

Algemene informatie

Aanbesteding: Research Information System (RIS)
Aanbestedende Dienst: Fontys Hogeschool
Referentie: -

Toelichting:

Vraag en antwoord

Ref.nr. **Onderwerp:**
1 Core competence 1 + Core competence 2

Vraag:

Is another type of system we have developed also valid as a reference?
(Order management system for a Lab, Volunteer registration system for a charity, Online auction system for auction houses, Knowledge base for an organisation).

We specialise in developing all kinds of software for organisations and were wondering if this is among the possibilities.

Antwoord:

No, the references must relate to a Research Information System as a SaaS service.

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Ref.nr. **Onderwerp:**
2 ESPD

Vraag:

We can't download the file "Appendix A ESPD Research Information System.pdf". The file seems to have an issue.
Could you please check and send us a version of the document?

Antwoord:

The file should be opened directly from Adobe Acrobat and not from your browser.

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Onderwerp:

Clarification 1 - User Experience

Vraag:

Re: 9.3.4. Sub-award criterion 2: User experience -
2.1.5. Adjust description and priority for presenting on the research portal project

Question: Please could you provide more detail regarding this requirement?

Antwoord:

A research project is intended to be displayed on the research portal. Therefore the test user will need to change the project description preparing it for external publication. Also the user is requested to give the project a high priority - e.g. 1 of 3 (so that it can be shown at the top of the published projects).

If adding priorities is no standard functionality, please indicate in the step-by-step plan that this is currently not available as standard functionality. This will have no impact in the evaluation of sub-award criterion 2.1: UX Search, modify and add.

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Onderwerp:

Clarification 2 - User Experience

Vraag:

9.3.4. Sub-award criterion 2: User experience - 2.3. Moderation 1.
Moderation of an added research output and related metadata. Retrievable from user input.

Question: What type of research output are you envisaging here? Will this be online or manual?

Antwoord:

The researcher scenarios (sub-award criterion 2.1) and the moderation scenarios (sub-award criterion 2.3) will be tested independently. So data needs to be prepared for both (see additional instructions in appendix 4 for preparation of a configured UX environment).

The research output in sub-award criterion 2.3 should be a manually added research output document per moderator.

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Ref.nr. **Onderwerp:**
5 Clarification 3 - User Experience

Vraag:
Re.: 9.3.4. Sub-award criterion 2: User experience - 2.3. Moderation 2. Sending modifications back to the user for approval. 3. Approve added research output and related metadata. 4. Make field available again for user modifications after it is locked.

Question: What type of modifications are you envisaging here?

Antwoord:
In general these modifications concern meta data such as typos, updates, affiliations etc.
Modifications are required in case incorrect meta data information is added, in case of missing meta data and when additional meta data can only be added by moderators.

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Ref.nr. **Onderwerp:**
6 Pricing Format

Vraag:
Pricing for our solution is not calculated on a per user basis. Are we are able to put in costs according to our pricing?

Antwoord:
No, that is not allowed. All bidders must use the same, solicited, pricing model.

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Ref.nr. **Onderwerp:**
7 Appendix A ESPD and online UEA ESPD

Vraag:

Are we to complete both the ESPD PDF (Appendix A) and the online ESPD (UAE)?

Antwoord:

Bidders need to submit Appendix A ESPD (not the online UEA).

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Onderwerp:

ISO 27001

Vraag:

Could you please confirm if the ISO 27001 certificate of our data center is sufficient (not our company's) to respond to the tender?

Antwoord:

No, this is not sufficient.

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Onderwerp:

Clarification - User Experience

Vraag:

Re.: 9.3.4. Sub-award criterion 2: User experience

"This data is provided by Fontys:

o Researcher profiles for the indicated researchers (name, email, address, department are pre filled).

o Hierarchical and non-hierarchical organisational units. "

Question: Please could you provide this information no later than June 14th -

- Names and email addresses of the users who will log into the trial system

- Names of 3 - 5 academic staff which we will create as example researchers in the system

- Examples of hierarchical and non-hierarchical organisational units

Antwoord:

The Fontys specific data for preparing a working ICT solution to make the user experience tests executable is provided in appendix 5. Please note that for the purpose of testing sub-award criterion 2.2 Reporting, the system

prepared by the bidder requires to contain a decent amount of realistic (not necessarily real) data.

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Mededelingen

Ref.nr. **Onderwerp:**
M1 Sub-award criterion 1: Use cases

Inhoud mededeling:

Two of the use cases (sub-award criterion 1) are designated to be shown during a demonstration (details indicated per Use case). The Tender document indicates that 30 minutes are available for each demo. This includes explanatory questions and answers.

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Ref.nr. **Onderwerp:**
M2 Documents to be submitted

Inhoud mededeling:

Below is additional clarification of what documents Bidder must complete and submit to TenderNed along with Bid:

A. European Single Procurement Document (ESPD)

B: Reference statement 1 and 2

C: Price sheet

D1: Use case workflow and moderation ((2 pages; 1 page per question) + supplementary screenshots)

D2: Use case reporting module (2 pages + supplementary screenshots)

D3: Handling historical data (2 pages + supplementary screenshots)

E: UX instructions + User IDs&passwords for the different roles

E1: UX search modify and add (step by step plan)

E2: UX reporting (step by step plan)

E3: UX moderation (step by step plan)

F1: RIS nice to have attributes (appendix 3 completed)

F2: RIS data model interface (4 pages) + entity model + logical data model + supplementary screenshots

G: Training, instruction & support response (1 page)

G1: Sample training materials

G2: Sample instruction materials

G3: Complete API interface documentation

G4: Functional documentation example

G5: Example release notes.

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