

Information Notice

Tender: Development, servicing, maintenance, and marketing in relation to the SourceUp.org online platform
Date: 30 April 2021

Nr	Document name	Chapter/paragraph	Page	Question	Answer
1	Tender Guidelines - SourceUp Platform 307821	3.2	6	Is the product owner able to make all important decisions? Are our employees (f.e. UX/CX) allowed to contact end users, either internal or external. Are there "klankbordgroep" van gebruikers?	The product owner is currently set up as primary contact and decisionmaker in these matters. IDH is in the process of setting up a group of users that could serve in such a capacity to assist in development feedback directly to service provider employees. Such initiatives will always be managed together with the product owner.
2	Tender Guidelines - SourceUp Platform 307821	3.2	6	Who is responsible for the system used for backlog management	The Consultant is responsible for backlog management. Currently, AzureDevOps is used in this capacity. If another system is to be used for this, the Consultant is responsible for migrating the current backlog to the new system.
3	Tender Guidelines - SourceUp Platform 307821	3.4.1	7	Design is mentioned in this section. In order to fully meet the requirements, do we need to describe design activity in accordance with the subjects; methods, experience, common practices and procedures related to development activities?	Since Design does not imply just visual design but also technical and datamodel design, this is indeed required.
4	Tender Guidelines - SourceUp Platform 307821	3.4.4	8	Who will be responsible for prioritising SEO & digital marketing activities - the product owner or the consultant?	The Consultant will be requested to strategise the SEO and digital marketing activities, to be approved by IDH, and the Consultant will also be responsible for the implementation.
5	Tender Guidelines - SourceUp Platform 307821	3.4.3	9	Could you please explain what is the expected amount of key users for support purposes, and what kind of roles do they have for sourceup.org?	The expected estimate of key-users is max 10. They will be part of the SourceUp/ IDH Digital team. Their roles will vary from product owner, program manager and communications manager to director and regional development manager.
6	Tender Guidelines - SourceUp Platform 307821	4.4	11	Is there any possibility to ask questions (and get answers) after 30th of April?	That is not possible.
7	Tender Guidelines - SourceUp Platform 307821	5.4 references	13	Is a list of names and contact details of the references in addition to the Annex 1 document sufficient? Or should separate case / project descriptions per reference be provided?	A brief description of cases or projects is required in order to evaluate their value as a reference. The Applicants may also refer to online portfolios, as long as they point to the relevant case studies.
8	Tender Guidelines - SourceUp Platform 307821	5.7.1 - Narrative Proposal	14	Would you allow for us to add a coverpage and a table of contents on top of the maximum of 15 pages? So 17 pages total?	This is allowed.
9	Tender Guidelines - SourceUp Platform 307821	5.7.1 (a)	14	On which 'scoring criteria' do you refer?	Scoring criteria refers to the respective objectives as mentioned in the table under 5.7.1 (a) under "Component".
10	Tender Guidelines - SourceUp Platform 307821	5.7.1 a)	14	We understand that the Narrative Proposal is free format. Is that correct?	The format is free as long as the individual components mentioned in this section are clearly and identifiably addressed.
11	Tender Guidelines - SourceUp Platform 307821	3.4.4. Objective 4 (non-mandatory): SEO and digital marketing	15	Would you be open to alternatives to generate traffic apart from SEO/SEA?	The SEO/SEA approach is mandatory since IDH internal processes are tailored to these methods. Alternatives can be proposed in addition to SEO/SEA, but not as a replacement method.
12	Tender Guidelines - SourceUp Platform 307821	3.4.4. Objective 4 (non-mandatory): SEO and digital marketing	15	To be able to provide you with an offer that suits your needs and wants, we would like to know with what purpose you want to employ SEO/Google Adwords for SourceUp. Could you elaborate on this?	SEO / Google Adwords would be primarily used to generate leads from employees of companies searching for supply chain sustainability solutions, particularly those related to landscape approaches or specific areas already active on SourceUp.
13	Tender Guidelines - SourceUp Platform 307821	5.7.1 - Scrum	15	In this description you mention 'and other considerations to live up to Objective 2'. Can you confirm whether this should be objective 1 instead of objective 2?	No. IDH aims to contract an Applicant that is able to explicitly ensure the integration of maintainability practices of a platform in their design and development principles. Therefore, IDH is seeking examples of cases where this clearly demonstrated.
14	Tender Guidelines - SourceUp Platform 307821	5.7.1 - a)	16	Concerning the request to send resumes from the team members: Is it possible to send over anonymized profiles that provides a good indication of the knowledge and experience of the team members? We prefer not to send over resumes, following the GDPR legislation.	This is allowed as long as these profiles are representative of the experience and knowledge of individuals that will be carrying out the Assignment.
15	Tender Guidelines - SourceUp Platform 307821	5.7.1 (b)	16	Where can we find the 'Tender Form'?	Tender form is included as Annex 1 - IDH SourceUp Tender requirements APPLICANT VERSION.
16	Tender Guidelines - SourceUp Platform 307821	5.7.1 (b)	16	It is not clear where we can submit the budget per objective, can you explain where we have to submit the prices?	The format of the budget is free as long as the individual objectives mentioned in section 5.7.1. (b) are clearly and identifiably addressed.
17	Tender Guidelines - SourceUp Platform 307821	5.7.1 (b)	16	We understand that the Budget document is free format. Is that correct?	The format of the budget is free as long as the individual objectives mentioned in section 5.7.1. (b) are clearly and identifiably addressed.
18	Tender Guidelines - SourceUp Platform 307821	5.7.1 (b)	17	We would like to gain some insight in the stability of the current platform: can you share the amount of hours spend monthly on Maintaining and servicing the current platform?	Since IDH has experience only in a limited beta-setup of the platform that was under constant development, we do not have any representative data on this matter in regards to an expected live situation.
19	Tender Guidelines - SourceUp Platform 307821	5.7.1 (b)	17	We would like to gain some insight in the stability of the current platform: can you share the amount of hours spend monthly on Customer support and contact?	Since IDH has experience only in a limited beta-setup of the platform that was under constant development, we do not have any representative data on this matter in regards to an expected live situation.
20	Tender Guidelines - SourceUp Platform 307821	5.7.1 - b)	18	For Objective 1 the expected hours for development are 4000, divided over several sprints. Are these hours only for development capacity, or is a combination of all team-members required within this amount of hours?	The provided estimate encompasses all efforts that directly contribute to architecture, design, development and Scrum-roles involved in the delivery of features. Any additional overhead capacity may be specified separately if the Contractor deems them necessary.
21	Tender Guidelines - SourceUp Platform 307821	6	19	How many people are involved in the evaluation committee?	The evaluation committee consists of three (3) persons.

22	Tender Guidelines - SourceUp Platform 307821	6	19	What are the functions and background of the people in the evaluation committee	The evaluation committee consists of two managers and one technical specialist.
23	Tender Guidelines - SourceUp Platform 307821	6.3	19	It seems that the Annex 2 is not connected with the MEAT (60-40). Can you deliver a new Annex 2 in relation to this tender?	The MEAT 60-40 ratio, as specified in article 6.2. of Tender Guidelines, does apply to this tender procedure. In case of any additional discrepancy between Annex 2 and Tender Guidelines and or/ Annex 1, Tender Guidelines and Annex 1 are leading. Please disregard Annex 2 for filling.
24	Tender Guidelines - SourceUp Platform 307821	6.4	22	What is the function of the presentation?	The presentations are planned so companies can present their project and the evaluation committee can ask for some clarifications.
25	Tender Guidelines - SourceUp Platform 307821	6.4	22	Will the evaluation committee be able to change the score of the quality-criteria after the presentation?	The evaluation committee will be able to update specific quality criteria scores, in cases where the presentation has clarified previously unclear aspects of the proposal.
26	Annex 2	Pricing scores		The pricing scores in Annex 2 are in Pounds Sterling. In the Tender guidelines is specified that we need to specify the budget in Euro's. Can you explain why the prices in Annex 2 are in Pounds?	The Applicant is expected to provide budget in EUR, as specified in Tender Guidelines. Please disregard Annex 2 for filling, as the scoring mechanism serves for illustrative purposes only. In case of any discrepancy between Annex 2 and Tender Guidelines and or/ Annex 1, Tender Guidelines and Annex 1 are leading.
27	Annex 3	Stack overview		Are all services hosted in an Azure subscription, owned by IDH?	The current Azure subscription is managed by the service provider on behalf of IDH as part of the service agreement.
28	Annex 3	SourceUp technology stack		In Appendix 1b, we get an overview of all the relevant technologies. Is it mandatory to use .net as the primary backend, or can we also suggest an alternative that scales better and improvements development velocity and flexibility?	IDH requires the Consultant to continue development on the current technology stack (set out in Annex 3) in order to ensure business and release continuity. While it is possible that at some point in time, other technologies could become better suited, certified knowledge of and commitment to the current technology stack is required.
29	Overall			Is there an infrastructure overview (number of servers, firewalls, load balancing, etc.) available that you can share with us?	No, this overview is not available since it is a managed cloud based solution.