CALL FOR TENDER – PORTAL FOR THE VOICE OF THE WORKERS PROJECT

Advert Number: UHM/001/2013
Ref: UHM/VOW/TENDER/001/2013

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Original deadline: 11.11.13

__Extended deadline: 22.11.13__ as per separate Clarification Note.

Clarification Note N.2 – Technical Requirements

Art. 11 Instructions to tenderer

Clarifications publication date: 11.11.2013

1. Should the supplier put forward a pricing structure which contains both an annual license component (opex) as well as a single setup fee (capex), for how many years should the supplier assume that UHM will utilise such solution. For example: with a EUR10,00ex VAT (capex) and a recurring annual license of EUR25,000ex VAT (opex), a one-year commitment would fit within the budget indicated by UHM whilst viewing the exact same offering over three years would disqualify the supplier.

> The Contracting Authority wants to continue operating and using the solution on a permanent basis.
> The value quoted by the bidder should include the capital purchase of the solution and three years of annual opex. Further opex from the beginning of the fourth year should not exceed the 10% of the value quoted by the bidder.

2. In an earlier request for clarifications we asked the Contracting Authority to:

(a) provide the supplier with the technical documentation for the students enrolment management system which highlights the different integration possibilities, and

> The student enrolment system should allow for integration with external systems such as CRM, based around standard APIs for data extraction and integration.

(b) elaborate how the students' enrolment system will be used, and therefore what content should be extracted and/or posted to this system' . Unfortunately the Contracting Authority's reply 'The students enrolment and management system should be part of the solution' does not answer the questions put forward so we would like to request further clarification on the matter:

a. Does the student enrolment mangagement system already exist and if so, what type of system is it e.g. a database, a website, an off the shelve CRM, a set of web services which the supplier can can integrate with?

> No, it does not exist. The enrolment system should be part of the solution. Typical functionalities would include:
> - Storage and retrieval of:
>   - Personal details
>   - Contact information
> - Up to 25 customizable fields to be defined flexibly on the system, allowing data entry of numbers, text, dates and selection from a defined list.
> - Course attendance
> - Achievements
> - Other related data

b. If the student enrolment management system is a website, a database or a CRM, kindly clarify how the supplier can access such data:

      i. Will the supplier have direct access to the data?

      ii. Will there be an existing API from which the supplier can fetch and extract the necessary data?

      iii. Will the system have an export and import functionlity?

Please refer to answer 2.a.

c. If the student enrolment management system is a set of web services, kindly clarify what type of services these are e.g. SOAP, REST, XML?

Information stored within the students' enrolment system should be easily accessible and the indicated services (SOAP, REST, XML) can be an option for accessing such information.

d. What type of data will need to be <u>extracted from</u> the student enrolment mangagement system e.g. personal details, list of previous courses attended etc? What type of data will need to be <u>posted to</u> the student enrolment mangagement system e.g. list of courses booked etc?

Please refer to answer 2.a.

3. What exactly do you mean when you refer to a learning Plan, what is the actual functionality that you require?

A course can be split into modules, sub-divided further into lessons, each with respective learning objectives. The solution should allow to create this structure with related multimedia content and online assessments to verify that the learning objectives have been achieved.

4. Seeing as you also wish for us to include a student enrollment system. What exactly do you require as regards to functionality from this system?

Please refer to answer 2.a.

Please note that no further requests for clarifications will be accepted by the Contracting Authority.