fonctionnalités attendues de la partie publique de l'outil ? Mis à part l'inscription d'une ONG et l'authentification des utilisateurs. (translation: What functionalities are expected from the public part of the tool? Aside from NGO registration and user authentication.)

Answer 66. In the public side, there needs to be a public NGO list, and list of reports, as well as the account creation of the NGO. In STEP 1, we could discuss if any other options are suitable as additional information to be included.

Question 67. Est-ce que la carte des ONG doit être reproduite sur la partie publique de l'outil ? Ou le prestataire fournit seulement une liste et le FEJ gère cela sur son site? (translation: Should the NGO map be reproduced on the public part of the tool? Or does the service provider only provide a list and the EYF manages this on its website?)

Answer 67. The NGO map is on the EYF website, and at the moment, the map uses data from the online system.

Question 68. Quel sera le format de récupération des données de la base actuelle? (translation: What will be the data recovery format for the current database?)

Answer 68. Data export via Excel and/or CSV.

Question 69. L'inscription d'une ONG crée un compte utilisateur dans la base. Est-ce qu'il peut y avoir plusieurs comptes utilisateurs par ONG? (translation: Registering an NGO creates a user account in the database. Can there be several user accounts per NGO?)

Answer 69. One account per NGO.

Question 70. Est-ce que le format Word convient pour les modèles paramétrables de document (lettre d'approbation, formulaire d'acceptation…)? (translation: Is the Word format suitable for configurable document templates (approval letter, acceptance form, etc.)?)

Answer 70. Word and pdf, especially pdf for the contracts or other official documents signed by the EYF.

Question 71. Est-ce que la réponse à l'appel d'offre peut être rédigée en Français? (translation: Can the response to the call for tenders be written in French?)

Answer 71. No, it needs to be sent in English.

Question 72. Throughout the Business Requirements document it is referred to the existence of "project pages". Are these pages automatically created? Are they only visible to internal stakeholders like EYF and CPJ, or also visible to NGOs and anonymous users? When are these pages created? After the submission of a grant request? After a grant approval?

Answer 72. The pages are created when the submission of the grant request is made. All parts of the pages are visible for EYF staff and CPJ (including the project evaluation part), however, some parts are not visible for NGOs (such as internal comments, evaluation section and etc). The NGO has access to the project applications and reports it submitted.

Question 73. In section 3.3.2, page 15 of the Business Requirements document, you refer to the "Budget and Programming document of the Organisation" as a reference to assess the required statistical information that the solution must provide. Can you please provide a copy of this document, eventually deleting confidential information that it may contain?

Answer 73. The Programme and Budget of the Council of Europe is an internal document that indicates for each team of the Council of Europe the indicators of success, for the EYF this could be the number of approved applications, number of applicants etc. The statistical data extraction will need to be further discussed in STEP 1.

Question 74. In section 3.5, page 18 of the Business Requirements document, you refer that the system must be able to generate different kinds of documents in CSV, Excel, Word, plain text, PDF or image formats. Can you please provide a few examples of documents that need to be generated for each format type?

Answer 74. For instance, the list of registered NGOs with contact information, acceptance letter, contract, application and report forms of the grants, projects approved in a year.

Question 75. Also in section 3.5, page 18 of the Business Requirements document, you refer that is should be possible to convert uploaded documents in a specific format such as excel or word, to avoid having to copy-paste from offline files. Can you please elaborate further this requirement, providing an example if possible?

Answer 75. For example, there should be a possibility for the EYF secretariat to extract from the online system an excel with all the grant decisions' texts, work on the document offline, reupload it and the data could then populate the relevant sections of the different applications accordingly.

Question 76.1 In response to question 34 you clarify that: "If the solution is cloud based, it will be hosted by the service provider or one of its partners. If the solution is a specific development, it will

be hosted on the Council of Europe servers.". This clarification lead us to the following additional questions: For a solution to be qualified as being "cloud based", it should be built on top of an off-the-shelve cloud sw that would be adapted for EYF? Or would a custom development leveraging Azure services, with a hosting / SaaS fee also considered as a suitable option?

Answer 76.1. Both are suitable options.

Question 76.2. If the solution is cloud based will it still have to comply with the development guidelines detailed in the COE Developer Toolkit document, in particular in terms of the requirement for the front-end to be developed in the Angular framework and the back-end in dotnet core?

Answer 76.2. No, if it's a cloud-based solution, the solution does not have to be develop in Angular/.net.

Question 77. Can you please clarify what is to be filled in the following table presented within section 5 of the Act of Engagement:

Contractual deadlines (e.g. sequenced or non-sequenced delivery, schedule, etc.): [delete if not applicable].	
xx	xx
xx	xx

Is it to present the invoicing milestones and respective invoicing amounts applicable to step 1? If not, which should be the invoicing milestones for phase 1?

Answer 77. The suppliers need to indicate the time for the step one and two (ex step1, 2 months; step 2, 9 months).

Question 78. Is it correct to assume that step 2 services will be invoiced in alignment with specific conditions to be agreed on a subsequent PO for step 2, based on the selected proposal by EYF? If this assumption is correct, are there any constraints regarding acceptable payment plans for CoE?

Answer 78. Yes, it is correct to assume this. You can propose a payment plan which will be discussed when the order will be realised.

Question 79. Within section 7 of the Act of Engagement document it is indicated that a probatory period is not applicable. However, it is also referred that "During the probationary period, the contract may be terminated by the Council by registered letter with acknowledgement of receipt, giving 6 months' notice.". These two clauses are therefore in contradiction. Can you please clarify?

Answer 79. There is no probationary period for either stage 1 or 2. However the Council of Europe and the selected provider have the possibility of a 6-month notice period for terminating the contract, if needed.

Question 80. Is it correct the understanding that only one provider will be selected to deliver both step 1 and step 2 of the contract?

Answer 80. Yes, only one provider will be selected to deliver both step 1 and step 2 of the contract. However, there is possibility for the Council of Europe and the selected provider to terminate the contract if there is no common agreement on step 2.

Question 81. As established within section A.1 of the Act of Engagement, with the completion of step 1, a final business requirements document will be established. After this, the provider will have to elaborate proposals for the development of the new online system of the EYF, in accordance with the development rules in force within the organization. EYF will then select one solution proposal to be developed. Our question is, how will be covered the effort for the elaboration of the solution proposals? Is it within the scope of Step 1? Is it to be considered within the scope of step 2? Is it to be considered as a pre-sales effort of the provider?

Answer 81. Yes, the effort for the elaboration of the proposal is to be included in step 1. At the end of step 1 the selected provider is expected to deliver a comprehensive proposal based on the business requirements. This comprehensive proposal will be the basis for step 2, the development of the solution.

Question 82.1. As stated within the tender documentation, the scope of step 1 is to provide assistance to the Council of Europe for reviewing and finalizing the business requirements document. In order to better estimate the associated effort, can you please clarify the following points?

Is the existing draft business requirements document that needs to be reviewed and finalized the one that is included in the tender documentation - "EYF Business Requirements.docx"?

Answer 82.1. Yes, this is the document to be reviewed.

Question 82.2. The provided "EYF Business Requirements" document includes a section with user interface requirements (section 4.2). Is it correct to assume that under the scope of step 1 is the identification of the requirements that will guide the user interface design of the future solution, being excluded the actual design of the user interfaces that will be within the scope of step 2?

Answer 82.2 Yes, it is correct to assume this. In step 1 the selected provider will identify the requirements that will guide the user interface design (a rough version) of the future solution.

Question 82.3. The "EYF Business Requirements" document includes a Technical Requirements section (section 5). Is it correct to assume that under the scope of step 1 is the identification of the technical requirements / development rules that will guide the technical design of the future solution, being excluded the actual technical solution design?

Answer 82.3. Yes, it is correct to assume that. The identification of the technical requirements / development rules will guide the technical design of the future solution, the current one has to be updated.

Question 83. In the Act of Engagement document, the provider is required to present its daily rates for the different profiles for Step 2. Can you please clarify what is expected to be filled in the "On site" and "distance" columns?

Answer 83. What is expected is to indicate the price for the service onsite as well as remotely, with a specification of differences in pricing of the two types of intervention.

Question 84. If the provider is required to travel to any of the COE locations, instead of performing the activities remotely, is it correct to assume that the associated travel expenses will be billed separately?

Answer 84. The offer should also reflect and provide details of travel cost.

Question 85. Can you please share the calculation formula to rate the financial criterion for both step 1 and 2?

Answer 85. The relevant information can be found in the document "Call for tenders"

Award criteria

Only complete eligible tenders will be assessed by the Council of Europe, taking into account the following criteria:

STEP 1 (30% of the final total score): Assisting with the Consolidation of the business requirements document.

Award criteria	Weight in points (out of 100 in total)
Financial :	40
Technical: Functional aspects: understanding the need, functional coverage, relevance of the proposed solution, ability of the supplier to propose a viable solution, particularly in terms of User Interface and ergonomics (examples of screens, contact form, dashboard). Technical aspects: architecture and technical solution proposed, integration and migration strategy proposed, compliance with norms and standards, warranty period**.**	40
Methodological aspects: development methodologies in agile mode, organization, planning, references to similar projects, team profiles.	20
Total	**100**

STEP 2 (70% of the final total score): Development of the solution and corrective and maintenance application after the expiration of the warranty period.

Award criteria	Weight in points (out of 100 in total)
Financial :	50
Technical: experience, expertise, quality of the provider (submit the CVs of employees corresponding to the profiles needed.)	50
Total	**100**

The Council of Europe will assess both STEP 1 (30% of the final total score) and STEP 2 (70% of the final total score) based on above award criteria. The candidate with the highest score (STEP 1 + STEP 2) will be selected for this contract.

Question 86. Is there any financial appendix or should we just input the prices on the provided tables in the Act of Engagement document?

Answer 86. The prices should be included in the tables in the Act of Engagement document. If the bidder needs additional specific prices per different profiles, number of days etc., they can add them in the Act of Engagement. If needed, a financial appendix may be added to the bid with further detailed information.

Question 87. We intend to create a consortium in order to answer to the consultation concerning a project to develop a new online system for managing the grants of the European Youth Foundation, with a deadline on January 31st. In the Act of Engagement that we need to complete, you mention this : "2. Distribution of services and payments in the case of a consortium (if applicable).

In the case of a consortium, the leader and members of the consortium must complete and sign the Council of Europe consortium declaration." May I ask you to send me the Council of Europe consortium declaration or indicate me where I can find this?

Answer 87. Please find the consortium declaration on the following link: https://rm.coe.int/declaration-du-groupement-modele-en-en/1680ae472a