SERVICES CORRIGENDUM/CLARIFICATION NOTICE 3

26/10/2020

Open Maps for Europe: The Development and Enhancement of a User Interface

400/001/SER-2020

The following questions and answers are published:

	Question	Answer
1	Given that there was some delay in providing answers to our questions (around 8 working days I believe), we would be very grateful if you could extend the deadline for replying to the tender by 5 working days i.e. until Friday 13th November. This would be much appreciated.	**Unfortunately we are unable to extend the deadline as we have plans in place for evaluation during w/c 9ᵗʰ Nov. We have answered all requests for clarifications in line with what was stated in the Instructions for Tenderers.**
2	In reply to the question on the preference for open source, you replied (answer 3), *" ….. this is to ensure that EuroGeographics is not tied into additional licensing fees after the end of the project. EuroGeographics also may want to further develop the platform in the future and do not want to be tied into one proprietary provider. EuroGeographics also want to own the platform going forward. If using open source is not entirely possible, please explain why not and what the implications would be for EuroGeographics, for example in terms of licensing, ownership of the platform and future development etc."* Please can you confirm that any open source solution will also have to provide the same explanation, specifically around the cost implications of any ongoing support/enhancement requests beyond	**Yes we can confirm this will be the case. We will ensure all bids are compared on equal terms.**

	the end of the project, ongoing cloud or on premise infrastructure costs etc, so you fully understand the total cost of ownership for both an open source and COTS solution, and thus can compare them on equal terms.	
3	Following the Instructions to Tenderers, section 3 d) iii, "a minimum of three related references for successfully completed similar contracts projects within the last five years" is required. Can you give the characteristics you expect from a project to consider it as "similar"?	**A similar project may show/demonstrate you have:** • **delivered a user interface, focusing on user requirements** • **delivered a visually pleasing interactive map within the interface** • **demonstrated the ability to manipulate and serve complex geospatial datasets** • **knowledge of using existing and, if necessary, creating APIs** • **experience of working with remote international teams to deliver a successful outcome**
4	What requirements do you have for the physical location of the supplier's hosting service – does this need to be in the EU? If so, are there any specific regions? Alternatively is hosting in the UK acceptable?	**We would prefer the data to be held in the EU. However, if an alternative location is proposed it will be considered at the evaluation stage.**
5	Do you have any specific KPI's relating to the hosting of the service e.g. uptime, availability, performance etc.?	**These will be discussed and agreed with the preferred supplier.**
6	We believe an alternate long term software as a service based approach would be more economically viable. In this model the solution ownership remains with the supplier, access is provided through a subscription and the data and cartographic output remains the property of EuroGeographics. Would such an approach be permissible	**As answered in Request for Clarifications – Notice one, question 1:** *"Suppliers should utilise open source software for the interface where possible, and if this is not entirely possible explain why not and what the implications would be for EuroGeographics, for example in terms of licensing, ownership of the platform and future development etc."* **So such a response is permissible providing there is a full explanation of what the costs and the future implications would be to EuroGeographics for example in terms of licensing,**

	in this tender response?	**ownership of the platform and future development etc.**
7	Clause 3 d iii. States ''Technical Capacity: a minimum of three related references for successfully completed similar contracts projects within the last five years(On-going contracts can also be additionally listed with support letter from the Client).'' Please confirm whether we are required to submit reference contact details as part of our response for this requirement or whether letters are required for all completed contracts?	**Please provide a minimum of three related references and please include contact details.**
8	Part A of the procurement documents mentions an "evaluation grid in Part D Annex VI of this tender dossier". Can we assume that this refers to the file 'D. Annex VII - Admin Compliance & Evaluation Grids.docx'?	**Yes**
9	In 'D. Annex VII - Admin Compliance & Evaluation Grids.docx', at some points it is written "enter 'a', 'b', 'c', etc to record any criteria which have not been satisfied". Although there are no exactly matching criteria in Part A, can we assume that only the criteria mentioned in Part A have to be satisfied?	**That is correct**
10	D. Annex VII - Admin Compliance & Evaluation Grids.docx' has a field "Organisation & methodology exists?". Can we assume this means it will be checked whether a corresponding document has been provided by the bidder?	**Yes**
11	D. Annex VII - Admin Compliance & Evaluation Grids.docx' mentions a "Back-up function, including CVs of Project	**Please see section 3 'Backstopping' of annex III Organisation and Methodology.**

	Director, ...". Can you elaborate the meaning of "Back-up function" in this context?	
12	C. Annex VI - Tender Form.doc' contains "Title of contract: Provision of cyber security training services". Can we assume this is an error and can be corrected by the bidder when filling the form?	**Yes**
13	B Annex III - Organisation and Methodology.docx' requires a "description of the user experience and technical components which will be used, including a live case study with examples of how the development worked with the client". Does this mean a project reference (case study) has to be described, which used the same technical components as proposed in the bid?	**Yes this should be considered**
14	B Annex III - Organisation and Methodology.docx' mentions "24/7 technical support should a problem arise", while the Terms of Reference say regarding user support that "Form responses should be directed to EuroGeographics". Is our understanding correct, that user support will be operated by EuroGeographics and therefore a 24/7 technical support by the contractor is not strictly necessary, i.e. proposing it is optional?	**Yes EuroGeographics will manage the user support in terms of enquiries. These are not service critical and therefore do not require 24/7 support.** **24/7 Technical support means support to EuroGeographics in terms of the interface; we expect the user interface to be functioning and accessible 24/7. If there is a technical issue and the user interface is not live we expect this to be fixed.**
15	B Annex III - Organisation and Methodology.docx' contains the sentence "Possibility of increased support for EuroGeographics to develop the interface if demand grows significantly".	**It is the hope that this interface will be well received and significantly increase the use of these datasets. If that is the case, then we may look to increase the datasets available through the interface, outside of this particular project. We may also, for example, look to enhance the user experience in the future.**

	Can you elaborate which scenario this refers to what is meant with "increased support"?	**There may be other scenarios where we want to move beyond what is described within this project. At that point we would want to liaise with our subcontractor to discuss what could be achieved and possibly request increased support from them.**
16	'B Annex III - Organisation and Methodology.docx' mentions "User functionality for example navigation and searching" in the context of LOT 2, while otherwise the user interface is part of LOT 1. Can you clarify what is expected in LOT 2?	**LOT2 is the new production process and creation of the new Cadastral dataset.** **LOT1 is the development of the user interface.** **LOT2 must supply the Cadastral data to the contractor of LOT1 in a suitable way allowing for it to be navigated and searched by the end user when using the user interface.** **As noted in the tender documentation, there will be a requirement for the contractors of LOT1 and LOT2 to liaise to ensure that the new dataset can be accessed and read in a suitable way by the user interface.** **EuroGeographics has members who specialise in Cadastral data who can advise during this process if necessary.**
17	The Terms of Reference say in section 5.1: "Please refer to Articles 19.1 and 19.2 of the Special Conditions for the actual commencement date and period of execution". There are no such Articles in the Special Conditions. Can you clarify whether this should refer to either the General Conditions or Articles 2.2 and 2.3 in the Special Conditions?	**Articles 2.2 and 2.3 of the Special Conditions**
18	Can you elaborate "technical visit", "technical provider" and "technical meeting" as per section 5.2 of the Terms of Reference?	**The contractor should plan for:** • **At least one meeting a year to the EuroGeographics Head office (EGHO) in Brussels** • **One (technical) visit every six months to either BKG, IGN France or NGI Belgium (technical provider), depending on requirements, to discuss technical challenges / issues / successes, and allow for in-depth technical discussion to solve any issues.**

		• **One trip to the European Commission for the presentation of the results** • **Hosting a meeting at your (contractors) site once a year for all involved in the project, for those who can attend. e.g. representatives from EGHO, BKG, IGN FR, NGI Belgium, other relevant members (e.g. cadastral experts) to allow for a group meeting to discuss progress, issues and developments with a focus on the technical delivery** • **Ad hoc (online) meetings with the various data providers where necessary to support the deliverables of the project.** • **Ad hoc meetings with NGI Belgium to ensure the discovery of the datasets in their National Geoportal.**
19	Will it be possible to conduct ad hoc meetings with NGI Belgium (as per section 5.2 of the Terms of Reference) online as well?	**Yes this is possible**
20	Terms of Reference section 6.1.1: "EuroGeographics has support from members to oversee the implementation of the contract (please refer to section 3.3.2)." Since there is no section 3.3.2, where should this refer to?	**Please refer to Annex II**
21	Terms of Reference section 6.2: "The contractor will submit the following reports in English in one original and one copy" Can we assume the reports will be submitted electronically and thus there is no need to submit original and copy?	**This can be discussed with the successful supplier after contract award.**
22	Terms of Reference section 6.2: "The detailed analyses underpinning the recommendations will be presented in annexes to the main report." Can you elaborate at which point you expect a detailed analyses of which	**This relates to the final report that the successful supplier will complete upon the completion of this contract.**

	recommendations?	
23	Part A section 4.2 seems to have a reference to a footnote on page 3, however, the footnote seems to be missing. Can you clarify what it should have referred to?	**Please ignore this. The footnote was deleted.**
24	Part A section 6: "A further period of 60 days is added to the validity period irrespective of the date of notification." Under which circumstances does this apply?	**This only applies to the successful tenderer.**
25	Hosting environment (Lot 1 & Lot 2) We understand from Annex III that the contractor will host the environment for storing data and run the applications to serve the data and the user interface application, according to the Organigram on Annex II. Can you confirm? If yes, • are there constraints or preferences with respect to the hosting environment? • does the cost need to be included in the proposal? • what is the period for the hosting? • Can the costing be made variable in function of the number of simultaneous users/requests?	**Yes the contractor is responsible for the hosting of the environment for storing the data and will also be required to run the applications to serve the data and the user interface application.** **However, please note that BKG will host the WMS for the Image service, the WFS for the Gazetteer, and IGN Fr will host the WFS for EuroGlobalMap.** **No we do not have constraints for the hosting environment however we would prefer the data to be held in the EU. If an alternative location is proposed it will be considered at the evaluation stage.** **Yes the cost must be included in the proposal. The period for hosting is initially the length of the project but EuroGeographics should be made aware of any ongoing annual maintenance costs for hosting and any other cost implications.** **Yes but these should be clearly defined in the proposal.**
26	Hosting environment (Lot 1 & Lot 2) - Testing Should the contractor also foresee a separate test environment?	**Yes**
27	4.1.1 Lot 1 Requirements - OGC Web Feature Service Annex II states "An OGC Web Feature Service (WFS) should be provided for the following datasets:	**Yes the contractor will receive individual datasets from each member each time a new version is released; From BKG: ERM, EuroDEM, Gazetteer, Image Service**

	EuroRegionalMap (ERM), EuroGlobalMap (EGM), EuroGeographics BaseMap. Data will be provided by EuroGeographics members." Data will be provided by the EuroGeographic Members. Does it mean that the contractor will receive individual data sets from each Member.? Or rather that a consolidated data set will be received? From the Organigram in Annex II we understand the latter – data being provided by BKG (except for Lot 2 CIM). Can you clarify? With respect to the EuroGlobalMap, the organigram does not mention a WFS box. Is no WFS required here? Will IGN-F provide the WFS? Can you clarify?	**From IGN Fr; EGM** **Cadastral data from LOT 2** **This was an error and was addressed in a previous clarification. IGN FR will provide a WFS of EGM, not a WMS. The contractor should create the WMS.**
28	4.1.1 Lot 1 Requirements - OGC Web Map Service Annex II states "An OGC Web Map Service (WMS) should be provided for the following datasets: EuroRegionalMap, EuroDEM, Regional Gazetteer, EuroGlobalMap, the Imagery layer and EuroGeographics basemap. This includes creating a production process for the high-quality visualization of these datasets to allow end users to clearly see the data they can gain access to. The provider should use the datasets provided under this project." We assume that the WMS Cartography only needs to be prepared for the EuroRegionalMap, the EuroDEM, the Gazetteer and the EuroBaseMap (in Lot 1). WMS for Image Service and EuroGlobalMap are provided by BKG and IGN-F respectively, while the CIM WMS is provided by Lot 2 contractor. Can you clarify?	**In LOT 1 the contractor is responsible for creating:** **WFS and WMS of ERM** **WMS of EuroDEM** **WMS of EGM** **WFS and WMS of Basemap** **There was an error in the original organigram, IGN Fr will provide the WFS of EGM, but the contractor should create the WMS.** **BKG also advise that WMS of the Gazetteer is not required due to the structure of the data.** **WMS of the Imager service will be provided by BKG.** **LOT2 contractor will supply WMS of Cadastral data.**
29	4.1.1 Lot 1 Requirements – EuroGeographics BaseMap Annex II states "The EuroGeographics basemap, created under the OpenELS project, will be enhanced by improving the	**The contractor will be provided with the current consolidated base map which they will need to host. The cartography should be improved and the zoom level enhanced by the addition of other datasets (EuroDEM, ERM, Cadastral data and the search**

	cartographic appearance and improving the zoom facility by utilising the other open data datasets (which will become available under this project) to provide a greater level of detail where available." We assume that the data exist in a consolidated way, and that the task for the contractor consists in enhancing cartography and zoom, as a base layer for the cartographic viewer. However, from the organigram we read that the contractor is responsible for the data. What is meant exactly? Hosting the data? Or also data preparation and consolidation of the raw data? Can you clarify.	**function using the Gazetteer).**
30	4.1.2 CIM – Cadastral Index Map (Lot 2) Annex II – Lot 2 describes the requirements for the creation of the Cadastral Index Map. We understand from the second bullet that the contractor will receive "the raw open data" from 5 EuroGeographic Members' cadastral services. We are confused though by the Footnote 3 on that same page stating that "it is important to emphasize that CIM is created with Member's WMS that have the getfeatureinfo functionality that allows clicking on each parcel to get its national identifier and a URL that link to the other data of the particular parcel in the country's geoportal data and clicking in the address point, the complete address." Is this footnote about the current or the future CIM? What is the source to build the CIM: the 'raw open data" as stated in bullet two or rather the Member State's WMS service (getfeatureinfo) or are other services such as download services available to get the data to build the new CIM?	**The contractor will not receive the data from EuroGeographics members, the source of the raw National CIM open data is available via the members geoportals. This will need to be collected and then held centrally by the contractor to create the European CIM.** **EuroGeographics will supply the contractor with information about which members has open cadastral national services.** **An example of a member who makes this data available is the General Directorate for the Cadastre, Spain. Their Cadastral portal can be found here.** **http://www.catastro.minhap.gob.es/webinspire/index_eng.html** **http://ovc.catastro.meh.es/cartografia/INSPIRE/spadgcwms.aspx** **The contractor will be able to liaise with members of EuroGeographics who are experts in cadastral data.**

31	Register and Access Services – Merics and Analytics Annex II states that "The provider should consider how metrics can be collected about levels of use. Administrative reporting of user activity by dataset must be available to EuroGeographics to allow for adequate reporting." • Should the access be logged per individual user or is general logging and reporting sufficient? • Should users register / sign in before accessing the data? • Should users' acceptance of licence conditions be traced?	**It is important that the acceptance of the open data license is not a burden for the end user. We would therefore like the contractor to propose the best way to manage this bearing in mind that the end user should not be able to access the data without accepting the license in some way. However, we also need to be able to report on use of the datasets and the impact of making them accessible and available. This must be considered alongside the requirement of user license acceptance.** **We are therefore looking for the contractor to consider and suggest how these metrics can be collected. This may include user registration or tracing the acceptance of the license conditions.**
32	Organigram – Geo-Search Index – Gazetteer – Open Maps for Europe Interface Can the geo-search API be freely specified by the contractor?	**Yes**
33	WMS - Should WMTS also be made available next to the WMS for all concerned services? If yes which coordinate reference systems should be provided. What should be the lowest scale level.	**We have not requested WMTS although as a newer standard it is a nice to have; it is not mandatory to include it.** **If only one coordinate reference system can be supported, we propose using EPSG:3857 (WGS 84 / Pseudo-Mercator -- Spherical Mercator).** **If the contractor is able to provide more than one coordinate reference system then we would prefer UTM32 N (EPSG: 25832). As this is good for central Europe, but the other co-ordinate reference system would be needed for other parts of Europe for example the Nordic countries.** **Concerning the questions of the scale: ERM is made for 1:250.000, however one could use ERM in 1:100.000**
34	4.2.2 - Functions available to the users - Access support Annex II states 'Users should be able to use a form to contact the administrators / support team" or help and advice on issues of registration	**Yes** **However, EuroGeographics should have a way of contacting the contactor if necessary, either to escalate user queries with the use of the interface, or to log issues with the contractor regarding**

	or access to the datasets. Form responses should be directed to EuroGeographics". Does this mean that the first line support will be handled by EuroGeographics and that the contractor only handles the 2nd line support?	**the interface itself.**
35	Invoicing - Can you clarify the invoicing milestones? Is there an invoicing milestone together with each delivery milestone?	**This will be discussed with the successful supplier.**

The Tender dossier is therefore supplemented by these Clarifications.