Algemene informatie

Aanbesteding: Current Research Information System 2026
Aanbestedende Dienst: Technische Universiteit Delft
Referentie: 11574
Toelichting:
The Contracting Authority has unfortunately identified that a number of questions were inadvertently omitted from the publication of the Final Information notice. These questions and the corresponding responses have now been published.

As the Contracting Authority considers that the additional responses do not constitute a material amendment to the procurement documents, it has decided to maintain the current deadline for submission of tenders. Accordingly, the tender submission deadline remains 30 November at noon (CET).

Vraag en antwoord

Ref.nr. **283**

Onderwerp:
DPA 7a

Vraag:
Response to TU Delft's question: The technical and organisational measures that enable the Controller to handle data subject requests will be set out as requested in Appendix C of the DPA, to be completed with the awarded bidder, and they mirror Article 28(3)(e) GDPR. We prefer not to publish a more detailed description of the measures in the Q&A, since it would be visible to other bidders. The full detail will be provided to TU Delft upon award, when Appendix C is completed. Please confirm this is acceptable.

Antwoord:
This is acceptable.

Fase:
Inschrijffase

Inschrijfronde:
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Ref.nr. **284**

Onderwerp:
DPA 6a

Vraag:
In answer 126, TU Delft confirmed that notification of sub-processor changes by e-mail is acceptable, while having to check a website regularly is not. We would like to propose the following sentence at the end of the first paragraph of Article 6a:

“To the extent that the Controller opts in to receiving product release notes by e-mail, the

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Processor shall also inform the Controller of any intended changes through the product release notes. The Controller's right to object to any changes applies from the date the release notes are published."

Product release notes are sent by e-mail to subscribed contacts. They are the Processor's standard channel for announcing changes to the service, so this is a push notification and not a website check. Please confirm that TU Delft accepts this addition to Article 6a.

Antwoord:
This is acceptable if changes in subcontractors are clearly marked in the product release notes, so that they stand out among other changes such as functional changes.

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Onderwerp:
Appendix 1 C9

Vraag:
The requirement states that the system logs relevant traffic (at least timestamp, user, IP address, action and status), keeps the logs for at least six months, and makes them viewable by authorized persons.

Our solution logs this information and retains it for at least six months. The logs are multi-tenant and contain sensitive information about the Tenderer's network, its users and its other customers. Giving TU Delft direct access could breach privacy law and expose the Tenderer to additional risks. The logs are therefore viewable by the Tenderer's authorized personnel only.

Please confirm that the requirement is met on this basis. In the event of a security incident, the Tenderer will provide TU Delft with the relevant log extracts concerning TU Delft's own users and data, on request, to allow malicious activity to be attributed. Please confirm this is acceptable.

Antwoord:
Yes, this is acceptable.

Fase:
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Inschrijfronde:
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Onderwerp:
Appendix 1 - C11

Vraag:
Regarding the requirement in Appendix 1, C.11, and Question 33 of the Q&A, the Bidder can provide administrator and technical accounts through SSO. Local administrator and technical accounts can also be created as an optional configuration, with users authenticating through SSO. Would this approach be considered compliant? If not, this requirement will prevent us from submitting a compliant tender.

Antwoord:
Yes, this is considered compliant.

Fase:
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Inschrijfronde:
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Vragenronde:
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Onderwerp:
Appendix 1 - A7

Vraag:
Regarding answer to question 27 regarding Appendix 1A.7, What fields are being overwritten or not is configured/controlled by the client when using our standard synchronizations. But if you use the API to write, you need to implement this logic. The last part of your comment is too vague for us to accept that: "we expect that your proposed solutions meets our expectations". Through the API you can get notified if a record is updated/created/deleted and you can see the updated record also through the API. But any logic other than that is on your end to implement. I.e. when CRIS is the source, just like we do when a third party (e.g. synchronization) is the source. Please confirm whether this is acceptable. If it is not, this requirement will prevent us from submitting a compliant tender.

Antwoord:
This is acceptable.

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Onderwerp:
Appendix 1 - A19

Vraag:
Kindly confirm that this is acceptable that subscriber can get most data out of our solution using APIs. For information not possible via API extraction, we can provide you with raw database data upon request.

Antwoord:
Acceptable, if Tender can upon request specify which data is not available through API extraction but only through raw database data.

Fase:
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Onderwerp:
Appendix 1 - R9

Vraag:
Requirement R.9 asks that the system supports role-based access and includes roles that can be tailored to the institute's needs. In Information Notice answer 191, TU Delft indicated that it must be able to define its own roles to match the activities and responsibilities of its staff.

Our solution provides fine-grained role-based access control with a predefined set of roles, each with a fixed set of permissions covering capabilities such as read, write, submit and review. Administrators can assign one or more roles to each user, per organisation / content type, and

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combine them to reflect the institute's needs. The permissions within an individual role are fixed and cannot be changed or redefined by the customer.

Please confirm that this approach satisfies the intent of R.9. As this is the extent of role configuration our solution offers, we would appreciate TU Delft's confirmation on whether this is acceptable. If it is not, this requirement will prevent us from submitting a compliant tender.

Antwoord:
This approach is acceptable for meeting the intent of R.9

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Onderwerp:
Appendix 1 - C7

Vraag:
Bidder's risk assessments are classified as confidential and cannot be shared with external parties. This control is tested in our ISO 27001 / 27701 audit and we can share our certificate and statement of applicability, upon request with a signed NDA. Please confirm whether this is acceptable. If it is not, this requirement will prevent us from submitting a compliant tender.

Antwoord:
This is acceptable.

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Appendix 1 - C6

Vraag:
Bidder requires 30 days' notice to ensure resource availability to support TU Delft's audit. Please confirm this is acceptable.

Antwoord:
This is acceptable.

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Onderwerp:
Appendix 1 - C6

Vraag:
Bidder maintains a documented, risk-based vulnerability management and remediation process for identifying, assessing, prioritizing, and remediating vulnerabilities. This process is aligned with industry standards and best practices. Additionally, vulnerability management and remediation controls are subject to annual audits under the Bidder's ISO 27001 and ISO 27701 certified Information Security and Privacy Management Systems. Bidder can provide its ISO 27001/27701 certificates and Statement of Applicability as evidence, upon request and with a signed NDA. If TU Delft requires different evidence or does not accept certificates and the Statement of Applicability under a signed NDA, this requirement may prevent us from further participating in the tender. Please confirm whether our approach is acceptable.

Antwoord:
The described approach is acceptable.

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