

Information Notice

for

EU Tender Procedure (TN 447777): Development, servicing, maintenance, and marketing in relation to the SourceUp.org online platform

published on 8 March 2024

No.	Section and page no. to which the question refers	Quote of the text to which the question refers	Question	Answer
1	Section 5.3.1. List of documents and information required, C) budget, page 21	<i>It covers all activities related to incident management, performance management, patch management, security management and problem management to ensure that the Platform runs smoothly and under the requirements as specified in 3.3.2. for the duration of the Contract.</i>	It seems that paragraph “3.3.2” of that same document refers to an unrelated subject “IDH in-house staff capacity”. Could it be that this should be a different paragraph and/or different source document?	Correct. The reference shall be made to 3.5.3. of Tender Guidelines instead. The Tender Guidelines have been amended accordingly.

2	Section 5.3.1. List of documents and information required, C) budget, page 21	<i>IDH requires the Applicant to provide a complete budget proposal based on fixed hourly rates and amount of hours, per different technical expertise, needed for feature development as specified in Annex 4, to ensure that best effort is planned and secured with continuous sprints. Applicants can use the above stated amounts of estimated hours, or alternatively, based on own expertise and with clear substantiation, include their own higher/lower estimated amount of hours.</i>	Is the amount of hours to be proposed fixed or does this only apply for the rates? The current wording is open for interpretation.	For Objectives 1,3,4, the Contracting Authority requires proposal of a fixed fee. We expect one overall sum (per objective). The number of hours required for this work needs to be estimated by the Applicant, based on provided information in the Tender Guidelines and annexes. Where possible, the breakdown of hours and hourly rates shall be shown. For Objectives 2 and 5, the Contracting Authority requires the proposal of fixed hourly rates. For number of hours to be included in the proposal, see answer to question 3. The budget format (Annex 2) contains an 'OTHER' section, where cost items shall be included that do not fit under objectives 1-5 but are deemed essential by Applicant to fulfil the Assignment. The Applicant can decide whether to offer these items fixed fee or fixed hourly rate.
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3	Section 5.3.1. List of documents and information required, C) budget, page 21	<i>IDH requires the Applicant to provide a complete budget proposal based on fixed hourly rates and amount of hours, per different technical expertise, needed for feature development as specified in Annex 4, to ensure that best effort is planned and secured with continuous sprints. Applicants can use the above stated amounts of estimated hours, or alternatively, based on own expertise and with clear substantiation, include their own higher/lower estimated amount of hours.</i>	In case of estimations based on best-effort and not fixed amount (see previous question) the tender pricing model doesn't work in our opinion since there are no consequences in case of under-estimation for tender purposes. This could create undesired room for unrealistic estimations. Could IDH provide a band with floor (min.) and ceiling (max.) in this case to assure fair and transparent pricing?	The Contracting Authority acknowledges and agrees the concern raised in this question. We have thus decided to amend the said requirement as follows: Applicants are required to include an exact total of 3057 hours (equal to the stated estimate in the tender guidelines) in their budget (as provided in Annex 2) for platform development (Objective 2). If the Applicant expects to be able to execute the stated work in considerably less hours, we request to include a credible substantiation (explanation and/or references) of this in the narrative proposal. This will be taken into account in the quality assessment, for awarding a score on requirements no. 2.1, 2.6 and 2.9. To reflect these changes, the Contracting Authority has amended and published updated Tender Guidelines and updated Annex 2.
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4	Tender Guidelines, Section 3.2, page 6	<i>The SourceUp platform employs a robust technology stack featuring Terraform for infrastructure, and Microsoft Azure services for hosting, databases, content delivery, and authentication.</i>	Is the Contracting Authority open to technology platform like Java?	The Contracting Authority has a strong preference to continue development with the current stack as outlined in the Tender Guidelines with a Digital Agency that has experience, capacity and capability to onboard rapidly and continue development, service and maintenance of the SourceUp Platform as soon as possible after contract signing. Hence, the Contracting Authority was not intending, in the foreseeable future, to transfer to a Java technology platform.
5	Annex 2 – Tender Scoring Template (Applicant version), point 1.1	<i>Applicant is able to provide a minimum of 2 references who can validate the applicants experience related to the transfer of existing platforms and its respective tech components and digital environments</i>	Does the mentioned validation come be from external sources? Is there any specified format?	The references need to come from external parties that have the experience of working with the Applicant. These parties should be able to validate or invalidate the expertise that the Applicant will propose in the Proposal. There is no specified format. Please note however that contact details of the listed parties need to be included so that the Contracting Authority can verify the references.

6	Annex 2 – Tender Scoring Template (Applicant version), point 2.1	<i>(Other expertise in the team are needed for Data modeling/ architecture, API management, Backend, Outsystems, Front End development, Hygraph UI/UX and graphic design, Azure DevOps management, and skills to do user research and develop a roadmap for prototyping for feature development)</i>	Does the further development of the platform should be done using Azure? Is there a possibility to use java instead?	See answer to question 4.
7	Tender Guidelines, Section 3.6.2, page 13	The Assignment is envisioned to start in May 2024 and end in December 2025.	Is the duration of the Assignment is for 20 months? Please clarify.	Yes, the initial period of the Assignment is envisioned for 20 months (from May 2024 up to and including December 2025). Nonetheless, as stipulated in Section 3.7.1., the Contract may be extended for a maximum total contractual period of four (4) years.

8	Tender Guidelines, Section 3.6.1, page 13	June 2024– December 2025 Continuous maintenance, servicing, and customer support Design & development of new functionalities for the FPC project Design & development of other new functionalities (subject to needs & resources) Continuous SEO, digital marketing and user analysis (if applicable)	What will be the number of months for development and then maintenance?	The development work for FPC (3057 hours) is required to start shortly after signing of the Contract and be concluded in approximately half a year in (mostly) consecutive sprints. Additional development work (beyond FPC) is expected and shall be scheduled throughout the initial 20-months duration of the Contract – which is to be agreed in detail between the selected Digital Agency and the Contracting Authority. At this point, the Contracting Authority is unable to give a precise number of the total amount/months of development that will take place.
9	Tender Guidelines, Section 4.4., page 16		Only 1 round of questions is included in the planning. Experience shows that after the first information memorandum has been announced, new questions arise and the answers provided raise new questions. This is why contracting authorities usually plan at least 2 rounds of questions. Leaving questions unanswered leads to unwanted/unnecessary no bids and risks that Tenderers price, which leads to unnecessary price increases. Does the Contracting Authority - in the interest of the success of the tender - agree to the	There will be no second round of questions in this tender procedure. The Contracting Authority has used its best efforts to, in the first place, prepare a clear, transparent and informative set of Tender documents. Further, the Contracting Authority did its utmost to clearly and fully answer the questions posed by the participants. The Contracting Authority therefore trusts that with the information and clarification provided in this Information Notice, alongside the updated Tender documents, the participants are furnished with sufficient information regarding the Assignment, Contract and all other information relevant in this Tender procedure.

10	Tender Guidelines, Section 5.3.1., page 18		The Narrative Proposal to be submitted must describe 5 objectives and finally General company profile requirements. Annexes maybe added to provide supplemental information. Given the amount of information to be provided, Applicant proposes to increase the page limitation to a maximum of 25 pages. Question: Does the Contracting Authority agree to this?	The maximum limitation of the Narrative Proposal is reserved to 15 pages as mentioned in section 5.3.1. a) in the Tender Guidelines. The Applicant has the right to add annexes as deemed necessary to supplement their proposal. Information in the annexes added by the Applicant is included in the evaluation by the evaluation committee. To ensure a fair comparison, the Contracting Authority has decided to add the additional requirement that the total of the Narrative proposal and Annexes shall contain a maximum of 25 pages. To reflect these changes, an updated version of Tender Guidelines is uploaded alongside the Information Notice.
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11	Tender Guidelines, Section 5.3.1., page 18		Annexes maybe added to provide supplemental information. For the sake of a fair comparison, Applicant proposes that any attachments also count when determining the number of pages. 1. Does the Contracting Authority agree to this? 2. If not, how does the Contracting Authority ensure that there is a fair comparison? 3. Are any appendices taken into account by the assessors when assessing?	See answer to question 10.
12	Tender Guidelines, Section 5.3.1., page 18		For the sake of readability, the Applicant wishes to include a cover page and a table of contents. Applicant requests that the Contracting Authority not count these pages when determining the number of pages submitted. Question: Does the Contracting Authority agree to this?	The Applicant can add a cover page and table of contents. These will not be counted when determining the number of pages submitted.

13	Tender Guidelines, Section 3.5.5. and 6.2.1., page 12		The webinar and the Tender Guidelines indicate that the optional SEO, digital marketing and user analysis component does not count in the score. However, in Annex 2, on the sheet Total tender score, the total awarded points is calculated by a SUM of D4:D10, this includes the SEO objective. Question: Can the Contracting Authority provide clarity on this?	The optional SEO, digital marketing and user analysis component does not count in the Total tender score. Since the maximum awarded points for 'SEO, digital marketing and user analysis' are zero (in annex 2 sheet Quality Assessment), the inclusion of these zero points in the SUM of total awarded points (in 'Annex 2, sheet Total tender score'), has no effect on the overall score. However, to avoid further confusion on this point, the Contracting Authority has adjusted the calculation in the updated Annex 2.
14	General		The Applicant assumes that the Contracting Authority does not intend to take over personnel from the Applicant during and after the contracting period. However, this is not stated anywhere in the documentation sent by the Contracting Authority. Questions: Can the Contracting Authority confirm that it does not intend to take over personnel from the Applicant? Can the Contracting Authority confirm that it intends to add an article to the framework agreement where this is explicitly	The Contracting Authority hereby confirms that it does not intend to take over personnel from the Applicant.

15	UEA form		In the document set that Applicant downloaded from TenderNed, the Contracting Authority (CA) has used the official UEA completion template attached by CA, which, after completion by Applicant, has been signed by the official who is independently and fully authorized to sign for this purpose. Naturally, we also use this form for our (possible) subcontractor(s) and/or consortium partner(s). However, on TenderNed we see that use can be made of the identical UEA form provided within the submission portal, which can be completed online and saved in the applicant's submission portal, accompanied by a (obviously identical) XML file. Problems (may) arise when reusing this online form if one or more consortia and/or subcontractors are involved, whereby the requirement is that these parties must also attach a completed and signed UEA. When reopening the online version UEA, it appears that the old version is being overwritten and the Applicant therefore suspects the original XML. To avoid	The Contracting Authority has uploaded an updated UEA-form alongside the publication of the Information Notice. The newly uploaded version is the one that shall be used by the Applicants.
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16	Tender Guidelines, Section 5.3.1., page 22		Applicant is considering tendering with a subcontractor. Question: Does the subcontractor also have to complete its own UEA-form or is it sufficient to mention the subcontractor in the Tenderer's UEA-form?	Yes, the subcontractor of the Applicant shall also fill in the UEA form.
17	UEA form		The Contracting Authority has included a blank UEA- form in the document set. Part I is not completed. Applicant assumes that this must be completed for the question "Identity of the procurer": Stichting IDH and by "title": Development, servicing, maintenance, and marketing in relation to the SourceUp.org online platform and by "File reference": Reference IDH 245484. Question: Does the Contracting Authority agree with this?	Correct. Alongside this Information Notice, the Contracting Authority has uploaded an updated version of the UEA-form. This updated form shall be used by the Applicants.

18	UEA form		The Contracting Authority has not checked anything in part III C (Grounds relating to insolvency, conflicts of interests or professional misconduct) in the UEA form attached to the document set. Question: Can the Contracting Authority explicitly indicate which grounds for exclusion applies to this tender procedure?	Alongside this Information Notice, the Contracting Authority has published an updated version of the UEA-form, including the missing information.
19	Tender Guidelines, Section 5.3.1. a), page 20		Is it allowed to submit our Narrative in Dutch?	No, only proposals (including the Narrative part) submitted in English will be considered in this Tender procedure.
20	Annex 2 – Tender Scoring Template (Applicant version)		The Annex 2 states that: “Applicant will ensure end-to-end platform availability of 99%, excluding downtime for planned maintenance, which is sufficiently backed and secured by, if any, Applicants supporting 3rd party agreements.”. Does the availability also include the availability of Microsoft Azure and used services?	No, it is excluded, as Azure services are delivered by Microsoft. The percentage does not count for Azure as it is a third party’s platform operated technology.
21	Tender Guidelines, Section 5.3.1. f), page 22		What are the Service Level Expectations for the platform?	The Contracting Authority expects the Applicant to offer suitable uptime realistic percentage ranges and response times for various incidents.

22	Tender Guidelines, Section 5.3.1. f), page 22		How is the availability (SLA) calculated? Example: only stated office hours, holidays, 24x7, etc.	As stipulated in Section 5.3.1. f): for the service desk, the Contracting Authority expects a minimum of Monday to Friday from 8:30 to 17:00 hours (CET) with the response time of max 4 hours. For regular monitoring to manage downtimes, the Contracting Authority expects 24/7 support.
23	Tender Guidelines, Section 3.5.4, page 12		How many key-users are currently active?	The in-house personnel of the Contracting Authority has three key users active, other key users can be from the development team, dependent on the applicant and their team.
24	Tender Guidelines, Section 3.5.4, page 12		How many support calls are logged via key-users on average per month?	Support calls are dependent on the quality of the development. The Contracting Authority expects quality of work by the Applicant where this is minimized to almost no support calls are needed. Support calls are managed by the in-house product owner.
25	Annex 3 - SourceUp Platform Technology Stack Overview		How is the Azure tenant managed for the Platform?	It is managed by the current service provider who used Azure tenant best practices to the best of their ability and resources. If needed can be transferred to another party with all its associated notes and documents.
26	Annex 3 – SourceUp Platform Technology Stack Overview		How is identity management for Azure and services management and by who?	It is managed by our current service provider. The current service provider used the Microsoft recommended best practices to manage identities and services to the best of their ability and resources.

27	Annex 3 - SourceUp Platform Technology Stack Overview		Can you supply a more detailed overview of used services and specifications in Azure?	The used services and specifications in Azure are: Action group, Activity log alert rule, API Management service, App Service, App Service (Slot), App Service plan, Application gateway, Application Insights, Automation Account, Availability test, Azure Workbook, B2C Tenant, Endpoint, Front Door and CDN, profile, Function App, Key vault, Log Analytics workspace, Metric alert rule, Network Watcher, Public IP address, Runbook, SaaS, Shared dashboard, Smart detector alert rule, SQL database, SQL elastic pool, SQL server.
28	General		Given the principle of transparency, Applicant has two questions: 1. Applicant requests the Contracting Authority to indicate who the current builder/manager of the platform is. 2. Is it permitted for the current builder/manager to also participate in the tender and has the Contracting Authority created a maximum level playing field and can it be indicated how this has taken place?	The current service provider is DotControl Webbased Solutions B.V. The current service provider is allowed to participate in the tender procedure. The Contracting Authority ensures that it has used its best efforts to create a maximum level playing field by, amongst others, creating Chinese walls throughout the tender procedure and by providing as detailed overview of the Platform's technical aspects and features as possible, to ensure a full and clear understanding of the Assignment for all tender participants. See answer to question 33 for more information.

29	General		The Applicant notes that the tender documents do not contain a draft Service Level Agreement or a draft framework agreement about which questions can be asked. Given the importance of both documents, which influence the pricing of the assignment via Annex 2, we request the Contracting Authority to make both documents available and to provide the opportunity for Applicants to provide requests with text proposals for necessary or desired adjustments.	The Applicant is expected to include a proposal for a Service Level Agreement based on their knowledge of how best to serve a platform like SourceUp. Details of the platform have been shared in Annex 1 and 3. The Contracting Authority has detailed its expectations for SLA in Section 5.3.1 a) Objective 3 and 4 in the Tender Guidelines and Annex 2 (sheet Quality Assessment) Objective 3, 4 and 6.
30	Tender Guidelines - Section 5.3.1 C, page 22	<i>The submitted budget should not include the costs of 3rd party contracts, such as hosting.</i>	The submitted Budget should not include 3rd the costs of party contracts, such as hosting. Is this statement correct?	Yes, the current service provider hosts licenses for Hygraph, Confluent Cloud, Cookiebot and MS Azure Hosting on our behalf. The cost of these 3rd-party tools should not be included in the budget proposal. The winning Applicant is expected to host these subscriptions and will invoice these separately to the Contracting Authority.

31	Tender Guidelines - Section 5.3.1 C, page 20-22		The Contracting Authority states that Applicant must supply a total fixed fee cost for a period of 20 months. However, it is generally accepted that Applicants index rates for delivered services once per year on the 1st of January using an agreed upon index. Question: Can the Contracting Authority confirm that it intends to allow Applicant to index rates once per year?	The Contracting Authority does not agree to indexing rates during the initial contracting period (first 20 months of the Assignment). Indexation of the fees may be agreed upon in case of a contract extension for the additional period up to maximum 4 years in total.
32	Tender Guidelines, Section 5.3.1 c), page 20-22		The Contracting Authority asks Applicant to deliver a complete budget proposal based on the hours estimated by the current digital agency. However, Contracting Authority only provided a high-level overview of the current architecture and technical setup. Question: Can the Contracting Authority provide more information and documentation on the current technical setup of the platform?	The Contracting Authority cannot provide the documentation at this point, as it is considered to be confidential. More details will be shared with the winning Applicant upon award of the Contract.

33	Tender Guidelines, Section 5.3.1., page 18-19, Section 5.3.1. c), page 21, Section 6.4, page 25 and Annex 2: Quality Assessment and Budget assessment	<i>Objective 1 Transfer of the existing platform and maintenance services (and further elaboration of this in the table)</i> <i>Objective 1 (Mandatory) Transfer of the existing platform and maintenance services: The Applicant is expected to provide a fixed total fee for the transfer of the existing Platform technology and maintenance services, if applicable. This will commence right after the kick-off of the Assignment. The Applicant needs to ensure that the budget they propose should include the costs of the team required for this process, and any other foreseeable costs.</i> <i>If scores of Applicants are equal, priority between those Applicants will be based on the scores determined by the least expected effort of transferring the services from the current service provider to the new Digital Agency (if applicable).</i>	It seems that there's a (significant) competitive advantage for the current service provider, regarding both the Quality as well as the Budget as well the overall criteria, since they offer the existing knowledge and have no transferring costs (and thus also the least expected effort of transferring). What is your view on this and how will you take this into account it when assessing the other Applicants' forms?	The Contracting Authority has used its best efforts to ensure that the tender process, information provided in the Tender Guidelines and its Annexes, as well as the evaluation criteria and the evaluation process, are designed in a way that secures a fair assessment of all applicants, without giving an advantage to any of the participants. Specifically on Objective 1, the Contracting Authority found it important to assess whether the Applicant has the knowledge and capacity to further develop the SourceUp platform, which is why this component has been included in the Tender Guidelines. Please note however that the transfer of the Platform takes up a minor part in the quality and budget assessment.
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34	Tender Guidelines, Section 3.3.1., page 8	<i>The Digital Agency is expected to carry out this work in close collaboration with the IDH SourceUp team based in Utrecht, the Netherlands. This may include joint working sessions either at the IDH office in Utrecht, another location, or virtually, as agreed upon by IDH and the Digital Agency</i>	What is your expectation regarding the location that the work should be carried out; how many times are joint working sessions in Utrecht or another location expected?	The Assignment is expected to be carried out from the winning Applicant's (home) offices (or those of potentially sub-contracted partners). Number of required meetings (in-person or online) between agency and SourceUp team will depend on the applicant's profile, their way of working, on their ability to quickly onboard and develop a smooth working relationship with the IDH SourceUp team and on the type of work being performed (development sprints vs maintenance).
35	General		You awarded the previous tender for this subject on 24-06-2021. Can you indicate how many hours you have used within this framework agreement so far?	The answer to this question is deemed irrelevant to this tender procedure as the Assignment is different from previous years of development. Additionally, the number of hours that will be eventually contracted depends on the quality of work and how efficiently the development work is executed. Past hours have no impact on what can be expected with the current plans for development.

36	Tender Guidelines, Section 5.3.1. a), page 18		Can you confirm that from the Narrative Proposal, only the components as named the quality assessment will be assessed with quality points?	The Applicant will be assessed on Quality criterion based on the components set for Objectives 1-7, as further detailed in Annex 2- Tender Template Applicant version. Section 5.3.1 a) on the Narrative Proposal provides an explanation for the Applicant on how to build the case for being assessed for Objectives 1-7, which will determine the Quality criterion score.
37	Tender Guidelines, Section 3.5.1., page 9-10		What is the size of the application expressed in AO's (Application Objects)?	As it has not been specified, the Contracting Authority assumes that the question is asked from the Outsystems perspective. Based on this assumption, the answer is: 375 – for production, 375 – for acceptance.
38	Tender Guidelines, Section 3.5.1., page 9-10		Are heavy calculations performed (calculation modules)?	As it has not been specified, the Contracting Authority assumes that the question is asked from the Outsystems perspective. Based on this assumption, the answer is: currently, there are no calculations being performed that can be considered heavy.

39	Tender Guidelines, Section 3.5.1., page 9-10		What is the size of the database?	There are 4 databases. The total size of the database is: 217mb – microservices in production. Outsystems is the size of 2669 MB.
40	Tender Guidelines, Section 3.5.1., page 9-10		How many modules are part of the application?	There are 15 custom built modules and 20 pre-existing Outsystems modules.
41	Tender Guidelines, Section 3.5.1., page 9-10		How many integrations (SOAP, REST, SAP) are part of the application?	As it has not been specified, the Contracting Authority assumes that the question is asked from the Outsystems perspective. Based on this assumption, the answer is: 4 – microservices are integrated in the backoffice that form part of the Platform itself and are not external. REST is used for this purpose.
42	Tender Guidelines, Section 3.5.1., page 9-10		How many external database connections are used by the application?	None.

43	Tender Guidelines, Section 3.5.1., page 9-10		How many JavaScript lines contains the application? (excl. UI Frameworks)	As it has not been specified, the Contracting Authority assumes that the question is asked from the Outsystems perspective. Based on this assumption, the answer is: regretfully, the Contracting Authority finds this question difficult to provide a definite answer as multiple developers have worked on the application at different points of development and a quick scan did not led to discovery of any JavaScript code.
44	Tender Guidelines, Section 3.5.1., page 9-10		How many CSS lines contains the applications? (excl. UI Frameworks)	Outsystems contains thousands of lines CSS out of the box that cover their standard UI components. Maximum effort was made to use standard Outsystems UI components and styling. There are some custom CSS lines added for minor customization, such as colours and maximum size of certain UI Elements. Those custom CSS lines add up to approximately 20 lines of code.
45	Tender Guidelines, Section 3.5.1., page 9-10		How many roles are part of the application?	In Outsystems, there is only the role of the administrator. In the production environment, there are roles of the administrator, the Compact manager, the Buyer manager, the User, and the Registered User.

46	Tender Guidelines, Section 3.5.1., page 9-10		Is this a multi-channel (web + mobile) application?	Yes, it is. The mobile application can/needs to be enhanced.
47	Tender Guidelines, Section 3.5.1., page 9-10		Does the application support offline data synchronization?	No, it does not.
48	Tender Guidelines, Section 3.5.1., page 10-11		Which license agreement has been reached with OutSystems (Standard or Enterprise)?	The OS license is the Standard edition – Cloud, which includes 1 production environment, 8x5 support; 450 application objects; 100 internal users.
49	Tender Guidelines, Section 3.5.1., page 10-11		Was the "Best Practice" of OutSystems used during development?	The Contracting Authority may confirm that, to its best knowledge and understanding, the current service provider did follow the "Best practice" as published by OS. The current OS review passed with high points in 2021.

50	Tender Guidelines, Section 3.5.1., page 10-11		On what criteria were the estimated required hours made?	Detailed interviews and workshops were carried out with the Contracting Authority's partners to define business needs for the Platform's feature development. Prototypes of the design were created and then further validated by the partners. Lastly, together with the development team and the in-house Product Owner a backlog was created and refined to estimate the effort and hours needed.
51	Tender Guidelines, Section 3.5.1., page 11		How many entities are used within the application?	As it has not been specified, the Contracting Authority assumes that the question is asked from the Outsystems perspective. Based on this assumption, the answer is: 28 entities in Outsystems.
52	Tender Guidelines, Section 3.5.3., page 11		How many screens does the application consist of?	As it has not been specified, the Contracting Authority assumes that the question is asked from the Outsystems perspective. Based on this assumption, the answer is: a total of 39 screens in Outsystems.
53	Tender Guidelines, Section 3.5.3., page 11		Is BPM (Business Process Module) being used?	The BPM is not being used in the application.

54	Tender Guidelines, Section 3.5.3., page 11		It is outlined that the OutSystems platform is procured from OutSystems. Does this mean that the OutSystems Cloud in AWS is being used, based on Aurora?	Outsystems 2022 Standard Cloud is used.
55	Tender Guidelines, Section 3.5.3., page 12		Has the standard security (login) of OutSystems been used, or are additional authentications applied?	This information is considered by the Contracting Authority as confidential and thus the question will not be answered. This information will be shared with the winning Applicant at the start of the Assignment.
56	Tender Guidelines, Section 3.3.1. Location, page 8		Are Applicants outside of the Netherlands and the EU eligible to apply?	Yes, the Contracting Authority welcomes Proposals from any Digital Agency (which may be located in the Netherlands as well as other countries in and outside EU) who fulfils the criteria and is able to develop the Platform as per the detailed requirements set forth in Tender Guidelines and Annexes.