

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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Onderwerp:

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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Onderwerp:

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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Onderwerp:

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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Ref.nr. 8
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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Ref.nr. 10
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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Ref.nr. 11
Onderwerp: Configurability

Vraag:

We have a high-level of configurability around data capture so we are able to answer yes to all data capture requirements.

Is it acceptable for the purposes of the usability that not all of the configuration required to display all fields is not complete as this is typically a task for the implementation? We have configured one screen with a (potential) configuration as a demonstration of the ability to configure all screens.

Antwoord:

Please indicate in appendix 3 Fontys Research Information Specifications if your system can provide the attributes mentioned. When indicated YES Fontys expects the attribute or a similar attribute is available and/or can be configured in the system, meaning these attributes will be available in the implemented solution.

In regards to the demo's and user experience testing (sub-award criteria 1.1 / 1.2 / 2 / 3.2 / 4) we expect that the demonstration / test system is a production like environment that allows us to assess the requirements described in the sub-award criteria. At this point the system does not need to be fully configured in accordance with all the tender requirements

It is highly recommendable in answering sub-award criterium "3.2 Data model interface" to demonstrate how the process of configuration works and in what way the system can meet our requirements after implementation.

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Onderwerp:

integration

Vraag:

Inward Integration:

- What type of CRM system is in use and can you confirm that a feed is available from it

- You have mentioned two project administration external systems. Will there be 2 separate feeds from them or will the data be combined before sending to the ICT solution

- Research grant management system: What data are you expecting to import from this system?

External Integration:

- Can you please confirm what data "Research steering information" is referring to?

- DataverseNL - as above, do you have any documentation on the interfaces

they support e.g. SWORD and OAIPMH?

Antwoord:

- the CRM system currently in use is CRMNEXT, an interface from CRMNEXT is currently out of scope.
- Fontys currently registers all projects in Unit4 ERP project life cycle (this integration is in scope). In regards to the external project registration; there are several developments regarding external project registrations such as project registrations at grant providers. These developments might be interesting in the future but are currently out of scope.
- Research grant management integration is currently out of scope, no data will be imported from our grant application registration.
- Research steering information refers to: information retrieved from the research information system for monitoring / management purposes, with respect to the organisation's research strategy.
- DataverseNL integration is currently out of scope, data will only be manually imported or bulk imported.

Please also see the answer on question 13.

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Onderwerp:
integration

Vraag:

General Integration:

We are not proposing to quote for interfaces which are marked as "Possibly in the future", is this your understanding of the costs?

Can you confirm interfaces which fall under "Possibly in the future" are:

- Employee scheduling system
- ORCID (note we have a connector for ORCID)
- Facility management system
- CRM system
- Events system
- Education catalogue
- DataverseNL
- External Project Management system
- Research grant management system

Antwoord:

The price sheet should include the one-off costs for phase 1 and phase 2. Section 3.1.7 Interfaces (tender document) includes which interfaces fall under phase 1 and 2. Interfaces where OOS is indicated are currently out of scope and do not need to be included in the one-off costs at phase 1 and

phase 2.

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Ref.nr. 14
Onderwerp: Proposed Contract

Vraag:
- Section 5.9 contains penalty clauses for Phase 1 and Phase 2. The design phase and the development of interfaces are a collaboration between Vidatum and our clients. It is possible delays to the project are because of delays due to the client. Can this be reflected in the contract?

Antwoord:
The following sentence will be added to Article 5.9 of the Agreement: Penalties will only be charged if there is an attributable failure of the Contractor.

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Ref.nr. 15
Onderwerp: 3;C. Formation of a consortium;

Vraag:
If we do not intend to form a consortium - do we answer 'NO' here?

Antwoord:
The requirements in TenderNed must be answered in such a way that the requirements are met (answer 'Yes'). Please indicate in the ESPD (appendix A) under part IIA if you do not submit a bid in combination.

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Ref.nr. 16
Onderwerp: 9.3.4. Sub-award criterion 2: User experience

Vraag:
Regarding the following "To facilitate the testing, the Bidder includes the following information to their bid (as appendix E):
o Instructions on how to access the configured UX environment;
o User IDs/passwords for the different roles involved in testing;"

is it possible that Fontys would be able to give an IP address from where the testing of configured UX environment would be implemented by Fontys users or does the configured UX environment need to be open for public access during the testing period 2.7-8.7.2024 for various IP addresses?

Antwoord:

These are the IP-ranges from which the tests will be done: 145.85.0.0/16 and 145.93.0.0/16

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17

Onderwerp:

Tender doc - 8.2 Non Functional requirements - Number 32

Vraag:

Re.: "The contractor provides a ICT solution that is Commercial Off-The-Shelf (COTS) software. The software is a pre-developed, readily available platform designed for a broad user base, meeting Fontys' requirements. Modifications to the software will become part of the standard (COTS) solution no later than 6 months after GO live of phase 1".

Question - What type of modifications are you referring to here?

Antwoord:

All modifications to the software(code) that are necessary to meet Fontys requirements. Note: configuration of the ICT solution is not considered a modification.

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Ref.nr.

18

Onderwerp:

Appendix 1 Agreement RIS

Vraag:

Bidder is offering an off the shelf SaaS solution with a standard agreement covering terms of usage of its product. Kindly confirm Bidder's Terms of Usage may form part of the final contract, if Bidder is awarded

Antwoord:

The terms of use submitted by the Contractor shall apply to the Agreement (appendix 1) as long as the requirements in the tender are met. In order of precedence, the terms of use come as sub v (appendix 1, article 2.1). After

the intention to award the contract, coordination on the contractor's terms of use takes place.

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Ref.nr. 19
Onderwerp: Appendix 1 Agreement RIS

Vraag:
Kindly confirm that Bidder may submit comments and /or exceptions to the Agreement, with its tender

Antwoord:
No, bidder is only allowed to submit comments and/or exceptions to the Agreement in the question phase (information memorandum phase). The last opportunity for questions was on 10 June 10:00 CET. A Bid with one or more conditions or reservations attached is invalid and will be excluded from the procedure (see also section 5.3.1 of the Tender Document).

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Ref.nr. 20
Onderwerp: Appendix 1 A, Processing Agreement

Vraag:
Bidder has a Data Processing Agreement as part of its standard terms of contract. This DPA is adequate to meet al Bidder's obligations under GDPR. Kindly confirm whether Bidder's DPA may replace Appendix 1A. If not, kindly confirm Bidder may submit its comments and exceptions to Appendix 1A, with its tender.

Antwoord:
Fontys does not accept Bidders' Data Processing Agreement. Appendix 1A as attached is applicable and Bidder is only allowed to submit comments in the question phase (information memorandum phase). The last opportunity for questions was on 10 June 10:00 CET.

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Ref.nr. 21
Onderwerp: Tender document Research Information System, 8.1 Functional requirements

Vraag:

"Regarding requirement: "2 Customization - The ICT solution includes functionality to provide a way to guarantee the quality of metadata with help of customisable moderation workflows that enable predefined approval processes including the option to lock/unlock fields and records."

We would like to clarify if it is acceptable to have the possibility of providing tools and options for Configuration of moderation workflows, instead of Customization? For context, Customization would require access to editing the code of the solution, whereas Configuration is done by means of user interface, limited to predefined areas. Please could you kindly also clarify what you mean with lock/unlock fields? "

Antwoord:

It is acceptable to provide tools and options for configuration of the moderation workflows. The functionality for configuration of a workflow should for instance include a check by moderators of all research output meta data before the data is sent to the repository and becomes externally visible.

The lock/unlock functionality means that predefined fields are locked for changes after the moderator has approved these fields. Only after the moderator has unlocked these fields, the user can edit the content.

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Ref.nr.
22

Onderwerp:

Tender document Research Information System, 8.1 Functional requirements

Vraag:

"Regarding requirement: 9 - Data Management – "The ICT solution includes functionality that allows the System Administrator(s) to determine mandatory input fields in records."

Is it acceptable that mandatory fields are not determined by the System Administrator? The reasoning for this is that our RIS solution has a complex interconnected data model, and changing mandatory fields would have impact on multiple unwanted related fields/metadata, which cannot be assessed by the System Administrator at the moment of change, and for this reason mandatory fields are determined only by the Vendor."

Antwoord:

It is acceptable that mandatory fields are defined bij the vendor when these fields are required to deliver an interconnected ICT solution. Please elaborate on the data model and necessary mandatory fields in answering sub-award criterium "3.2 Data model interface".

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Ref.nr. 23 **Onderwerp:** Tender document Research Information System, 8.1 Functional requirements

Vraag:
"Regarding requirement: ""68 Contract - The contractor makes its release calendar available to the client. The release calendar plans at least 6 months ahead.""
Bidder involves involves its user community in the shaping of its roadmap, which is published on Bidder's website with committed developments for the next twelve months. This is published annually, during the first quarter of the year. Kindly confirm this meets your requirement"

Antwoord:
Yes, this meets our requirement.

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Ref.nr. 24 **Onderwerp:** Tender document Research Information System, 8.1 Functional requirements

Vraag:
"Regarding requirement: ""72 Contract Management - The contractor provides the information agreed upon by the client and contractor for the purpose of performing contract management within 2 weeks of the client's request." Could you kindly explain what you mean here ?"

Antwoord:
As described in paragraph 3.6 of the tender document "Following the contract award, the Client collaborates with the Contractor to establish a structure for meetings and reporting to support contract management. This includes utilising an audit checklist, further elaborated in the Non Functional Requirements and the Contract."

The information referred to concerns the (SLA) reporting and information necessary for evaluation of the contract and related documents (using the audit checklist) that is jointly agreed upon.

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Ref.nr. **Onderwerp:**

25 Tender document Research Information System, 9.3.3. Sub-award criterion 1: Use cases

Vraag:

"Regarding: 1.1 Workflow and moderation
This demo scenario mentions ""the output including metadata is uploaded to the repository."" Bidder's test environment does not include an integration with the repository for demonstration. Kindly confirm that this is not expected from the demo?"

Antwoord:

That is correct, the effective upload to the repository is not in scope. The proces of how the workflow works in practice including showing the steps necessary to upload a document to the repository are in scope.

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Ref.nr. 26 **Onderwerp:** Tender document Research Information System, 9.3.4. Sub-award criterion 2: User experience

Vraag:

"Regarding: ""In addition to this data the bidder must make the following data available in the ICT solution during the UX tests. This data is providedby Fontys:
- Researcher profiles for the indicated researchers (name, email, address, department are pre-filled).
- Hierarchical and non-hierarchical organizational units.""
Could you kindly confirm when this information will be provided to the Contractor?"

Antwoord:

This information was already provided on june 3 (simultaneously) with the 1st memorandum of information. See appendix 5 'RIS Data for sub award criterion 2 User experience'.

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Ref.nr. 27 **Onderwerp:** References - Core Competency 1

Vraag:

Kindly confirm that we have correctly interpreted the requirement as

follows: That the reference implementation project end-date was not more than 3 years ago

Antwoord:

That is correct (counting from the deadline for submission of bids).

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Onderwerp:

References - Core Competency 2

Vraag:

Kindly confirm that we have correctly interpreted the requirement as follows: That Bidder provided the service to the reference customer for a period longer than one year, and that that period of support was not more than 3 years ago

Antwoord:

The support period was at least one year and the end date of the support period may not be more than 3 years ago (counting from the deadline for submission of bids).

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Onderwerp:

Appendix 3, Prize tab, row 13

Vraag:

For this requirement, kindly confirm if it would be acceptable to have the following 3 similar levels of visibility: "Public – no restriction", "Campus: Restricted to specific IP range" and "Backend – Restricted to Systems users" - ""Visibility and confidentiality"" > The visibility and confidentiality of the prize. > The visibility and confidentiality of a Prize may be given the status 'publicly visible', 'internally visible' or 'confidential' (or similar) in the back-end."

Antwoord:

Yes, it is acceptable to have the 3 similar levels of visibility for the visibility of prizes.

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Ref.nr. **Onderwerp:**
30 Appendix 3, Facility tab, row 11

Vraag:

For this requirement, kindly confirm if it would be acceptable to have the following 3 similar levels of visibility: “Public – no restriction”, “Campus: Restricted to specific IP range” and “Backend – Restricted to System users” - """"Visibility and confidentiality"""" > The visibility and confidentiality of the facility . > The visibility and confidentiality of a Facility may be given the status ‘publicly visible’, ‘internally visible’ or ‘confidential’ (or similar) in the back-end.
"

Antwoord:

Yes, it is acceptable to have the 3 similar levels of visibility for the visibility of facilities.

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Ref.nr. **Onderwerp:**
31 Terms / Agreement

Vraag:

Our proposal anticipates a subscription to our standard, but highly configurable, web-based system (e.g. SaaS) and licensed subject to terms of acceptable use and standard SLAs etc. Will the University consider proposals for such products, recognising the template proposed by the University does not include any licence grant provisions?

Antwoord:

The provisions included in the Agreement and the tender documents apply. See also the answer to question 18.

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Ref.nr. **Onderwerp:**
32 Possibility to raise Clarification Questions

Vraag:

Would the Contracting Authority kindly consider the possibility to raise written clarification questions after the deadline of 10th June

Antwoord:

No, in this tender there were two rounds for asking questions. The last opportunity for questions was on 10 June 10:00 CET.

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Ref.nr. **Onderwerp:**
33 Tender document Research Information System, 8.1 Functional requirements

Vraag:

Regarding: ""35 - Environments- The contractor will provide four separate environments for the full term of the agreement:

- Production environment;
- Environment for internal training purposes including client-specific training content;
- Test environment for conducting tests. Only on request for testing changes to interfaces (with the intent to cover the duration needed to apply changes to the interfaces);
- Acceptance test environment for running tests with a representative set of the production data. Only when changes may affect interfaces.""

Could you please confirm if all these actions require separate environments, and if this will be for the whole duration of the contract? We ask for this confirmation given the added cost per additional environment, and we also would like to mention that it is also possible for the Client to export data from the RIS using the available API at any time.

Antwoord:

The requirement is modified als following: The contractor will provide at least two separate environments for the full term of the agreement:

- Production environment;
- Environment(s) for internal training purposes, tests- and acceptance tests. The required training, test- and acceptance test environment(s) as mentioned in requirement 35 can be combined in one environment as long as we can have a reset of this environment on request.

The production environment may not be affected by the other environment (s).

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Ref.nr. **Onderwerp:**
34 General: Agreement Start Date

Vraag:

Kindly confirm that the Agreement start date is the date of Contract signature, which is the date of final award

Antwoord:

The Contract will come into force on the date of final award.

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Ref.nr.

35

Onderwerp:

External Portal Costs

Vraag:

Should the Implementation of the External portal costs be included in Realisation Phase 2? Or can it be bundled with the Periodic costs 2 (all-in total amount per year research portal?)

Antwoord:

The delivery of the research portal falls under phase 1. Therefore, the implementation costs of the research portal must be included in the one-off costs realisation phase 1.

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Onderwerp:

Tender document Research Information System, Page 14 & 8.1 Functional requirements

Vraag:

Regarding requirement: Page 14: "Submit metadata of research output and the research output itself. Metadata from SURFsharekit to the research information system and research output including metadata from the research information system to SURFsharekit. The library system is 'fed' with data from SURFsharekit." + Page 28: 7 Data Management "The ICT solution provides functionality to upload digital research output including related metadata to the institutional repository. The process supports the option to harvest metadata from the institutional repository."

Bidder's RIS offers the possibility to export data in OAI-PMH format, which can then be ingested in external systems. Could you please confirm if this is supported by SURFsharekit? We also provide an API which can be used to export data from our RIS to a repository, in which case would require either the Client to complete this integration, or Bidder can do this could do it as a paid service - please confirm which would be the preferred option.

Also, when synchronizing content, we advise a unidirectional integration to have one single source of truth, to maintain data quality. Otherwise, changes made in one system will override the data in the other system, and then back,

creating a cycle. We advise that the single source of truth is the RIS, given its strong curation and validation workflows and tools that assure data quality, and therefore there would be only data transfer from the RIS to the repository.

Antwoord:

The upload API to Surf Sharekit is a REST/JSON API (<https://api.surfsharekit.nl/api/repoitemupload/v1/docs>). They are currently working on extending the API. The bidder is responsible for uploading data (metadata and fulltexts) to Surf Sharekit and must include the costs to implement the Sharekit API in their bid (one-off costs realisation phase 1). The single source of truth of the metadata will be the RIS, but we need to be able to harvest records from Sharekit to fill the RIS in the implementation phase (amongst other sources) and ideally, there remains an option to add links from Sharekit records (or directly to fulltext files) to records in the RIS to capture Sharekit records that have not been added initially, based on the OAI-PMH protocol. These records should be matched based on output titles and author names, as not all these outputs/publications have a DOI.

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Onderwerp:

Main RfP document Requirement 42

Vraag:

Bidder's CRIS support STARTTLS and SMTP. Where the customer uses own SMTP server, the security standards supported there are used. Kindly confirm this is acceptable

Antwoord:

STARTTLS alone is insufficient. The bidder must comply with all six modern e-mail protocols. If bidder cannot meet this requirement at go live date phase 1, this must be completed in the near future. Concrete agreements on this will be made after the intention to award the contract.

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Mededelingen**Ref.nr.**

M1

Onderwerp:

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. M2
Onderwerp: 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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