	Question	Answer
1.	Implementation approach confirmation : Could you please confirm whether we may base our technical and financial proposal on a best-practice, out-of-the-box (OOTB) implementation approach to cover the functional needs described in the RFP, unless otherwise explicitly required?	We do not impose any specific requirement regarding the implementation methodology. An out-of-the-box best-practice approach appears to be a suitable path for addressing our needs, yet it remains your responsibility to select the implementation method you consider most appropriate for fulfilling our requirements.
2.	Post-production support estimation : In the event of a best-practice, OOTB implementation, could you please indicate the estimated number of post-production support hours you expect to be included?	The specifications indicate that our estimate for support over the four-year period is 25 days, based on our experience showing that support needs are primarily concentrated at the beginning of the tool's use, and that as internal technical expertise grows, this need should decrease.
3.	Scope of functionalities for service pricing : Could you clarify whether all functionalities mentioned in the requirements (Mandatory, Main, and Secondary) should be fully included in the implementation/services pricing? Or should the levels of priority ("Mandatory", "Main", "Secondary") be treated differently with regard to scope inclusion and pricing expectations? (Note that now this is an open question as the scope of what is to be included/ priced is not stated accordingly)	The functional requirements are, in our view, clearly defined. Mandatory: if these are not provided, the proposal will not be considered valid. These features therefore do not receive points, as their absence results in the proposal being excluded. Main: we focus on the features we consider essential, and these receive 2 points. Secondary: features that we consider nice to have, but not essential. The idea is that each tenderer will make a proposition, including all mandatory functions, and including all main or secondary functions that will, in the tenderer's opinion, offer Enabel the best value for money, taking account of the award criteria as expressed under chapter 3.4.9.3 of the tender specifications.
4.	Training – Train-the-trainer approach : Could you please confirm the expected number of staff members to be trained using the "train-the-trainer" model, as discussed during our meeting? Additionally, could you indicate the functional profiles of these individuals (e.g., administrators, process owners, key users)?	The number of technicians to be trained is a good question. Given the role the tool will occupy within the ENABEL organization, two or three people will need to be technically capable of administering the solution, which requires extensive technical knowledge. Therefore, the answer is: a maximum of 3.

Price composition & calculation methodology : To ensure alignment with your evaluation model, could you please provide an illustrative example of how the final price calculation will be performed, specifically indicating how the three components will be weighted and evaluated: ⬚Licenses & Support ⬚Functionalities ⬚Education & Expansion of Functionalities	The contract consists of the following items: Item 1: Service management and user support software (ticketing system): annual total price Item 2: Support & assistance: price schedule – unit price – estimated quantity = 25 days Item 3: Training: total price Item 4: Deployment (not expansion of functionalities) : total price The evaluation of the proposal will follow the scoring table included in the specifications. _____ 1. Price (Licensing & Support) — 40 points The amount considered is the total value of the VAT-included inventory. Evaluation method: Offers will be evaluated according to the following formula: Weighting: (price of the lowest offer / price of the offer) * 30 This formula will be applied to the total price for licensing & support as mentioned in the price form (6.2), towards the top of the second page of that annex. This total price should include the full price of the licenses (depending on the proposed functionalities), calculated on the total duration of the contract (4 years), and the estimated costs for support & assistance (estimated at 25 days in total). Attention : The tender specifications include a small error in this award criterion. The correct formula, given the weighting of this price criterion, should be as follows : (price of the lowest offer / price of the offer) * 40 The tender specifications will be updated to correct this error.

5a.

		_____ 3. Training and Deployment — 20 points Evaluation method: •Training (8%) oIs training available in English? oTotal global price? oNumber of planned days? This (sub)criterion has a weighting of 8%, which will be divided among the three elements listed above, without however further specifying the weighting of each element. •Deployment oDeployment duration (4%) oTotal global price (8% – proportional calculation) The price for the deployment of the solution will be evaluated on the basis of the global price for this element as indicated in the price form. The same formula as stated above will be used : (price of the lowest deployment cost / price deployment cost of the offer) * 8 An alternative method for scoring this last price criterion will be added to the updated tender specifications, to be applied in the event that a tenderer submits a
5b.		zero price.