214439 CLOUD II DPS 1 - Mini-Competition MC9 (DIGIT A3 PR 2018 035)

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
1.	Administrative	Offer phase	Not linked	No	—	—	13

	Questiongroup name	Questions	Questions editors
1.1.	Tender Specifications	2 (2 KO's)	—

1.1.1. **Invitation to Tender and Tender Specifications**

The details of this Mini-Competition are presented in the Invitation to Tender which you received as a message in Negometrix (uploaded here for your convenience) and the Tender Specifications. Any updates to the Invitation to Tender, in terms of submission deadline or important dates, will be reflected in the Schedule.

Did you read the Invitation to Tender and the Tender Specifications documents published below, and do you agree with their terms?
Documents:

📕 0. Invitation to Tender (CLOUD II DPS1 MC9) v1.pdf *194 Kb*	Download	| Preview
📕 1.0 Tender Specifications (CLOUD II DPS1 MC9) v1.pdf *339 Kb*	Download	| Preview

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	not available(not available)	—	—	Offer phase

1.1.2. **Contract (draft)**

The draft Contract, which will be awarded to, and filled with the details of the tenderer who submitted the most economically advantageous tender in the context of the present Mini-Competition, is published below. After award, it is this Contract which will be electronically signed with the Contracting Authority.

The draft Contract contains the Contract's Main Conditions, as well as the following annexes:
• Annex I will be the financial offer submitted by the winning tenderer.
• Annex II consists of the Tender Specifications of the Mini-Competition as published under Question 1.1.1.
• Annex III will be the winning tenderer's tender.
• Annexes IV, V, and VI are published below.
• Annex VII is the DPS Specifications, which are published in Negometrix on DPS-level.
• Annexes VIII is published below.

Did you read the Contract published below and do you agree with its terms?
Documents:

📕 2.0.1 Main Conditions (CLOUD II DPS1 MC9) v1.pdf *522 Kb*	Download	| Preview
📕 2.4.1 Annex IV - Service Level Agreement (CLOUD II DPS1 MC9) v1.pdf *489 Kb*	Download	| Preview
📕 2.5.1 Security Framework (CLOUD II DPS1 MC9) v1.pdf *396 Kb*	Download	| Preview
📕 2.6.1 EMAS environmental policy (CLOUD II DPS1 MC9) v1.pdf *177 Kb*	Download	| Preview
📕 2.8.1 Annex VIII - Cloud Terms and Conditions (CLOUD II DPS1 MC9) v1.pdf *623 Kb*	Download	| Preview

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	not available(not available)	—	—	Offer phase

	Questiongroup name	Questions	Questions editors
1.2.	Tenderer Information	11 (1 KO's)	—

1.2.1. **Name**

Please confirm the official name of the tenderer (company/consortium name).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	not available(not available)	☑	☑	Offer phase

1.2.2. **Composition**

Has the composition of the tenderer (as a Sole Participant or a Group of economic operators) changed since the admission in the DPS?

Note: Changes in the composition of the Group during the procurement procedure (after the Application and before the potential signature of a Contract) shall lead to the rejection of the tender except in case of a merger or takeover of a Group Member (universal succession), provided that the new entity has access to procurement and is not in an exclusion situation.

See section 2.1.3.1 of the DPS Tender Specifications for further information.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	Yes	No	—	not available(not available)	—	—	Offer phase

1.2.3. **Declaration on Honour**

Is the information provided in the Declaration on Honour you submitted to participate in the DPS still up-to-date and accurate?

If so, please answer 'Yes' and indicate at which stage the Declaration on Honour was submitted (e.g. in Stage 1 with the Application, in Stage 2 including the reference of the Mini-Competition, etc.).

If not, please answer 'No' and upload an updated Declaration on Honour based on the template available for download in Stage 1 of the DPS.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	not available(not available)	☑	☑	Offer phase

1.2.4. **Application cover letter**

Is the information provided in the Application cover letter you submitted to participate in the DPS still up-to-date and accurate?

If so, please answer 'Yes' and indicate at which stage the Application cover letter was submitted (e.g. in Stage 1 with the Application, in Stage 2 including the reference of the Mini-Competition, etc.).

If not, please answer 'No' and upload an updated cover letter based on the template available for download in Stage 1 of the DPS.

Note: There is no need to upload an updated cover letter if you have only added (a) new Identified Subcontractor(s) in the scope of this Mini-Competition.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	not available(not available)	☑	☑	Offer phase

1.2.5. **Evidence of Non-Exclusion**

Have you submitted up-to-date (less than 1 year old) evidence of non-exclusion in support of your Declaration on Honour?

If so, please answer 'Yes' and indicate at which stage the evidence was submitted (e.g. in Stage 1 with the Application, in Stage 2 including the reference of the Mini-Competition, etc.).

If not, please answer 'No' and provide this evidence for the main tenderer (and all the Group Members in case of a joint tender).

Note: The Contract will not be awarded, unless the successful tenderer has provided the evidence confirming the declaration on honour for the exclusion criteria.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	not available(not available)	☑	☑	Offer phase

1.2.6. **Identified Subcontractors**

If any Identified Subcontractors are involved in actively delivering part of the Cloud Services included in the offer in scope of this Mini-Competition, these Identified Subcontractors must be documented here. (Otherwise answer "No")

If you have added Identified Subcontractors and/or reliance entities in Stage 1, which will be involved in delivering part of the Services included in the offer in scope of this Mini-Competition, please include these entities in the List of Identified Subcontractors file.

Note:
*If in this list you are including **new Identified Subcontractors** which were not part of your Application to the DPS, **you must provide for each of these new Identified Subcontractors:***
*1. **A commitment letter (based on the model shared in stage 1 of the DPS).***
*2. **A completed Declaration on Honour as evidence of non-exclusion (based on the model shared in stage 1 of the DPS).***

These documents, signed by (an) authorised representative(s) with a Qualified Electronic Signature, must be uploaded here.
Documents:

List of Identified Subcontractors (CLOUD II DPS1 MC9) v1.docx *34 Kb* | Download | Preview

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	not available(not available)	☑	☑	Offer phase

1.2.7. **Subprocessors**

Please document the subprocessors involved in your offer. For each subprocessor, you must provide:
- Official name
- Address
- Contact point
- Nature and subject matter of the subprocessing
- Location of the subprocessing
- Detailed description of the subprocessing activity
- Categories of personal data processed and data subjects concerned
- Appropriate technical and organisational security measures, and
- Transfer tool relied upon or legal basis for the transfer

If your offer includes Identified Subcontractors, please include them as subprocessors in this list, or attach a document explaining why these Identified Subcontractors are not subprocessors.

Note: Please use the attached template and prefix the name of your file with the question number.
Documents:

List of Subprocessors (CLOUD II DPS1 MC9) v1.docx *30 Kb* | Download | Preview

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	No	Yes	—	not available(not available)	☑	☑	Offer phase

1.2.8. **List of Services under SLA 3.2.3 and 3.2.4**

Please document the services for the provision of which data may leave the territory of the European Economic Area as referred to in 3.2.3 and 3.2.4 of the Contracting Authority's Service Level Agreement (SLA). The list of these services must include:
1. services for which Customer's data cannot entirely reside in the European Economic Area;
2. services not processing the Customer's data which may be performed outside the European Economic Area.

Note: You may either point to the public URL informing of these services or you use the attached template.
Documents:

📄 List of services (CLOUD II DPS1 MC9) v1.docx *25 Kb* [Download](#) | [Preview](#)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	not available(not available)	☑	☑	Offer phase

1.2.9. **Services subject to SLA**

Document the services in your offer which are subject to an SLA. Please document the services' SLA and their compensation policies. The tenderer can also provide links to existing documentation of SLA.

Note: Please prefix the name of your file with the question number.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	not available(not available)	☑	☑	Offer phase

1.2.10. **Guaranteed SLA**

Note:
Some questions in the technical questionnaires will assess the offer on Service Level Agreement (SLA) or Service Level Objectives (SLO). An SLO is a best-effort target while an SLA is a contractual commitment of the Provider that entitles users to activate liquidated damages in case of non-performance of the service. Only SLAs guaranteed for the duration of the contract (i.e. SLAs which do not change or SLAs which may incur changes solely to the benefit of the Contracting Authority) will be evaluated as SLAs. Otherwise, SLAs which cannot be guaranteed for the duration of the Contract (i.e. SLAs which may incur a change with an adverse effect towards the Contracting Authority) will be considered SLOs by the Contracting Authority and evaluated as such.

Do you commit that the SLAs provided in the context of the offer are guaranteed for the duration of the Contract or may incur changes solely to the benefit of the Contracting Authority?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	not available(not available)	—	—	Offer phase

1.2.11. **Complementary terms**

If your offer includes Identified Subcontractors, please include them as subprocessors in this list, or attach a document explaining why these Identified Subcontractors are not subprocessors.

Note: Please use the attached template and prefix the name of your file with the question number.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	No	Yes	—	not available(not available)	☑	☑	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
2.	Business Cases	Offer phase	Not linked	Yes	NX Utility Index		20

	Questiongroup name			Questions	Questions editors	
2.1.	Business case 1 - IaaS and PaaS Workloads			0% (0%)	1 (1 KO's)	—

2.1.1. **Consumption scenario**
This business case describes a generic cloud service consumption scenario (merely indicative and not committing for the Contracting Authority), which is complementary to the other business cases.
Tenderers must make a financial offer for the workload described in this scenario.
The scenario contains a variety of IaaS and PaaS cloud services, which the Contracting Authority briefly describes.
•   The tenderer must make an offer that serves the same purpose as the described scenario (i.e. the Contracting Authority does not expect a line-by-line matching per service).
•   The tenderer must provide a sufficient level of details so that the Contracting Authority can compare the services in the business case with the ones provided in the offer. The Contracting Authority must also be able to identify which products and quantities cover which line in the scenario.
•   The tenderer must indicate if a service is not included in its offer. For each missing service in the tenderer's offer, the Contracting Authority will apply a 20,000 EUR supplement to the tenderer's financial offer in order to take into account the fact that the Customers will need to find alternative solutions to cover these services.
•   The scenario covers a year's worth of operation.
•   The tenderers must not restrict the Contracting Authority's capacity to modify their usage or to stop the service during the Contract, including through financial models included in the offer. Discounts offered must not be conditional on specific configuration (e.g. type of machine).
•   To respect the above conditions, the tenderer must not commit the Customers to reserved instances and should offer a pay-as-you-go or similar model taking into account the estimated yearly volume of this scenario, but not reducing the capacity of the Contracting Authority to consume less than this estimated volume.
You will find the scenario of Business Case 1 attached.

Please download the Excel template for your financial offer, complete it with your financial offer, and upload your financial offer in the system.

Did you include your offer for this business case in your financial offer uploaded in the *Pricing sheets* section?

Documents:

📊 MC9 - Business case - 1 - IaaS and PaaS Workloads.xlsx *22 Kb* Download | Preview

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	☑	Offer phase

	Questiongroup name		Questions	Questions editors
2.2.	Business case 2 - Large relational databases	50% (50%)	6 (2 KO's)	—

Business case description

Some Cloud Customers (European Institutions, Agencies and Bodies, 'EUIs') operate **large resource-intense relational databases** on-premises, often relying on Oracle RDBMS software and sometimes using Oracle purpose-built hardware.

2.2.1. **Architecture document**

The tenderer is invited to describe the architecture envisioned for this business case in a PDF document no longer than 8 pages. This includes diagrams, the list of services used in the context of the architecture, and explanations on how the services work.

The Contracting Authority requests a concise answer, which focuses on the description of the technical solution: i.e. describing the solution, supported by links to the documentation of the services used for the business case. The tenderer should not explain point by point how the solution fulfils the requirements.

The tenderer is invited to provide its financial offer for this business case in the excel form provided in the **Pricing sheets section** of the present mini-competition.

Please upload your **architecture document** as an answer to the present questions.

Documents:

📄 MC9 - Business case - 2 - Large relational databases.pdf *385 Kb* [Download](#) | [Preview](#)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	☑	0.00	20.00	mark	0(0%)	☑	☑	Offer phase

2.2.2. Did you include your offer for this business case in your financial offer uploaded in the *Pricing sheets* section?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

Section reserved for the Contracting Authority (not to be answered by the tenderer)

2.2.3. In this question, the Contracting Authority evaluates the quality of the offer in terms of the coverage of **functional requirements** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	25(12.5%)	☑	—	Offer phase

2.2.4. In this question, the Contracting Authority evaluates the quality of the offer in terms of the coverage of **management requirements** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	25(12.5%)	☑	—	Offer phase

2.2.5. In this question, the Contracting Authority evaluates the quality of the offer in terms of the coverage of **performance and sizing requirements** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	25(12.5%)	☑	—	Offer phase

2.2.6. In this question, the Contracting Authority evaluates the quality of the offer in terms of the coverage of **security requirements** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	25(12.5%)	☑	—	Offer phase

	Questiongroup name	Questions	Questions editors
2.3.	Business case 3 - Secure Infrastructure	25% (25%)	8 (2 KO's)	—

Business case description
Cloud accounts delivered by cloud providers are usually not sufficiently secured for production use. In this business case, the Contracting Authority searches for a **proposal from tenderers that allows cloud Customers to protect their workload following best practices proposed by or within the frames of the cloud service of the offer**. The Contracting Authority requests in this business case that the tenderer proposes a secure infrastructure according to its best practices on a specific example, representative of the infrastructure that the Customers will manage.

2.3.1. **Architecture document**

The tenderer is invited to describe the architecture envisioned for this business case in a PDF document no longer than **9 pages**. This includes diagrams, the list of services used in the context of the architecture, and explanations on how the services work.

The Contracting Authority requests **a concise answer, which focuses on the description of the technical solution**: i.e. describing the solution, supported by links to the documentation of the services used for the business case. The tenderer should not explain point by point how the solution fulfills the requirements.

The tenderer is invited to provide its financial offer for this business case in the excel form provided in the **Pricing sheets section** of the present mini-competition.

Please upload your **architecture document** as an answer to the present questions.

Documents:

📄 MC9 - Business case - 3 - Secure infrastructure.pdf *399 Kb* | Download | Preview

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	☑	0.00	20.00	mark	0(0%)	☑	☑	Offer phase

2.3.2. Did you include your offer for this business case in your financial offer uploaded in the *Pricing sheets* section?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

2.3.3. In this question, the Contracting Authority evaluates the quality of the offer in terms of the **central management** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	10(2.94%)	☑	—	Offer phase

2.3.4. In this question, the Contracting Authority evaluates the quality of the offer in terms of the **Customer's account** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	30(8.82%)	☑	—	Offer phase

2.3.5. In this question, the Contracting Authority evaluates the quality of the offer in terms of the **SOC integration** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	15(4.41%)	☑	—	Offer phase

2.3.6. In this question, the Contracting Authority evaluates the quality of the offer in terms of the **CSIRT integration** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	10(2.94%)	☑	—	Offer phase

2.3.7. In this question, the Contracting Authority evaluates the quality of the offer in terms of the **SecOps** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	10(2.94%)	☑	—	Offer phase

2.3.8. In this question, the Contracting Authority evaluates the quality of the offer in terms of the **management of the solution** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	10(2.94%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors
2.4.	Business case 4 - Network Interoperability	25% (25%)	5 (2 KO's)	—

Business case description

The Customer, an Agency, has a need for secure connectivity between the cloud provider's infrastructure and the Customer's infrastructure, operating over a dedicated connectivity the customer will purchase separately. The aim is to reduce internet network costs, optimise bandwidth throughput, and provide a more consistent network experience than with internet-based connections. The Customer also delivers managed services facilitating interoperability between cloud services, as well as between cloud services and the Customer's infrastructure (i.e. DNS services, forward proxy services, reverse proxy services). The present document describes requirements and baseline architecture principles for this need.

2.4.1. Architecture document

The tenderer is invited to describe the architecture envisioned for this business case in a PDF document no longer than **8 pages**. This includes diagrams, the list of services used in the context of the architecture, and explanations on how the services work.

The contracting authority requests **a concise answer, which focuses on the description of the technical solution**: i.e. describing the solution, supported by links to the documentation of the services used for the business case. The tenderer should not explain point by point how the solution fulfills the requirements.

The tenderer is invited to provide its financial offer for this business case in the excel form provided in the **Pricing sheets section** of the present mini-competition.

Please upload your **architecture document** as an answer to the present questions.

Documents:

📕 MC9 - Business case - 4 - Network interoperability.pdf *291 Kb* | Download | Preview

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	☑	0.00	20.00	mark	0(0%)	☑	☑	Offer phase

2.4.2. Did you include your offer for this business case in your financial offer uploaded in the *Pricing sheets* section?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

Section reserved for the contracting authority   (not to be answered by the tenderer)

2.4.3. In this question, the contracting authority evaluates the quality of the offer in terms of the **infrastructure** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	50(12.5%)	☑	—	Offer phase

2.4.4. In this question, the contracting authority evaluates the quality of the offer in terms of the **security** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	15(3.75%)	☑	—	Offer phase

2.4.5. In this question, the contracting authority evaluates the quality of the offer in terms of the **deployment** described in the business case.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	20.00	mark	35(8.75%)	☑	—	Offer phase

Name	Available during	Pricing	Weighted	Award	Weight/Value	Questions

			sheet		formula	
3.	Technical criteria - Datacentre services	Offer phase	Not linked	Yes	NX Utility Index	22

The following rules applies to **all Technical Criteria** from section 3 onwards:
Any services and features not generally available at the submission of the offer will only be taken into account if:

- **They are planned to be made generally available within 5 months from the submission of the offer.**
  AND
- **The Tenderer has documentation of these services or features on the public internet, or can provide the Contracting Authority with an access to these services or features in a test environment upon submission of the offer.**

	Questiongroup name		Questions	Questions editors
3.1.	Self-service	5.26% (5.26%)	6 (2 KO's)	—

Self-service status services

The following questions assess the offer's reporting on availability of datacentres, regions or availability zones through a self-service portal and/or APIs, and the possibility for the customers to be notified on service disruption (i.e. alert management).

The contracting authority defines "availability zone" as follows:

Within a region, an availability zone is a coherent set of cloud resources which availability is coherent (i.e. all resources available or not available at the same time). The provider makes an availability zone not available when the infrastructure or services operated within the availability zone needs maintenance, and without customers are necessarily aware of the maintenance planning.

The provider ensures that not all availability zones are unavailable at the same time, which enable customers to deploy architectures that are redundant and resilient to maintenance events.

3.1.1. Does the offer include a self-service portal where the status of the **datacentres** can be consulted by the customers?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.88%)	—	—	Offer phase

3.1.2. Does the offer include an API where the status of the **datacentres** can be consulted by the customer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.88%)	—	—	Offer phase

3.1.3. Does the offer include a self-service portal where the status of the **regions** can be consulted by the customer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(1.75%)	—	—	Offer phase

3.1.4. Does the offer include an API where the status of the **regions** can be consulted by the customer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

3.1.5. Does the offer include a self-service portal where the status of the **availability zones** can be consulted by the customer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(1.75%)	—	—	Offer phase

3.1.6. Does the offer include an API where the status of the **availability zones** can be consulted by the customer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors
3.2.	Physical Infrastructure	75.44% (75.44%) 10 (2 KO's)	—

High availability within a Region

The following questions assess the offer on the customer's ability to deploy high-available services with low latency for its backend application (i.e. synchronous writing). In this context, the customer should be able to deploy its service within a region, in a setup which guarantees the highest level of availability possible. It is understood that to achieve this objective, the customer has to follow specific architecture patterns or use services from the offer.

3.2.1. Does the offer allow the customers to achieve an objective in terms of high availability of 99.95% (provided the customer follows specific architecture patterns or uses specific services from the offer)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

3.2.2. In the scope of the offer, can customers implement synchronous-writing requirements within a region? (i.e. can customers implement architectures where data are synchronously written in two separate locations)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

Regions Connectivity

The following questions assess the offer on the connectivity between regions and the ability for the customer to deploy geographically resilient services.
In this context, customers are expected to be able to deploy their services in physical locations within the Cloud provider infrastructure, geographically significantly isolated from one-another in order to resist to catastrophic events such as geo-political risks, earthquakes, catastrophic climate event, etc.

3.2.3. In the scope of the offer, what is the bandwidth available between regions (Gbps stands for Gigabits per seconds)?
Please provide a link documenting your answer.

Question type: Multiple-choice		
Name	Value	Weight
More than 40 GpbS	20	3.51%
Between 20 and 40 Gpbs	15	2.59%
Between 10 and 20 Gpbs	10	1.66%
Between 1 and 10 Gpbs	5	0.74%
Between 0 and 1 Gpbs	1	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Between 0 and 1 Gpbs	More than 40 GpbS	—	40(3.51%)	—	☑	Offer phase

Edge locations

The following questions assess the offer on edge computing services (i.e. services proposed in location away from the main location of the provider, but closer to the customer, that proposes network, storage or compute services for distributing content to end users with low latency and high-data transfer speeds) made available to the customers. Edge computing is refer here as a distributed computing paradigm which brings computation and data storage closer to the location where it is needed, to improve response times and save bandwidth.

3.2.4. Does the offer include edge locations services for distributing content to end users with low latency and high-data transfer speeds?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(1.75%)	—	—	Offer phase

3.2.5. Does the offer include locations services for distributing content to end users with low latency and high-data transfer speeds within the European Economic Area?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(1.75%)	—	☑	Offer phase

3.2.6. In the scope of the offer, are the following services available from these edge locations?

Question type: Multiple-choice		
Name	Value	Weight
Caching or replication	50	4.39%
Storage	25	2.19%
Compute capacities	15	1.32%
IoT exchange capacities	10	0.88%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	100(8.77%)	—	—	Offer phase

Support of Availability Zones

The following questions assess the offer on the customer's ability to deploy high-available services with low latency for its backend application (i.e. synchronous writing). In this context, the customer should be able to deploy their services within a region, in a setup which guarantees the highest level of availability possible. Customers of this procedure are trained and skilled on architectures which use the concept of availability zones inside a region. Availability zones are a consistent set of cloud infrastructure, whose availability is consistently known by customers. To be considered within the same region, and to be compliant with synchronous-writing requirements, the contracting authority considers that availability zones needs to be in a radius of 60kms. In addition, for infrastructure sets (usually "data centers") to be considered distinct availability zones, they should meet the following characteristics:

- Minimum of 1km of distance between them
- Non-overlapping updates: if a service of the provider is spread across two availability zones, then any software and hardware updates managed by the provider that could lead to unavailability should not take place simultaneously in both infrastructure sets
- tthe sets should have independent power, cooling and networking infrastructure.

In case the same power network is shared between the two infrastructure sets, then they should also have access to a redundant second power source.

3.2.7. Does the offer include a concept similar to availability zones within a region, meeting the criteria listed above?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	200(17.54%)	—	—	Offer phase

3.2.8. If the offer include concepts meeting the requested characteristics of availability zones, are availability zones of a region all within a radius of 60kms? (answer No if no concept corresponding to availability zones is part of the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(4.39%)	—	—	Offer phase

3.2.9. If the offer includes a concept meeting the requested characteristics of availability zones, which is the **median** number of availability zones within regions in the European Economic Area (Ex: if have 7 regions with availability zones 1, 1, 1, 2, 3, 4, 4 correspondingly, the median is 2)?

Question type: Multiple-choice

Name	Value	Weight
more than 4 availability zones	40	15.79%
4 availability zones	30	11.84%
3 availability zones	20	7.89%
2 availability zones	10	3.95%
The offer does not include a concept similar to availability zones	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	The offer does not include a concept similar to availability zones	more than 4 availability zones	—	180(15.79%)	—	—	Offer phase

3.2.10. If the offer includes a concept meeting the requested characteristics of availability zones, how many regions included in the offer host more than 2 availability zones in regions in the European Economic Area?

Question type: Multiple-choice

Name	Value	Weight
4 regions or more	400	21.93%
3 regions	300	16.45%
2 regions	200	10.96%
1 region	100	5.48%
The offer does not include a concept similar to availability zones	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	The offer does not include a concept similar to availability zones	4 regions or more	—	250(21.93%)	—	—	Offer phase

	Questiongroup name	Questions	Questions editors	
3.3.	Environmental sustainability	19.3% (19.3%)	6 (0 KO's)	—

Energy efficiency

The following questions assess the offer in terms of environmental sustainability.

3.3.1. What is the average Power Usage Effectiveness (PUE) of the datacentres in the EEA that are in the scope of this offer?

Question type: Multiple-choice

Name	Value	Weight
Between 1 and 1.1	100	7.02%
Between 1.1 and 1.2	80	5.61%
Between 1.2 and 1.5	60	4.21%
Between 1.5 and 2.3	30	2.11%
Less than 2.3	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Less than 2.3	Between 1 and 1.1	—	80(7.02%)	—	—	Offer phase

3.3.2. In the scope of the offer, what is the proportion of electricity supplied from renewable energy sources to operate the datacentres in EEA that are in the scope of the offer?

Question type: Multiple-choice

Name	Value	Weight
More than 70%	20	1.75%
Between 60% and 70%	15	1.32%
Between 50% and 60%	10	0.88%
None	0	0%
Less than 50%	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Less than 50%	More than 70%	—	20(1.75%)	—	—	Offer phase

3.3.3. Please describe the initiatives that have been launched to reduce or compensate for the emissions of the datacenters included in the offer?

For example:
• Reduction of the direct and indirect greenhouse gas (GHG) emissions linked to the data centers operations, including electricity consumption, coolants and the manufacturing of IT systems.
• Community projects initiated for compensating the emissions produced by the data centers, including projects outside EEA.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	40(3.51%)	☑	—	Offer phase

3.3.4. Does the offer take into account the European Code of Conduct for Datacentres? (https://e3p.jrc.ec.europa.eu/communities/data-centres-code-conduct)
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(1.75%)	—	☑	Offer phase

3.3.5. Is in the offer included tooling for reporting the emissions of the datacenters in the EEA that are in the scope of this offer?
The Scope of the Emissions is defined as per the Greenhouse Gas Protocol | (ghgprotocol.org)

Question type: Multiple-choice

Name	Value	Weight
Scope 1 to 3 emissions	100	1.75%
Scope 1 to 2 emissions	70	1.23%
Scope 1 emissions	40	0.7%
No tooling provided	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No tooling provided	Scope 1 to 3 emissions	—	20(1.75%)	—	—	Offer phase

3.3.6. Please describe the initiatives that have been launched to improve the waste management of the operations of the datacenters included in the offer in the EEA.

For example:
- Reduction of the generation of potential hazards from improper disposal of waste electronic equipment and the associated loss of valuable material resources, including critical raw materials.
- Reduction of materials consumption used in the manufacture the of IT equipment's (e.g. recycling, end-of-life management practices...).
- Reduction in water wasting

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	40(3.51%)	☑	—	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
4.	Technical criteria - Compute	Offer phase	Not linked	Yes	NX Utility Index		87

	Questiongroup name		Questions	Questions editors	
4.1.	Catalogue of instances		23.38% (23.38%)	25 (5 KO's)	—

Operating Systems

The following questions assess the richness and completeness of the offer in terms of operating systems available in the catalogue of instances made available by the tenderer outside marketplaces.

4.1.1. Please provide a link which describes the catalog of operating systems included in the offer outside marketplaces. The contracting authority will assess the richness and completeness of the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	100(2.16%)	☑	☑	Offer phase

4.1.2. Please provide your definition of virtual CPU (e.g. equivalence to a physical CPU), and your guarantee towards this definition. tenderers who cannot demonstrate that a vCPU has a minimum level of guaranteed performance will not be awarded any points. The contracting authority evaluates the validity of the guarantee given by the tenderer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.16%)	☑	—	Offer phase

4.1.3. Does the offer include a catalogue of instance that contains at least the last two versions of Windows Server?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.1.4. In the scope of the offer, which versions of an Enterprise Linux distribution are included in the catalogue of instances? (Enterprise: the operating system benefits from an Enterprise grade support in the market, not necessarily provided by the tenderer)

Question type: Multiple-choice

Name	Value	Weight
Red Hat	20	0.43%
SUSE	20	0.43%
No Enteprise linux distribution is available	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	40(0.87%)	☑	—	Offer phase

4.1.5. In the scope of the offer, which versions of an free Linux distribution in included in the catalogue of instances?

Question type: Multiple-choice

Name	Value	Weight
Ubuntu	20	0.43%
CentOS	20	0.43%
Debian	5	0.11%
No free linux distribution is available	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	45(0.97%)	☑	—	Offer phase

4.1.6. Please indicate the last major version of Windows supported in the catalogue of instances in the scope of the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	5(0.11%)	☑	—	Offer phase

4.1.7. Does the catalogue of instances of the offer include Windows Server 2016?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.43%)	—	—	Offer phase

4.1.8. Does the catalogue of instances of the offer include Windows Server 2019?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.43%)	—	—	Offer phase

Basic Instances

The following questions assess the richness and completeness of catalogue of instances included in the offer.

4.1.9. In the scope of the offer, please describe what you consider **General purpose** instances (i.e. optimized for generic applications and provides a balance of compute, memory, and network resources)? Please provide memory, vCPU and storage information for these instances. A link to your documentation can be provided to document your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.16%)	☑	—	Offer phase

4.1.10. In the scope of the offer, please describe what you consider **Memory optimized** instances (i.e. optimized for memory-intensive applications)? Please provide memory, vCPU and storage information for these instances. A link to your documentation can be provided to document your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.08%)	☑	—	Offer phase

4.1.11. In the scope of the offer, please describe what you consider **Storage optimized** (i.e. offers a large amount of local storage capacity)? Please provide memory, vCPU and storage information for these instances. A link to your documentation can be provided to document your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.08%)	☑	—	Offer phase

4.1.12. In the scope of the offer, please describe what you consider **Compute optimized** instances (i.e.optimized for compute-intensive applications)? Please provide memory, vCPU and storage information for these instances. A link to your documentation can be provided to document your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.08%)	☑	—	Offer phase

4.1.13. Does the offer include instances that use non-volatile memory express (NVMe) solid state drives (SSDs) optimized for low latency, very high random I/O performance, and high sequential read throughput?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.08%)	—	—	Offer phase

GPU-optimised instances

The following questions assess the offer on the support of hardware graphic processing units (GPUs) for application using intensively graphic processing.

4.1.14. Does the offer include instances that support **GPU processing units** (i.e. offers hardware graphic processing units (GPUs) for graphic-intensive applications)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.1.15. What is the maximum number of GPUs that can be used for an instance?

Question type: Multiple-choice

Name	Value	Weight
More than 32 GPUs	20	0.43%
32 GPUs	15	0.32%
16 GPUs	10	0.22%
8 GPUs	5	0.11%
No GPU is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No GPU is included in the offer	More than 32 GPUs	mark	20(0.43%)	☑	—	Offer phase

4.1.16. What is the model of GPU included in your offer?

Question type: Multiple-choice

Name	Value	Weight
NVIDIA Tesla T4	10	0.19%
NVIDIA Tesla P100	10	0.19%
NVIDIA Tesla M60	10	0.19%
NVIDIA Tesla K80	10	0.19%
NVIDIA Tesla V100	10	0.19%
NVIDIA Tesla 32 GB V100	10	0.19%
Radeon Mi25	10	0.19%
No GPU is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	60(1.3%)	☑	—	Offer phase

4.1.17. Does the offer include the capability for sharing memory between instances (or similar hardware) for the purpose of training deep learning models? The sharing could involve GPUs or other types of processors optimised for this task. If yes, please describe the architecture and aggregate network bandwidth, and provide a link to the documentation, if available.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.43%)	☑	—	Offer phase

Special-purpose instances

4.1.18. If the offer includes instances supporting **FPGA units** (i.e. offers field programmable gate arrays (FPGA) for developing and deploying custom hardware acceleration for applications), what is the maximum number of FGPA's that can be used for an instance?

Question type: Multiple-choice		
Name	Value	Weight
More than 2 FGPAs	20	0.43%
2 FGPAs maximum	15	0.32%
FGPA is not supported	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	FGPA is not supported	More than 2 FGPAs	—	20(0.43%)	—	—	Offer phase

4.1.19. In the scope of the offer, please describe what you consider instances optimised for **low-latency deep learning inference** (as opposed to training), describing their performance characteristics and compatibility with popular deep learning frameworks. Please also provide a link to the documentation, if available.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(0.65%)	☑	—	Offer phase

HPC instances

The following questions assess the offer on the support of HPC (High Performance Computing) virtual instances corresponding to at least the following configurations: 64 vCPU, 1024 GB of RAM, attachable disk/device size of 16 TB.

4.1.20. Does the offer include **HPC** instances (i.e. dedicated to High Performance Computing) which would deliver at least 64 vCPU, 1024GB of memory and 16TB of attached disks delivery low-latency?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.1.21. Please provide the description of the most performant virtual instance configuration for **HPC** usage (memory, computing power, storage throughput and performance: read/write operations, IOPS, latency...) included in your offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.16%)	☑	—	Offer phase

Private image catalogue

The following questions assess the offer on the ability of the customer to create a private catalogue of instance images, that the customer can use as a template.

4.1.22. Does the offer allow customers to create snapshots of instances that can be reused by the customer to provision new instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.1.23. Does the offer include a tooling that allows customers to maintain a private image catalogue?

Question type: Multiple-choice

Name	Value	Weight
Yes, and access control is based on policies	100	2.16%
Yes, but access control is not based on policies	30	0.65%
No such tooling is available	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No such tooling is available	Yes, and access control is based on policies	—	100(2.16%)	—	—	Offer phase

Hardened Images

The following questions assess the offer on the hardening of instances proposed in the offer's catalogue. Hardening is the process of performing security checks in terms of vulnerability on an instance.

4.1.24. In the scope of the offer, are images of the instances hardened (i.e. checked in terms of security vulnerabilities)?

All images of instances in the scope of the offer must be hardened. If the tenderer proposes in its standard public catalogue images that are not hardened, the tenderer has to exclude them from the offer. The Contracting Authority does not expect that the tenderer puts specific safeguard to prevent customers to use such instances: it is the responsibility of the customer to use images, which are in the scope of the offer.

If the tenderer makes reference to the usage of marketplaces, the Contracting Authority wants to clarify that in the scope of this criterion, the hardening of images included in the offer are the responsibility of the tenderer, and not of any third party exposing images through a marketplace.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.1.25. Please describe the hardening process enforced in the scope of the offer. You can provide links to online documentation.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.16%)	☑	—	Offer phase

	Questiongroup name	Questions	Questions editors
4.2.	Instances management	27.92% (27.92%) 27 (8 KO's)	—

Instance life-cycle management

The following questions assess the quality of the customer's control over the life-cycle of an instance.

4.2.1. Does the offer include an instance metadata service that allows customers to set arbitrary key-value pairs (i.e. tags) for the instance?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.2.2. Please describe how your computing instances are charged (not taking into account any attached storage).

Question type: Multiple-choice		
Name	Value	Weight
The instances are charged only when they are running (i.e. CPU is active)	200	4.33%
The instances are charged as of provisioning until destruction	0	0%
Other model	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Other model	The instances are charged only when they are running (i.e. CPU is active)	—	200(4.33%)	—	—	Offer phase

4.2.3. Does the offer allow customers to schedule action based on instances life cycle events, such as rebooting, stopping, starting, or retiring the instance?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.08%)	—	—	Offer phase

4.2.4. Please describe the tools included in the offer that support the customers in the management of the large set of instances (e.g. management of Operating System upgrades, deployment of software of agents, monitor large group of instances, detect and help to fix issues)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	150(3.25%)	☑	—	Offer phase

4.2.5. Does the offer allow customers to logically group instances together within the same availability zone?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.43%)	—	—	Offer phase

4.2.6. Does the offer include application programming interfaces (API's) that allow to retrieve metadata about specific instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.43%)	—	—	Offer phase

4.2.7. Does the offer allow customers to change instance types (i.e. memory and CPU) on an existing image?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(2.16%)	—	—	Offer phase

Initial Access to Instances

The following questions assess the offer regarding management of access to the instances after their creation (i.e. protection of the initial access credentials, certificates…), and access protocols to the instances.

4.2.8. Are passwords or credentials to instances never exchanged by email?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.2.9. In the scope of the offer, how administrative credentials are made available to the customers during provisioning

Question type: Multiple-choice

Name	Value	Weight
SSH access key are generated when applicable	25	0.54%
A password is generated automatically	15	0.32%
Customer can generate a password	10	0.22%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	50(1.08%)	☑	—	Offer phase

4.2.10. Which initial access methods are included in the offer?

Question type: Multiple-choice

Name	Value	Weight
Certificates (e.g. that can be used to authenticate SSH sessions)	50	1.08%
Passwords	25	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Passwords	Certificates (e.g. that can be used to authenticate SSH sessions)	mark	50(1.08%)	☑	—	Offer phase

Access to Instances

The following questions assess quality of the offer regarding means to access console of compute instances. RDP stands for Remote Desktop Protocol.

4.2.11. In the scope of this offer, does the customer have access to the console of instances created?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.2.12. In the scope of the offer, are computing instances accessible through SSH, with encryption keys for SSH accesses equal to or greater than 128-bit?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(2.16%)	—	—	Offer phase

4.2.13.In the scope of the offer, are computing instances operating Windows operating systems accessible through secure Remote Desktop Protocol?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(2.16%)	—	—	Offer phase

Snapshots

The following questions assess the offer on the creation and management of snapshots of instances.
4.2.14.Does the offer include a snapshot mechanism?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.2.15.Does the offer allow customers to restore an instance from a previously created snapshot?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.2.16.Are snapshots stored in a repository private to the customer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.43%)	—	—	Offer phase

4.2.17.Does the offer include a backup and recovery mechanism for instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.43%)	—	—	Offer phase

4.2.18.Does the offer allow customers to perform backup and recovery using snapshots?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.43%)	—	—	Offer phase

4.2.19.Does the offer allow customers to provision new compute instances from snapshots?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.2.20.In the scope of the offer, what is the order of magnitude of the time taken to generate a snapshot of a computing instance using 16GB of memory, and a local storage of 500GB (in normal conditions)?

Question type: Multiple-choice

Name	Value	Weight
Less than 1 second	20	0.43%
Less than 10 seconds	10	0.22%
Less than 20 seconds	5	0.11%
More than 20 seconds	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	More than 20 seconds	Less than 1 second	—	20(0.43%)	—	—	Offer phase

Import / Export

The following questions assess the offer regarding exporting instances from and to the cloud service.

4.2.21.Does the offer include an instance import functionality?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.2.22.In the scope of the offer, can customers use imported images to provision instances? (answer No is no image can be imported)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.43%)	—	—	Offer phase

4.2.23.In the scope of the offer, please indicate which format is available to **import** the customer's image:

Question type: Multiple-choice

Name	Value	Weight
Raw formats (RAW, ISO)	20	0.43%
Open Virtual Applicance (OVA)	15	0.32%
Stream-optimized ESX Virtual Machine Disk (VMDK)	15	0.32%
Dynamic Virtual Hard Disk (VHDX)	15	0.32%
Open Virtual Format (OVF)	10	0.22%
Fixed Virtual Hard Disk (VHD)	10	0.22%
Virtual Disk Image (VDI)	10	0.22%
QCOW2 Disk Image	5	0.11%
No import service is in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	100(2.16%)	☑	—	Offer phase

4.2.24. In the scope of the offer, please indicate which format is available to **export** the customer's image or disks:

Question type: Multiple-choice		
Name	Value	Weight
Raw formats (RAW, ISO)	20	0.43%
Open Virtual Applicance (OVA)	15	0.32%
Stream-optimized ESX Virtual Machine Disk (VMDK)	15	0.32%
Dynamic Virtual Hard Disk (VHDX)	15	0.32%
Open Virtual Format (OVF)	10	0.22%
Fixed Virtual Hard Disk (VHD)	10	0.22%
Virtual Disk Image (VDI)	10	0.22%
QCOW2 Disk Image	5	0.11%
No export service is in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	100(2.16%)	☑	—	Offer phase

Forensic Readiness

The following questions assess the offer's quality in terms of forensics readiness, i.e. how the offer facilitates incident investigation by customers. A bare metal server is here understood as a 'single-tenant physical server', for which the application can be provided with direct access to the processor and memory resource of the underlying server.

4.2.25. In case of an incident investigation of a virtual machine instance, it is important to capture the disk image(s). In general, this can be accomplished by either leveraging tools from the OS or from the host system (API). Does the offer include a mechanism to capture a disk of a virtual machine from an API and Management Console?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.2.26. In case of an incident investigation of a bare metal instance, it is important to capture the disk image(s). In general, this can be accomplished by either leveraging tools from the OS or from the host system (API). Does the offer include a mechanism to capture a disk of a bare metal instance from an API and Management Console?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.08%)	—	—	Offer phase

4.2.27. In case of a security incident investigation of a hosted system, invaluable artefacts are kept in the hypervisor's memory. From some hypervisors it is possible to retrieve (dump) their memory. Does the offer include any mechanism to dump the hypervisor memory and provide it to the contracting authority ?

Question type: Multiple-choice

Name	Value	Weight
Yes, in case the instance is provisioned in single-tenancy	100	2.16%
Yes, included in the offer for managed hypervisor service	75	1.62%
Yes, included in the offer for bare-metal instance if the customer controls the hypervisor	25	0.54%
No, hypervisor memory can never be delivered to customers	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No, hypervisor memory can never be delivered to customers	Yes, in case the instance is provisioned in single-tenancy	—	100(2.16%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors
4.3.	Auto-scaling	7.68% (7.68%)	7 (2 KO's)	—

Auto-scaling of pool of instances

The following questions assess the offer's support for auto-scaling of pool of instances.

4.3.1. Does the offer include auto-scaling up and down of a pool of instances as a service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.3.2. If the offer includes auto-scaling of a pool of instances, can the auto-scaling be configured using metrics or indicators (e.g. CPU load, network load, network requests) available in the cloud environment? (answer No If the offer do not include auto-scaling)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.3.3. If the offer includes auto-scaling of a pool of instances, which metrics or indicators are supported to configure the behaviour of the pool of instances?

Question type: Multiple-choice		
Name	Value	Weight
CPU of a running instance (e.g. CPU utilization)	30	0.65%
Network load on load balancer, in numbers of request	30	0.65%
Number of bytes received on all network interfaces	20	0.43%
Number of bytes sent out on all network interfaces	20	0.43%
Auto-scaling of pool of instance is not supported	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	100(2.16%)	☑	—	Offer phase

4.3.4. Does the offer in terms of auto-scaling include support for affinity of sessions to instances (i.e. can a client connecting to the load balancer be redirected to the same running instance) regardless of the middleware operated in the instance? (the tenderer can consider his own load balancer offering or a 3rd party offering, answer No if the offer does not include auto-scaling of pool of instances)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(2.16%)	—	—	Offer phase

4.3.5. If the offer includes the possibility for customers to influence the behaviour of the pool of instances (e.g. for recurring spikes of load), how can the parametrisation be performed?

Question type: Multiple-choice		
Name	Value	Weight
Configurations available in the service	20	0.43%
Requires scripting	15	0.32%
Customers cannot influence the auto-scaling group	0	0%
Auto-scaling a pool of instanced not in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	35(0.76%)	—	—	Offer phase

4.3.6. If the offer includes triggers or alerts raised based on the behaviour of a pool of instances in an auto-scaling group, please document which events or triggers are available and what are the methods available to exploit the events (e.g. web services, built-in services of your offer, queues...)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.43%)	☑	—	Offer phase

4.3.7. Does the offer include the possibility to define an auto-scaling pool of instances across several availability zones within a region?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(2.16%)	—	—	Offer phase

	Questiongroup name	Questions	Questions editors
4.4.	Dedicated Tenancy	24.35% (24.35%)	17 (0 KO's) —

Single-tenant compute instances

The following questions assess the offer's support for single-tenant computing instances, i.e.instances that reside on a physical host that is not shared with any other customer. For this specific offering, storage and network may be shared or isolated. The term hosts identifies the physical device on which the computing instance operates.

4.4.1. If the offer includes single tenant instances that run on hardware dedicated to a single customer, please select the type of instances that can be used in single tenancy.

Question type: Multiple-choice

Name	Value	Weight
Others (more than 32GB/more than 4 vCPU)	50	1.08%
Large (~32GB/at least 4 vCPUs)	25	0.54%
Medium (~8GB/at least 2 vCPUs)	20	0.43%
Small (~4GB/1 vCPUs) or smaller	5	0.11%
No single tenancy in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	100(2.16%)	—	—	Offer phase

4.4.2. Does the offer support targeting a specific dedicated host for the launch of an instance (targeted instance placement)? (answer No if single tenancy is not part of the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.22%)	—	—	Offer phase

4.4.3. Does the offer include tools to verify and define the number of Sockets and Physical Cores used by the instance on the dedicated host? (answer No if single tenancy is not part of the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.22%)	—	—	Offer phase

4.4.4. If the offer includes customisation of the technical specifications of a dedicated host/instance, which technical specifications can be configured?

Question type: Multiple-choice		
Name	Value	Weight
Local storage IOPS	30	0.65%
CPU	20	0.43%
RAM	20	0.43%
Local Storage SSD	10	0.22%
Number of network interfaces	10	0.22%
Local Storage *other	5	0.11%
Number of attached storage disk	5	0.11%
No parameters can be customised	0	0%
No single tenancy in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	100(2.16%)	—	—	Offer phase

4.4.5. As occasional infrastructure maintenance will be required on the physical host, is the customer notified of planned maintenance downtime?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.08%)	—	—	Offer phase

4.4.6. As occasional infrastructure maintenance will be required on the physical host, can maintenance downtime be scheduled by the customer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.43%)	—	—	Offer phase

4.4.7. Outside maintenance related to an outstanding security incident, what is the minimum notification delay to customers?

Question type: Multiple-choice

Name	Value	Weight
Between 5 to 20 calendar days	100	2.16%
More than 20 calendar days	100	2.16%
Between 24 hours to 5 calendar days	50	1.08%
Between 4 and 24 hours	10	0.22%
Less than 4 hours	5	0.11%
No delay guaranteed	0	0%
No single tenancy in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No single tenancy in the offer	Between 5 to 20 calendar days	—	100(2.16%)	—	—	Offer phase

Managed Hypervisor service on Dedicated Tenant

The following questions assess the offer's support for single-tenant managed instances where the customer has access to the Hypervisor and control the virtual instances provisioned on the instance. In this case, the provider is responsible for the maintenance and management of the hypervisor on its infrastructure and delivers the management console to the customer. The customer has access to administrative functionalities of the hypervisor, but does not manage updates of the hypervisor. The term CPU in this series of questions refers to a physical CPU installed on a CPU-socket from a server, that can have 1 or more cores.

4.4.8. What hypervisor is included in the offer?

Question type: Multiple-choice

Name	Value	Weight
VMware	50	0.81%
Xen	25	0.41%
Hyper-V	25	0.41%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	75(1.62%)	☑	—	Offer phase

4.4.9. What management software is included in the offer?

Question type: Multiple-choice

Name	Value	Weight
VMware vCloud Director	75	1.62%
VMware vCenter	50	1.08%
No managed hypervisor service in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	125(2.71%)	☑	—	Offer phase

4.4.10. If the offer includes a managed hypervisor service, on which types of instances is the service available?

Question type: Multiple-choice		
Name	Value	Weight
Very Large (more than 512GB/8 physical CPU or more)	70	1.52%
Large (at least 256GB/4 physical CPUs or more)	30	0.65%
Medium (at least 32GB/2 physical CPUs or more)	20	0.43%
No managed hypervisor service in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	120(2.6%)	—	—	Offer phase

4.4.11. If the offer includes a managed hypervisor service, which technical specifications of a host server can be customised by customers?

Question type: Multiple-choice		
Name	Value	Weight
CPU	10	0.22%
RAM	10	0.22%
Local Storage SSD	5	0.11%
Local Storage *other	5	0.11%
Local storage IOPS	5	0.11%
Number of attached storage disks	5	0.11%
Number of network interfaces	5	0.11%
No managed hypervisor service in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	45(0.97%)	—	—	Offer phase

4.4.12. As occasional infrastructure maintenance will be required on the physical host, is the customer notified of planned maintenance downtime?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.08%)	—	—	Offer phase

4.4.13. As occasional infrastructure maintenance will be required on the physical host, can maintenance downtime be scheduled by the customer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.43%)	—	—	Offer phase

4.4.14. Outside maintenance related to an outstanding security incident, what is the minimum notification delay to customers?

Question type: Multiple-choice

Name	Value	Weight
Between 5 to 20 calendar days	100	2.16%
More than 20 calendar days	100	2.16%
Between 24 hours to 5 calendar days	50	1.08%
Between 4 and 24 hours	10	0.22%
Less than 4 hours	5	0.11%
No delay guaranteed	0	0%
No managed hypervisor service in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed hypervisor service in the offer	Between 5 to 20 calendar days	—	100(2.16%)	—	—	Offer phase

4.4.15. Does the offer include deployment of the managed hypervisor service in high-availability mode (i.e. can several instances of the hypervisor be deployed, in different networks and power-grid)?

Question type: Multiple-choice

Name	Value	Weight
The offer include active/active mode for this service, within a region?	50	1.08%
The offer include active/passive mode for this service, across several regions?	50	1.08%
The offer include active/passive mode for this service, within a region?	25	0.54%
No managed hypervisor service in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed hypervisor service in the offer	The offer include active/active mode for this service, within a region?	—	50(1.08%)	—	—	Offer phase

4.4.16. Does the offer include management of a multi-host configuration infrastructure?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(2.16%)	—	—	Offer phase

4.4.17. Does the offer include the possibility for customers to bring their own VMware licences?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.08%)	—	—	Offer phase

	Questiongroup name		Questions	Questions editors
4.5.	Network Access	4.76% (4.76%)	4 (1 KO's)	—

Multiple Virtual NICs, IP Address Space Control

The following questions assess the offer on support of virtual network interface cards (NICs) for segregation of user and admin traffics.

4.5.1. As allowed by the guest OS, does the offer include instances that support at least two virtual network interface cards (NICs) that allow to connect to two different network segments?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

4.5.2. If the offer includes assignment of virtual or physical network interfaces cards (NICs) per instance, what is the maximum number of NICs per instance?

Question type: Multiple-choice

Name	Value	Weight
More than 8 NIC per instance	20	0.43%
Between 5 NIC and 7 NIC per instance	15	0.32%
Between 2 NIC and 4 NIC per instance	10	0.22%
Less than 2 NIC per instance	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Less than 2 NIC per instance	More than 8 NIC per instance	—	20(0.43%)	—	—	Offer phase

4.5.3. If the offer includes moving network interface cards (NICs) as well as Internet protocol (IP) addresses between instances, does the customer have to re-provision the instance?

Question type: Multiple-choice

Name	Value	Weight
The customer does not have to re-provision instances	100	2.16%
The customer has to re-provision instances	0	0%
Moving NICs is not included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Moving NICs is not included in the offer	The customer does not have to re-provision instances	—	100(2.16%)	—	—	Offer phase

4.5.4. If the offer includes changing the IP range of a subnet of a VLAN, does the customer has to re-provision the instances attached to this subnet or VLAN?

Question type: Multiple-choice

Name	Value	Weight
The customer does not have to re-provision instances	100	2.16%
The customer has to re-provision instances	0	0%
Changing IP ranges of a subnet or VLAN is not included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Changing IP ranges of a subnet or VLAN is not included in the offer	The customer does not have to re-provision instances	—	100(2.16%)	—	—	Offer phase

	Questiongroup name		Questions	Questions editors
4.6.	Service Limits	11.9% (11.9%)	7 (0 KO's)	—

Service Limits

The following questions assess the offer's service limits of the compute service.

4.6.1. In the scope of the offer, what is the order of magnitude for the pre-provisioning capacity for instances in one availability zone (the tenderer can consider instance of 8GB/2vCPU)?

Question type: Multiple-choice

Name	Value	Weight
More than a thousands	100	2.16%
Thousands	80	1.73%
Hundreds	25	0.54%
Less than a dozen	0	0%
Dozens	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Dozens	More than a thousands	—	100(2.16%)	—	—	Offer phase

4.6.2. In the scope of the offer, what is the order of magnitude for the pre-provisioning capacity for GPU purpose instances in one availability zone?

Question type: Multiple-choice

Name	Value	Weight
More	100	2.16%
Thousands	80	1.73%
Hundreds	50	1.08%
Dozens	10	0.22%
Less than a dozen	0	0%
No GPU instances are available	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No GPU instances are available	More	—	100(2.16%)	—	—	Offer phase

4.6.3. In the scope of the offer, what is the order of magnitude for the pre-provisioning capacity for HPC purpose instances in one availability zone?

Question type: Multiple-choice

Name	Value	Weight
Hundreds	100	2.16%
More	100	2.16%
Dozens	75	1.62%
Less than a dozen	25	0.54%
No HPC instances are available	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No HPC instances are available	Hundreds	—	100(2.16%)	—	—	Offer phase

4.6.4. In the scope of the offer, what is the order of magnitude for the pre-provisioning capacity for dedicated tenant instances in one availability zone?

Question type: Multiple-choice

Name	Value	Weight
Hundreds	100	2.16%
More	100	2.16%
Dozens	75	1.62%
Less than a dozen	25	0.54%
No single-tenancy is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No single-tenancy is included in the offer	Hundreds	—	100(2.16%)	—	—	Offer phase

4.6.5. In the scope of the offer, please provide a brief description the service limits per customer account (e.g. maximum number of instances, VLAN, subnets...) and if/how these limitations can be overcome.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.16%)	☑	—	Offer phase

SLAs, SLOs and Liquidated Damages

The following questions assess the offer on Service Level Agreement (SLA) or Service Level Objectives (SLO) of the compute service. An SLO is a best-effort target while an SLA is a contractual commitment of the provider that entitles customers to activate liquidated damages in case of non-performance of the service.

4.6.6. Please provide the SLA included in the offer for compute service, KPI (Key Performance Indicators) defining the SLA, and the liquidated damages policy that comes with the SLA. (Answer "N/A" if no SLA is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	30(0.65%)	☑	☑	Offer phase

4.6.7. If no SLA is included in the offer for the compute service, please document the SLO for this service which are included in the offer. Providers providing an SLA will be granted all points for this question. (Answer "SLA provided", if an SLA is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	20(0.43%)	☑	☑	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
5.	Technical criteria - Storage	Offer phase	Not linked	Yes	NX Utility Index		120

	Questiongroup name		Questions	Questions editors	
5.1.	Block Storage	29.32% (29.32%)	30 (2 KO's)	—	

Block Storage Service

The following questions assess the offer in terms of managed block storage services. A block level storage service allows customers to attach volume storage to compute instances.

5.1.1. Does the offer include a self-service managed block storage which allows customers to attach block level storage volumes to their compute instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

5.1.2. In the scope of the offer, can customers increase the size of an existing block storage volume without having to provision a new volume and copy or move the data from this existing to the new storage volume? (Answer "no" if you do not provide managed block storage)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(3.37%)	—	—	Offer phase

5.1.3. In the scope of the offer, does the block storage service support a point in time copy of a known storage volume (snapshot)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(3.37%)	—	—	Offer phase

Tiers of service

The following questions assess the offer's tiers of service of the block storage service.

5.1.4. Does the offer include tiers of services comparable to high-end SSDs, mid-range SSDs, and mid-range HDDs? The customer is expected to be able to mount volumes on instances corresponding to the following physical tiers of service:

Question type: Multiple-choice

Name	Value	Weight
Comparable to high-end SSD, delivering 50 000 IOPs or better, offers single-digit millisecond latencies	50	1.69%
Comparable to mid-range SSD, delivering 10 000 IOPs or better	40	1.35%
Comparable to mid-range HDD, delivering 250 IOPs or better	10	0.34%
No block storage proposed in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	100(3.37%)	—	—	Offer phase

5.1.5. Does the offer allow the customers to purchase specific block storage performance in terms of Input/Output Operations per Second (IOPS)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.1.6. Does the offer allow the customers to purchase specific block storage performance in terms of megabytes per second (MB/S) of throughput?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

Encryption

The following questions assess the offer on encryption features of the block storage service.

5.1.7. Does the offer allow encryption of data at-rest for block storage volumes?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.69%)	—	—	Offer phase

5.1.8. Does the offer allow encryption of data at-rest for block storage snapshots?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.69%)	—	—	Offer phase

5.1.9. What are the cryptographic algorithms supported?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.67%)	☑	—	Offer phase

5.1.10. Does the offer allow the customers to perform block storage encryption with keys chosen by the customers?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.69%)	—	—	Offer phase

5.1.11. Does the offer allow the customer to perform block storage encryption with keys stored in an HSM service under the control of the customer, located in the cloud infrastructure of the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	☑	Offer phase

5.1.12. Does the offer allow the customer to perform block storage encryption with keys stored in an HSM service under the control of the customer, located outside the cloud infrastructure of the offer (i.e. the customer's datacentre)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	☑	Offer phase

Built-in High Availability

The following questions assess the offer on built-in High Availability (HA) for the block storage service. The questions refer to built-in features of the service (i.e. which do not require customers to adapt their configuration).

5.1.13. Is the block storage service included in the offer highly available (HA) within a region?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

5.1.14. Please describe how the managed service for block storage included in the offer is delivered to the customers.

Question type: Multiple-choice

Name	Value	Weight
As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	50	1.69%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	25	0.84%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering across regions)	10	0.34%
As a non-distributed, non-resilient and non-replicated service inside a region	5	0.17%
No block storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No block storage service is included in the offer	As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	—	50(1.69%)	—	—	Offer phase

5.1.15. What availability do you target for the block storage service, in percentage of availability, within a region? (answer 0 if no block storage service is included in the offer, or if you do not have any target in terms of availability)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	0.00	100.00	—	50(1.69%)	—	—	Offer phase

5.1.16. Is the availability described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No objective for availability defined	0	0%
No block storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No block storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

5.1.17. What Recovery Point Objective (RPO) do you target for the block storage service, in milliseconds? (Answer 999999999 if no block storage service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	999999999.00	0.00	—	10(0.34%)	—	—	Offer phase

5.1.18. Is the RPO described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No RPO defined	0	0%
No block storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No block storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

5.1.19. Document the restrictions, if any, on high-availability for the block storage service (e.g. number of instances...)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	10(0.34%)	☑	—	Offer phase

5.1.20. If you have different tiers of service for high-availability, please document these tiers of service, with their targets in terms of availability, in percentage.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	10(0.34%)	☑	—	Offer phase

Built-in Disaster Recovery

The following questions assess the offer on block storage support for Disaster Recovery (DR) (i.e. guaranties that the service is resilient to a disastrous event that could happen in the infrastructure of the offer). The following questions assess the offer on features which are built in the service and do not require the customers to intervene.

5.1.21. Please describe built-in DR measures taken in the scope of the block storage service. (Answer "N/A" if no block storage service is included in the offer, or if no DR measures are taken) Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(1.01%)	☑	☑	Offer phase

5.1.22. What Recovery Time Objective (RTO) do you target for the block storage service, in seconds? (Answer 999999999 if no block storage service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	999999999.00	0.00	—	10(0.34%)	—	—	Offer phase

5.1.23. Is the RTO described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No RTO defined	0	0%
No block storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No block storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

5.1.24. What Recovery Point Objective (RPO) do you target for the block storage service in the context of your DR measures, in milliseconds? (Answer 999999999 if no block storage service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	999999999.00	0.00	—	10(0.34%)	—	—	Offer phase

5.1.25. Is the RPO described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No RPO defined	0	0%
No block storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No block storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

Service Limits

The following questions assess the offer on block storage services limitation.

5.1.26. If there are limitations in terms of throughput, what is the maximum throughput imposed on the customers, in terms of IOPS? (Answer 9999999999 if there is no theoretical limit in terms of IOPS)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.67%)	☑	—	Offer phase

5.1.27. What is the maximum number of volumes that can be mounted on compute instances for a tier of service equivalent to high-range SSD disks?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.67%)	☑	—	Offer phase

5.1.28. What is the maximum number of volumes that can be mounted on compute instances for a tier of service equivalent to mid-range SSD disks?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.67%)	☑	—	Offer phase

5.1.29. What is the maximum number of volumes that can be mounted on compute instances for a tier of service equivalent to mid-range HDD disks?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.67%)	☑	—	Offer phase

5.1.30. If volumes support auto-scaling, what is the limit for a volume in auto-scaling mode (in GB)? (Answer 999999999 if there is no theoretical limit to the size of the volume)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.67%)	☑	—	Offer phase

	Questiongroup name	Questions	Questions editors
5.2.	Object Storage	33.2% (33.2%)	45 (3 KO's)	—

Object Storage Service

The following questions assess the offer on managed object storage service.

5.2.1. Does the offer provide a secure, durable, highly-scalable object storage for storing and retrieving any amount of data?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

5.2.2. Is the service included in the offer accessible via HTTPS?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

5.2.3. Is the service included in the offer accessible via HTTP?

An example where HTTP access is preferred to HTTPs is when the object storage is used to store resources used by a web site which are not encrypted. These resources do not need the HTTPS protocol.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	25(0.84%)	—	—	Offer phase

5.2.4. Does the offer allow the customers to define fine-grained access control (i.e. give a specific user read and write accesses independently in object storage service)?

Question type: Multiple-choice

Name	Value	Weight
Yes, at the level of the object stored (e.g. file)	10	0.34%
Yes, at the level of the container	10	0.34%
No	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	20(0.67%)	—	—	Offer phase

5.2.5. Can the service in the offer be configured to NOT be accessible from the internet? Explain how this configuration has to be done.
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	☑	Offer phase

Tiers of service

The following questions assess the offer's tiers of service of the block storage service.

5.2.6. Please provide the a link to the publicly available documentation of the baseline object storage tiers of service included in the offer, so the Contracting Authority can evaluate the performance of this baseline tiers of service.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.69%)	☑	—	Offer phase

5.2.7. Does the offer provide a lower-cost object storage service tier aimed at storing less frequently accessed objects and files, distinct from the other tiers you mention in this criterion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.2.8. Does the offer provide a less redundant object storage service tier where a customer can store non-critical, easily reproducible objects at a lower price, distinct from the other tiers you mention in this criterion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

Content Management

The following questions assess the offer on the object storage data life cycle management

5.2.9. Does the offer include a tooling to implement automatic object retirement policies?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.2.10. Does the offer include support for managing objects' lifecycle by using a lifecycle configuration, which defines how objects are managed during their lifetime, from creation to deletion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.2.11. Does the offer allow the customers to create and use policies to manage stored data, its lifecycle, and its tiers settings?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.2.12. Does the object storage service included in the offer support versioning, i.e. the ability to store and maintain multiple versions of an object?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.2.13. Does the offer include an object inventory feature which allows the customers to quickly visualize objects and their status (i.e allowing customers to quickly spot objects with public access?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.2.14. Does the offer include an object inventory feature which allows the customers to quickly visualize objects' metadata?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

APIs support

The following questions assess the offer on queries languages available to the customers in the scope of the object storage services in order to perform bulk operations on the objects stored in the service (e.g. if objects are tagged with the metadata tag "Project X," customers must have the self-service ability to bulk-delete all objects with that tag).

5.2.15.Please provide the online publicly available documentation of the APIs of the object storage service included in the offer, so the Contracting Authority can evaluate its richness and completeness.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.69%)	☑	—	Offer phase

5.2.16.Which architecture would you recommend in order to enable search functionality within the object storage service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.69%)	☑	—	Offer phase

5.2.17.Does the offer allow customers to query their object storage service by referencing metadata attached to the objects?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.2.18.Does the offer allow customers to query their object storage service by using structured query languages statements?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.2.19.Doest the offer allow customers to bulk-delete all objects in a container or based on metadata assigned to objects?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

Management

The following questions assess the offer on the object storage logs completeness and the means available to the customers to exploit these logs.

5.2.20.Does the offer allow the customers to generate audit logs that include details about a single access request?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.2.21.Which information is available in the logs?

Question type: Multiple-choice		
Name	Value	Weight
the requester	5	0.17%
the request time	5	0.17%
the request action	5	0.17%
the response status	5	0.17%
the error code	5	0.17%
others	5	0.17%
none of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	30(1.01%)	—	—	Offer phase

5.2.22.Are these logs available to the customer, as a service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.2.23.Does the offer allow the customer to send notifications when certain events happen at the object level (i.e. addition/deletion operations)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

Encryption

The following questions assess the offer on encryption features of the object storage service.

5.2.24.Does the offer allow encryption of data at-rest for customers' data stored in the object storage service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.69%)	—	—	Offer phase

5.2.25.Does the object storage service included in the offer support encryption of data in-transit, regardless of the network layer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.2.26.What type of encryption of data in-transit does the offer propose for the object storage?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.67%)	☑	—	Offer phase

5.2.27. Does the offer allow the customers to perform object storage encryption at-rest with keys chosen by the customers?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.69%)	—	—	Offer phase

5.2.28. Does the offer allow the customers to perform object storage encryption at-rest with keys stored in an HSM service under the control of the customer, located in the cloud infrastructure of the offer?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	☑	Offer phase

5.2.29. Does the offer allow the customers to perform object storage encryption at-rest with keys stored in an HSM service under the control of the customers, located outside the cloud infrastructure of the offer (i.e. customer's datacentre)?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	☑	Offer phase

5.2.30. What are the cryptographic algorithms supported?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.67%)	☑	—	Offer phase

Built-in High Availability

The following questions assess the offer on built-in High-Availability (HA) for the object storage service. The questions refer to built-in features of the service (i.e. which do not require customers to adapt their configuration).

5.2.31. Is the object storage service included in the offer highly available (HA) within a region?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

5.2.32. Please describe how the managed service for object storage included in the offer is delivered to the customers?

Question type: Multiple-choice

Name	Value	Weight
As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	50	1.69%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	25	0.84%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering across regions)	10	0.34%
As a non-distributed, non-resilient and non-replicated service inside a region	5	0.17%
No object storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No object storage service is included in the offer	As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	—	50(1.69%)	—	—	Offer phase

5.2.33. What availability do you target for the object storage service, in percentage of availability, within a region? The answer should be a number. (Answer 0 if no object storage service is included in the offer, or if you do not have any target in terms of availability)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.69%)	☑	—	Offer phase

5.2.34. Is the availability described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No objective for availability defined	0	0%
No object storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No object storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

5.2.35. What Recovery Point Objective (RPO) do you target for the object storage service, in milliseconds? (Answer 999999999 if no object storage service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	999999999.00	0.00	—	10(0.34%)	—	—	Offer phase

5.2.36. Is the RPO described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No RPO defined	0	0%
No object storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No object storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

5.2.37. Document the restrictions, if any, on high-availability for the object storage service (e.g. number of instances...)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	10(0.34%)	☑	—	Offer phase

5.2.38. If you have different tiers of service for high-availability, please document these tiers of service, with their targets in terms of availability, in percentage.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	10(0.34%)	☑	—	Offer phase

Built-in Disaster Recovery

The following questions assess the offer on the object storage support for Disaster Recovery (DR) (i.e. guaranties that the service is resilient to a disastrous event that could happen in the infrastructure of the offer). The following questions assess the offer on features which are built in the service and do not require the customers to intervene.

5.2.39. Please describe built-in DR measures taken in the scope of object storage service. (Answer "N/A" if no object storage service is included in the offer, or if no DR measures are taken) Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(1.01%)	☑	☑	Offer phase

5.2.40. What Recovery Time Objective (RTO) does the offer target for the object storage service, in seconds? (Answer 999999999 if no object storage service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	999999999.00	0.00	—	10(0.34%)	—	—	Offer phase

5.2.41. Is the RTO described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No RTO defined	0	0%
No object storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No object storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

5.2.42. What Recovery Point Objective (RPO) does your offer target for the object storage service in the context of your DR measures, in milliseconds? (Answer 999999999 if no object storage service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	99999999.00	0.00	—	10(0.34%)	—	—	Offer phase

5.2.43. Is the RPO described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No RPO defined	0	0%
No object storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No object storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

Service Limits

The following questions assess the offer on object storage services limitations.
5.2.44.Does the offer impose any limitation in terms of size of objects that can be stored in your service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	Yes	No	—	20(0.67%)	—	☑	Offer phase

5.2.45.Does the offer impose any limitation in terms of number of objects stored in your service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	Yes	No	—	20(0.67%)	—	☑	Offer phase

Questiongroup name		Questions	Questions editors	
5.3.	File Storage	12.81% (12.81%)	19 (3 KO's)	—

File Storage Service

The following questions assess the offer on the file storage services, which allow customers to share files among instances.
5.3.1. Does the offer include file storage services to use with compute instances, i.e. available through volumes that can be mounted on instances of the customer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

5.3.2. Does the offer include services to support the network file system (NFS) protocol?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

5.3.3. Please provide a link to the publicly available documentation of the file storage, so the Contracting Authority can evaluate the richness and completeness of the file storage included in the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(3.37%)	☑	—	Offer phase

5.3.4. Can the file storage service included in the offer be configured to NOT be accessible from the internet? Explain how this configuration has to be done.
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	☑	Offer phase

Built-in High Availability

The following questions assess the offer on built-in High-Availability (HA) for the file storage service. The questions refer to built-in features of the service (i.e. which do not require customers to adapt their configuration).

5.3.5. Is the file storage service included in the offer highly available (HA) within a region?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

5.3.6. Please describe how the managed service for file storage included in the offer is delivered to the customers?

Question type: Multiple-choice

Name	Value	Weight
As a distributed, resilient and replicated service across regions (i.e similar concept to active-active clustering across regions)	50	1.69%
As a distributed, resilient and replicated service inside a region (i.e similar concept to active-active clustering inside a region)	25	0.84%
As a non-distributed, non-resilient but replicated service inside a region (i.e similar concept to active-passive clustering across regions)	10	0.34%
As a non-distributed, non-resilient and non-replicated service inside a region	5	0.17%
No file storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No file storage service is included in the offer	As a distributed, resilient and replicated service across regions (i.e similar concept to active-active clustering across regions)	—	50(1.69%)	—	—	Offer phase

5.3.7. What availability do you target for the file storage service, in percentage of availability, within a region? (Answer 0 if no file storage service is included in the offer, or if you do not have any target in terms of availability)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	0.00	100.00	—	50(1.69%)	—	—	Offer phase

5.3.8. Is the availability described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No objective for availability defined	0	0%
No file storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No file storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

5.3.9. What Recovery Point Objective (RPO) do you target for the file storage service, in milliseconds? (Answer 999999999 if no file storage service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	99999999.00	0.00	—	10(0.34%)	—	—	Offer phase

5.3.10. Is the RPO described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No RPO defined	0	0%
No file storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No file storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

5.3.11. Document the restrictions, if any, on high-availability for the file storage service (e.g. number of instances...)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	10(0.34%)	☑	—	Offer phase

5.3.12. If you have different tiers of service for high-availability, please document these tiers of service, with their targets in terms of availability, in percentage.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	10(0.34%)	☑	—	Offer phase

Built-in Disaster Recovery

The following questions assess the offer on the file storage support for Disaster Recovery (DR) (i.e. guaranties that the service is resilient to a disastrous event that could happen in the infrastructure of the offer). The following questions assess the offer on features which are built in the service and do not require customers to intervene.

5.3.13. Please describe built-in DR measures taken in the scope of file storage service. (Answer "N/A" if no file storage service is included in the offer, or if no DR measures are taken)
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(1.01%)	☑	☑	Offer phase

5.3.14. What Recovery Time Objective (RTO) do you target for the file storage service, in seconds? (Answer 999999999 if no file storage service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	999999999.00	0.00	—	10(0.34%)	—	—	Offer phase

5.3.15. Is the RTO described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No RTO defined	0	0%
No file storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No file storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

5.3.16. What Recovery Point Objective (RPO) do you target for the file storage service in the context of your DR measures, in milliseconds? (Answer 999999999 if no file storage service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	999999999.00	0.00	—	10(0.34%)	—	—	Offer phase

5.3.17. Is the RPO described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No RPO defined	0	0%
No file storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No file storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

Service Limits

The following questions assess the offer on file storage services limitations.

5.3.18. Does the offer impose any limitation in terms of size of objects that can be stored in your service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	Yes	No	—	20(0.67%)	—	☑	Offer phase

5.3.19. Does the offer impose any limitation in terms of number of objects stored in your service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	Yes	No	—	20(0.67%)	—	☑	Offer phase

	Questiongroup name	Questions	Questions editors
5.4.	Archive Storage	14.83% (14.83%)	16 (2 KO's)	—

Archive/Cold Storage Service

The following questions assess the offer on storage services dedicated for archival of data, or data requiring long duration of retention.

5.4.1. Does the offer include a storage service aiming at archiving less frequently accessed data?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

5.4.2. Please provide a link to the publicly available documentation of the archive storage, so the Contracting Authority can evaluate the richness and completeness of the archive storage included in the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(3.37%)	☑	—	Offer phase

5.4.3. In the scope of the offer, could you please describe retrievals process and options available to the customer related to archival storage services.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.69%)	☑	—	Offer phase

5.4.4. Does the service support Write Once Read Many (WORM)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.4.5. Does the archive storage included in the offer support bulk retrievals?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

Encryption

The following questions assess the offer on encryption features of the archive storage service.

5.4.6. Does the offer allow encryption of data at-rest for customer's data stored in the object storage service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.69%)	—	—	Offer phase

5.4.7. What are the cryptographic algorithms supported for data at-rest?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.67%)	☑	—	Offer phase

5.4.8. Does archive storage service included in the offer support encryption of data in-transit, regardless of the network layer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.4.9. What type of encryption of data in-transit does the offer propose for the archive storage?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.67%)	☑	—	Offer phase

5.4.10. Does the offer allow the customers to perform archive storage encryption at-rest with keys chosen by the customers?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.69%)	—	—	Offer phase

5.4.11. Does the offer allow the customers to perform archive storage encryption at-rest with keys stored in an HSM service under the control of the customer, located in the cloud infrastructure of the offer?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	☑	Offer phase

5.4.12. Does the offer allow the customers to perform archive storage encryption at-rest with keys stored in an HSM service under the control of the customer, located outside cloud infrastructure of the offer (i.e. customer's datacentre)?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	☑	Offer phase

Built-in Disaster Recovery

The following questions assess the offer on the archive storage support for Disaster Recovery (DR) (i.e. guaranties that the service is resilient to a disastrous event that could happen in the infrastructure of the offer). The following questions assess the offer on features which are built in the service and do not require the customers to intervene.

5.4.13. Does the offer implement DR measures to protect customer's data from disasters?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

5.4.14. Please describe built-in DR measures taken in the scope of archive storage service. (Answer "N/A" if no archive storage service is included in the offer, or if no DR measures are taken)
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(1.01%)	☑	☑	Offer phase

5.4.15. What Recovery Point Objective (RPO) do you target for the archive storage service in the context of your DR measures, in milliseconds? (Answer 999999999 if no archive storage service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	999999999.00	0.00	—	10(0.34%)	—	—	Offer phase

5.4.16.Is the RPO described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.34%
Best-effort objective	2	0.07%
No RPO defined	0	0%
No archive storage service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No archive storage service is included in the offer	Part of the SLA of the service	—	10(0.34%)	—	—	Offer phase

	Questiongroup name		Questions	Questions editors	
5.5.	Bulk Data Transfer	9.84% (9.84%)	10 (0 KO's)	—	

Terabyte scaled transfers

The following questions assess the offer on bulk data import and export services (not based on networking exchanges), for moving large amounts of data both into and out of the cloud services, with an order of magnitude in terabytes (TB) (e.g. import based on disks).

5.5.1. Does the offer include a bulk data import/export service not based on network exchanges used for terabyte-scale transfers?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.5.2. How much data can be transferred using bulk data transfer service, per occurrence of the service (i.e. one atomic transfer)?

Question type: Multiple-choice

Name	Value	Weight
A data set of more than 500TB can be transferred in one shot	10	0.34%
A data set of 150TB can be transferred in one shot	7	0.24%
A data set of 50TB can be transferred in one shot	5	0.17%
A data set of 20TB can be transferred in one shot	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	22(0.74%)	—	—	Offer phase

5.5.3. Please provide a link to the description of the service.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	10(0.34%)	☑	☑	Offer phase

5.5.4. In the scope of the bulk data import/export service, are security measures implemented for erasure of customer data?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.69%)	—	—	Offer phase

5.5.5. Does the offer allow customers to encrypt data transferred using this service, with keys chosen by the customers?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.69%)	—	—	Offer phase

5.5.6. Does the service include tamper-evidence?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.34%)	—	—	Offer phase

Petabyte scaled transfers

The following questions assess the offer on bulk data import and export service (not based on networking exchanges), for moving large amounts of data both into and out of the cloud services, with order of magnitude in petabytes (PB) (e.g. import based on dedicated storage appliances).

5.5.7. Does the offer include a bulk data import/export service not based on network exchanges used for petabyte-scale transfers?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.67%)	—	—	Offer phase

5.5.8. In the scope of the bulk data import/export service are security measures implemented for erasure of customer data?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.69%)	—	—	Offer phase

5.5.9. Does the offer allow customers to encrypt data transferred using this service, with keys chosen by the customers?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.69%)	—	—	Offer phase

5.5.10.Does the service include tamper-evidence?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.34%)	—	—	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
6.	Technical criteria -	Offer phase	Not linked	Yes	NX		108

	Questiongroup name	Questions	Questions editors
6.1.	Access control	12.29% (12.29%)	14 (6 KO's)	—

Virtual Private Cloud

The following questions assess the offer on the customer's ability to create a Virtual Private Cloud (VPC), i.e. an on-demand configurable pool of shared computing resources, providing a certain level of isolation between the different organisations (denoted as users hereafter) using the resources.

6.1.1. Does the offer allow customers to create fully isolated (private) virtual networks and subnets where instances can be provisioned without any public Internet protocol (IP) address or internet routing?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.1.2. Does the offer include network segments that are fully isolated and not routable externally?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.1.3. Does the offer include services that can reside only on these isolated network segments and without having any public IP address or Internet routing?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.1.4. Does the offer include inter-operability between VPCs within a region?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.1.5. Does the offer include inter-operability between VPCs across different regions?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(2.56%)	—	—	Offer phase

6.1.6. In the context of the offer, how can services be deployed with only a private-facing network address?

Question type: Multiple-choice		
Name	Value	Weight
Per default the services are deployed with private-facing network address only	100	2.56%
Per default the services are deployed with pubic-facing network address, but it can be modified by the customer to a private-facing network address	10	0.26%
Services are deployed with a public-facing network address, and can only be isolate with the usage of a firewall	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Services are deployed with a public-facing network address, and can only be isolate with the usage of a firewall	Per default the services are deployed with private-facing network address only	—	100(2.56%)	—	—	Offer phase

6.1.7. Please describe how VPCs can be connected to each-other.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.56%)	☑	—	Offer phase

Firewall

The following question assess the offer's quality in terms of firewall support.

6.1.8. Does the offer include firewalls?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.1.9. Does the offer ensure that customers do not have to shut down, reboot or redeploy any customer infrastructure involved in the change of a network security ACL or group in a virtual firewall? (answer No if the offer does not include firewalls)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.1.10. How are your virtual firewall operated?

Question type: Multiple-choice		
Name	Value	Weight
All firewalls are state-full, rules can be applied to groups of objects, and deep-packet inspection is available	100	2.56%
All firewalls are state-full and rules can be applied to groups of objects	75	1.92%
All firewalls are state-full	50	1.28%
Some firewalls are state-less	25	0.64%
No virtual firewall included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No virtual firewall included in the offer	All firewalls are state-full, rules can be applied to groups of objects, and deep-packet inspection is available	—	100(2.56%)	—	—	Offer phase

6.1.11. Please list all the firewall included in the offer (outside any marketplace).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.51%)	☑	—	Offer phase

Access control lists

The following questions assess the offer on the customers' ability to allow and deny network traffic, based on source and destination addresses and ports.

6.1.12. Does the offer allow customers to create access control lists (ACLs) that restrict inbound and outbound traffic to subnets?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.1.13. Does the offer support adding or removing rules applicable to outbound traffic (egress) originating from instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.1.14. Does the offer allow customers to add or remove rules applicable to inbound traffic (ingress) to instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

Questiongroup name		Questions	Questions

6.2.	Internal Cloud network	6.91% (6.91%)	14 (9 KO's)	—

Customer-defined hierarchical LAN topology

The following questions assess the offer on control and management hierarchical network infrastructure using Request for Comments (RFC) 1918 IP addressing scheme.

6.2.1. Does the offer allow customers to create a logically isolated virtual network that represents a company's own network in the cloud (i.e. that customers of the service will be able to design hierarchical network infrastructure)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.2.2. Does the offer allow customers to choose their Request for Comments (RFC) 1918 IP addressing scheme without depending on having devices or instances in place at the provider's infrastructure?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.2.3. Does the offer allow customers to define publicly routable classless inter-domain routing (CIDR) blocks?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.2.4. Does the offer support transmission control protocol (TCP)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.2.5. Does the offer support user datagram protocol (UDP)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.2.6. Does the offer support Internet control message protocol (ICMP)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.2.7. Does the offer allow customers to design subnets or VLANs?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.2.8. Does the offer allow customers to assign a subnet (IP prefix) to an existing VLAN?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

Routing

The following questions assess the offer on building internal networks in the form of network segments (for example, IP subnets) and routing of data flows between these segments.

6.2.9. Does the offer require the customer to deploy its own virtual routing infrastructure within the cloud provider's infrastructure?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	Yes	No	—	0(0%)	—	—	Offer phase

6.2.10. Does the offer support connecting two virtual networks within a region to route traffic between them using private Internet protocol (IP) addresses?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(2.56%)	—	—	Offer phase

6.2.11. Does the offer support connecting two virtual networks across regions to route traffic between them using private Internet protocol (IP) addresses?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

Traffic encryption

The following questions assess the offer on encryption of subnet or LAN traffic within the offer's infrastructure.

6.2.12. Does the offer allow customers to encrypt subnet or LAN traffic between instances, without requiring the customer to adapt the configuration of its applications or virtual instances?

Question type: Multiple-choice

Name	Value	Weight
Yes, as a baseline service in the offer	50	1.28%
Yes, as a an option in the offer	35	0.9%
Yes, but using infrastructure that the customer has to manage	10	0.26%
No	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No	Yes, as a baseline service in the offer	—	50(1.28%)	—	—	Offer phase

6.2.13. Does the offer include encryption or allow customer to encrypt subnet or LAN traffic between subnets or LANs, without requiring the customer to adapt the configuration of its applications or virtual instances?

Question type: Multiple-choice

Name	Value	Weight
Yes, as a baseline service in the offer	50	1.28%
Yes, as a an option in the offer	35	0.9%
Yes, but using infrastructure that the customer has to manage	10	0.26%
No	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No	Yes, as a baseline service in the offer	—	50(1.28%)	—	—	Offer phase

6.2.14. Does the offer include encryption or allow customer to encrypt subnet or LAN traffic between regions, without requiring the customer to adapt the configuration of its applications or virtual instances?

Question type: Multiple-choice

Name	Value	Weight
Yes, as a baseline service in the offer	50	1.28%
Yes, as a an option in the offer	35	0.9%
Yes, but using infrastructure that the customer has to manage	10	0.26%
No	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No	Yes, as a baseline service in the offer	—	50(1.28%)	—	—	Offer phase

	Questiongroup name	Questions	Questions editors
6.3.	IP management	6.79% (6.79%) 12 (4 KO's)	—

Private IPs

The following questions assess the offer on management of private Internet Protocol (IP) addresses (i.e. that are not visible from the internet, and possibly not routable).

6.3.1. Does the offer include management of non routable private IPs?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.3.2. Does the offer include management of routable private IPs?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.3.3. Does the offer include a load-balancing service that can use routable private IP addresses?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.77%)	—	—	Offer phase

Public IPs

The following questions assess the offer on management of public Internet Protocol (IP) addresses (i.e. that are visible from the internet).

6.3.4. Does the offer include management of public IPs, IPs that are provided in the scope of the offer (i.e. not provided by customers)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.77%)	—	—	Offer phase

6.3.5. Does the offer include management of public IPs, IPs that are provided by the customers (i.e. defined externally to the service by the customers)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.3.6. Does the offer include a load-balancing service that can use public IP addresses, IPs that are delivered in the scope of the offer (i.e. not provided by the customers)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.77%)	—	—	Offer phase

6.3.7. Does the offer include a load-balancing service that can use public IP addresses, IPs that are provided by the customers (i.e. defined externally to the service by the customers)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.3.8. In the context of an IP address delivered in the scope of the offer, does the address remain assigned to the account unless the customer explicitly releases the IP or the associated resource?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.77%)	—	—	Offer phase

IPv6 support

The following questions assess the support of Internet Protocol version 6 (IPv6).

6.3.9. Does the offer support IPv6 at instance level?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.3.10. Does the offer support IPv6 at network devices level (load balancers, routers, DNS) for services NOT exposed to the internet (the tenderer can answer yes even if not all services of the offer support this functionality)? Please document which service support IPv6.
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	25(0.64%)	—	☑	Offer phase

6.3.11. Does the offer support IPv6 at network devices level (load balancers, routers, DNS) for services exposed to the internet (the tenderer can answer yes even if not all services of the offer support this functionality)? Please document which service support IPv6.
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	☑	Offer phase

6.3.12. Does the offer support IPv6 for IoT services included in the offer?

Question type: Multiple-choice

Name	Value	Weight
Yes	50	1.28%
IPv6 not supported in the IoT servcices included in the offer	0	0%
IPv6 not supported in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	IPv6 not supported in the offer	Yes	—	50(1.28%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors
6.4.	Network Core Services	24.33% (24.33%)	26 (3 KO's) —

Load balancing

The following questions assess the offer's quality in terms of load balancing services, supporting primarily layer 7 (hypertext transfer protocol - HTTP), and available for any IP, DNS or URL targets, for both internal and external connections.

6.4.1. Does the offer include a load balancing managed service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.4.2. Does the offer include logs that capture detailed information about all requests sent to a load balancer of the offer, that customers can consult? (answer No if the offer does not include load balancer services)

Customers intend to audit the requests which are performed to load balancers if need be. Customers do not intend to activate such functionality on a permanent basis.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	—	Offer phase

6.4.3. Does the offer include a layer 7 (hypertext transfer protocol - HTTP) load balancer managed service capable of load balancing internet traffic across multiple instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	—	Offer phase

6.4.4. Does the offer include a layer 4 (transmission control protocol - TCP) load balancer managed service capable of load balancing internet traffic across multiple instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(2.56%)	—	—	Offer phase

6.4.5. Does the offer include a layer 4 (transmission control protocol - TCP) load balancer managed service capable of load balancing private network traffic (i.e. not exposed to the internet) across multiple instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.6. Does the offer include a layer 7 (hypertext transfer protocol - HTTP) load balancer managed service capable of load balancing private network traffic (i.e. not exposed to the internet) across multiple instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.7. Does the offer support DNS load balancing (i.e. that load balance to a domain such as "dummy.org") for internet-facing workloads?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.8. Does the offer support DNS load balancing (i.e. that load balance to a domain such as "dummy.org") for none internet facing (private) workloads?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.9. Does the offer include a load balancing managed service that support health checks (that is, avoiding sending requests to nonresponsive compute instances)? (answer no if no load balancing service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.10. In the scope of the offer, which methods are supported by load balancing services? Please provide a link documenting your answer.

Question type: Multiple-choice		
Name	Value	Weight
Round-robin algorithms	25	0.64%
Weighted algorithms	25	0.64%
Metrics-driven algorithms	25	0.64%
Session-affinity based algorithms	25	0.64%
Random load balancing within a pool	0	0%
No balancing service in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	100(2.56%)	☑	☑	Offer phase

6.4.11. In the scope of the offer, what is the maximum number of nodes supported by load-balancing services?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.51%)	☑	—	Offer phase

6.4.12. Regarding load balancing, does the offer include a monitoring tool available to the customer? (answer no if no load balancing service is part of the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.13. Regarding load balancing, does the offer include a tooling to probe the service (e.g. detecting if an instance behaves properly)? (answer no if no load balancing service is part of the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.14. Regarding load balancing, does the offer include a troubleshooting tooling (e.g. ability to operate maintenance operation without disruption of the service, ability to route the full service to "sorry" services)? (answer no if no load balancing service is part of the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

Domain Name Service (DNS)

The following question assess the offer's quality in terms of support of the Domain Name Server (DNS) protocol.

6.4.15.Does the offer include a highly available and auto-scalable DNS authoritative nameserver managed service for both public (internet) and private (not internet facing) traffic?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.77%)	—	—	Offer phase

6.4.16.Does the offer include a highly available and auto-scalable DNS recursive resolver managed service for both public (internet) and private (not internet facing) traffic?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.4.17.Does the offer include a highly available and auto-scalable managed service that support Dynamic Host Configuration Protocol (DHCP)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	☑	Offer phase

6.4.18.Does the offer include a DNS managed service that uses health checks to monitor the health and performance of resources?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.19.Does the offer include a domain name registration service (i.e. users can search for and register available domain names)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.20.Does the offer include a DNS managed service that supports failover-based routing (i.e. DNS service routes DNS queries to the resource that is currently active, while a second resource waits and only becomes active in the event of a failure in the primary resource)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.21.Does the offer include a DNS managed service that supports geo-based routing (i.e. DNS service responds to DNS queries based on the geographic location of users)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.22.Does the offer include a DNS managed service that supports latency-based routing (i.e. DNS service responds to DNS queries with the resources that provide the best latency)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.23.Does the offer include a service that support the capability of automatically assigning public Internet protocol (IP) addresses to instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.4.24.Does the offer allow customers to purchase public (internet) domain names through the offer?

Question type: Multiple-choice

Name	Value	Weight
Yes, fully delivered end-to-end in the scope of the offer	20	0.51%
No, but the offer integrates with 3rd party sites where the purchase can be performed	5	0.13%
No, domains names cannot be purchased in the scope of the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No, domains names cannot be purchased in the scope of the offer	Yes, fully delivered end-to-end in the scope of the offer	—	20(0.51%)	—	—	Offer phase

6.4.25.Does the offer include managed network address translation (NAT) gateways that enable instances in a private network to connect to the internet or other networks internal to the offer, but prevent these sources from initiating direct connection to those instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	200(5.12%)	—	—	Offer phase

6.4.26.In the scope of the offer, what features are available in terms of traffic management (e.g. the ability to limit network traffic for certain segments, applications or to guarantee quality of service).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.56%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors
6.5.	Application Layer	24.84% (24.84%)	31 (0 KO's)	—

Client / Forward Proxies

The following questions assess the offer in the field of Client / Forward Proxies, i.e. front-facing proxy used to retrieve data from a wide range of sources (in most cases internet-facing service that can retrieve data anywhere on the Internet).

6.5.1. Does the offer include a high-available and auto-scalable client / forward proxy managed service, which does not come from a marketplace?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	—	Offer phase

6.5.2. Does the offer include a high-available and auto-scalable client / forward proxy managed service, which comes from a marketplace?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	25(0.64%)	—	—	Offer phase

6.5.3. Does the offer include client / forward proxies software images ready to use, that comes directly from the offer, or from a marketplace? (this offer will not be considered as a managed service offering)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.26%)	—	—	Offer phase

6.5.4. Does the offer in terms of client / forward proxy allows category-based and content-based web site filtering? (answer No if the offer does not include a client/forward proxy managed service)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.5.5. In the scope of the offer, which methods are supported for authentication of users to the client / forward proxy service?

Question type: Multiple-choice

Name	Value	Weight
Active Directory	30	0.77%
OpenID	15	0.38%
SAML	15	0.38%
No user authentication supported	0	0%
No client/forward proxy in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	60(1.54%)	☑	—	Offer phase

6.5.6. Does the offer in terms of client / forward proxy support whitelisting / blacklisting based on the requests? (answer No if the offer does not include a client/forward proxy managed service)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.77%)	—	—	Offer phase

6.5.7. Does the offer in terms of client / forward proxy supports SSL/TLS termination? (answer No if the offer does not include a client/forward proxy managed service)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.5.8. Does the offer in terms of client / forward proxy supports sandboxing for uploaded files? (answer No if the offer does not include a client/forward proxy managed service)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.5.9. Does the offer in terms of client / forward proxy have anti-virus/anti-malware functionalities? (answer No if the offer does not include a client/forward proxy managed service)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.5.10. In the scope of the offer, which architecture do you recommend to customers to benefit from a client/web filtering proxy functionality?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.28%)	☑	—	Offer phase

Reverse proxy

The following questions assess the offer in the field of Reverse Proxies i.e. proxies that retrieve resources on behalf of a client from one or more services or servers. These resources are then returned to the client, appearing as if they originated from the proxy server itself.

6.5.11. Does the offer include a high-available and auto-scalable reverse proxy managed service, which does not come from a marketplace?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	—	Offer phase

6.5.12. Does the offer include a high-available and auto-scalable reverse proxy managed service, which comes from a marketplace?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	25(0.64%)	—	—	Offer phase

6.5.13.Does the offer include reverse proxy software images ready to use, that comes directly from the offer, or from a marketplace? (this offer will not be considered as a managed service offering)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.26%)	—	—	Offer phase

6.5.14.Does the offer in terms of reverse proxies managed service support SSL/TLS termination?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.5.15.Does the offer in terms of reverse proxies managed service is compatible with usage of multiple certificates?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.5.16.Does the offer in terms of reverse proxies managed service allows the customers to use host headers (e.g. X-Forwarded-Host, X-Forwarded-Proto) in the configuration of the service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.5.17.Does the offer include access to real time logs to the reverse proxy (with the purpose of analysing access to the public services exposed by the customer)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.5.18.Does the offer in terms of reverse proxies managed service allow on-the-fly decryption/encryption of TLS traffic, that can be exploited programmatically?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

Web Application Firewall

The following questions assess the offer in the field of Web Application Firewalls (WAF), i.e. layer 7 firewalls that filters, monitors, and blocks HTTP traffic to and from a web application. A WAF is able to filter the content of specific web applications.

6.5.19.Does the offer include a high-available and auto-scalable reverse WAF managed service, which does not come from a marketplace?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(2.56%)	—	—	Offer phase

6.5.20.Does the offer include a high-available and auto-scalable reverse WAF managed service, which comes from a marketplace?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	—	Offer phase

6.5.21.Does the offer include WAF software images ready to use, that comes directly from the offer, or from a marketplace? (this offer will not be considered as a managed service offering)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.26%)	—	—	Offer phase

6.5.22.Does the offer in terms of managed service for WAF include protection against the Top 10 attacks against web servers of OWASP (Open Web Applications Security Project)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	—	Offer phase

6.5.23.Does the offer in terms of managed service for WAF allow the customers to implement a negative security model (i.e. protects against known exploits)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.77%)	—	—	Offer phase

6.5.24.Does the offer in terms of managed service for WAF allow the customers to implement a positive security model (i.e. denies all transactions by default, but uses rules to allow only those transactions that are known to be valid and safe)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	—	Offer phase

6.5.25.Please explain how the customers who are using the WAF managed services can get assurance that the performance of their applications is not impacted by the usage of the service (the tenderer can suggest mitigations or best practices in his answer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.28%)	☑	—	Offer phase

6.5.26.In the scope of the offer, can the customer have access to 'real time' logs of the reverse proxy service (with the purpose of analysing access to the public services exposed by the customer)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	—	Offer phase

Email Gateway

The following questions assess the offer on the support of SMTP Email Gateway, i.e. used to send or receive emails from an application of customers.

6.5.27.Does the offer include a high-available and auto-scalable reverse email gateway service, which does not come from a marketplace that allows customers to send and receive emails?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.77%)	—	—	Offer phase

6.5.28.Does the offer include a high-available and auto-scalable managed email gateway service, which comes from a marketplace that allows customers to send an receive emails??

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.26%)	—	—	Offer phase

6.5.29.Does the offer support SMTP emails?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.5.30.Does the offer foresee integration with an Exchange instance at customer's premises?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.26%)	—	—	Offer phase

6.5.31.Does the offer in terms of managed email gateway service include virus and malware scanning?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors
6.6.	Cloud network Access	24.84% (24.84%) 11 (2 KO's)	—

Internet access

The following questions assess the offer in terms of internet connectivity and its protection.

6.6.1. Does the offer include connectivity to the internet?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

WAN Connectivity Endpoints

Virtual or physical WAN connectivity are connected to the cloud infrastructure of the offer. The following questions assess the offer's support for such a connectivity.

6.6.2. In the scope of the offer, how are virtual or physical WAN connectivity endpoints managed?

Question type: Multiple-choice		
Name	Value	Weight
Through a managed service publicly documented	100	2.56%
Through a set of network equipment deployed specifically for the customer, without managed service	50	1.28%
The customer has to deploy its own equipment	10	0.26%
No WAN connectivity is possible within the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No WAN connectivity is possible within the offer	Through a managed service publicly documented	—	100(2.56%)	—	—	Offer phase

6.6.3. If the endpoint connectivity is managed through a managed services, please document the service functionalities.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	400(10.24%)	☑	—	Offer phase

6.6.4. If the endpoint connectivity is managed through a managed service, please document the service limitations (i.e. bandwidth).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.56%)	☑	—	Offer phase

6.6.5. Does the offer support encryption of traffic that arrives to the endpoint connectivity for WAN traffic?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	—	Offer phase

6.6.6. How many endpoints for WAN traffic exist in the European Economic Area in the scope of the offer?

Question type: Multiple-choice

Name	Value	Weight
More than 10	150	3.84%
Between 6 and 9	100	2.56%
Between 5 and 3	50	1.28%
Less than 3	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Less than 3	More than 10	—	150(3.84%)	—	—	Offer phase

Customer premises connectivity - VPN

The following questions assess the offer's support on managed services for creating Virtual Private Networks.

6.6.7. Does the offer include a managed VPN connectivity service, that allows to connect the cloud infrastructure of the offer and customers premises?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

6.6.8. Does the offer in terms of managed VPN connectivity service support multiple VPN connections per virtual network in the cloud infrastructure of the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.51%)	—	—	Offer phase

6.6.9. Does the offer include a managed VPN service that supports Internet protocol security (IPsec) virtual private network (VPN) tunnel over the public Internet?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	—	Offer phase

6.6.10. Does the offer include a managed VPN service that supports secure sockets layer (SSL) virtual private network (VPN) tunnel over the public Internet?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	—	Offer phase

6.6.11. Does the offer support border gateway protocol (BGP) to improve failover across Internet protocol security (IPsec) virtual private network (VPN) tunnels?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.28%)	—	—	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
7.	Technical criteria - Platform	Offer phase	Not linked	Yes	NX Utility		47

	Questiongroup name		Questions	Questions editors	
7.1.	Infrastructure as Code	42.86% (42.86%)	19 (2 KO's)	—	

Support of Infrastructure as Code

The following questions assess the offer on support of Infrastructure as Code (IaC) (i.e. is the process of managing and provisioning IT services through machine-readable definition files, rather than physical hardware configuration, interactive configuration tools or scripting).
A template in this context is a declarative configuration file that allows a collection of different resource types (i.e. compute instances, storage volumes, message buses) to be provisioned together.

7.1.1. Does the offer include or is compatible with a technology that allows customers to fully automate resource provisioning based on infrastructure templates, following the IaC principle?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

7.1.2. If an error is detected during the deployment of a IaC template (pre-existing or not), does the service roll-back all the changes automatically to a previously deployed state?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(4.33%)	—	—	Offer phase

7.1.3. Are all operations performed while applying an IaC template logged in the log services included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

7.1.4. Does the offer support deployment of IaC templates across multiple regions? (answer No if IaC is not supported)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.87%)	—	—	Offer phase

7.1.5. Please provide a description of the IaC solution included in the offer or recommended in the context of the offer? The tenderer can provide links to the online documentation of the service it recommends.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	400(17.32%)	☑	—	Offer phase

7.1.6. Is the offer compatible with other IaC software? (software such as Puppet, Chef, Ansible are configuration management software and thus are not considered as IaC software by the contracting authority)

Question type: Multiple-choice

Name	Value	Weight
Terraform	40	2.16%
The offer is not compatible with other Infrastructure as Code software	0	0%
The does not support the IaC principle	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	50(2.16%)	☑	—	Offer phase

7.1.7. Please document limits of the application of the IaC principle in the scope of the offer (e.g. services of the offer that cannot be provisioned using the recommended IaC solution, outstanding limitations within a service)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(2.16%)	☑	—	Offer phase

7.1.8. Does the template manage automatically the dependencies between resources and determine the correct actions and deployment sequences (so that customers do not need to worry about specifying the order in which resources are created, updated, or deleted)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.87%)	—	—	Offer phase

Templates Functionalities

The following questions assess the offer on the richness of the features of Infrastructure as Code (IaC) templates. The following questions refer to the recommended IaC technology requested in previous questions.

7.1.9. Do IaC templates recommended in the context of the offer support parameters (i.e. variables defined in the template, defined by the customers when the template is applied, for example to customise the type of compute instances provisioned by the template)? (answer No if IaC is not supported)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.87%)	—	—	Offer phase

7.1.10. Can an IaC template trigger execution of other IaC templates (or include, make reference to ...)? (answer No if IaC is not supported)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.87%)	—	—	Offer phase

7.1.11. Is the template written in a known declarative language that is well supported by version control systems?

Question type: Multiple-choice

Name	Value	Weight
Yes, JSON	20	0.87%
Yes, YAML	20	0.87%
Yes, XML	10	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Yes, XML	Yes, JSON	mark	20(0.87%)	☑	—	Offer phase

7.1.12. Do IaC templates recommended in the context of the offer allow to trigger configuration management software?

Question type: Multiple-choice

Name	Value	Weight
Ansible	20	0.87%
Chef	10	0.43%
Puppet	10	0.43%
The offer is not compatible with other Infrastructure as Code software	0	0%
The does offer not support IaC principle	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	40(1.73%)	☑	—	Offer phase

7.1.13. Please provide an example of IaC templates to illustrate the richness of the offer (e.g. ability to include other templates, calls to configuration management tools…). The example can be a link to a public example (e.g. stored on GitHub).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(2.16%)	☑	—	Offer phase

Versioning

The following questions assess the offer on richness of the features of Infrastructure as Code (IaC) templates versioning.

7.1.14. Does the offer include a service to store and version IaC templates?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(2.16%)	—	—	Offer phase

7.1.15.In case of application of a new version of an IaC template on an infrastructure already created with a previous version of the IaC template, what is the behaviour of the service?

Question type: Multiple-choice

Name	Value	Weight
Only added or modified assets are created, deleted or upgraded	50	2.16%
All assets are deleted and replaced by new elements	10	0.43%
No upgrade is possible	0	0%
No IaC support provided in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No IaC support provided in the offer	Only added or modified assets are created, deleted or upgraded	—	50(2.16%)	—	—	Offer phase

GUI-based design

The following questions assess the offer on the tooling enabling customers to design Infrastructure as Code (IaC) templates.

7.1.16.Does the offer include GUI-based design tools which can support the customers in the design of their IaC templates?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.87%)	—	—	Offer phase

7.1.17.Is the service based on the import of a static file or a fully online web-based service?

Question type: Multiple-choice

Name	Value	Weight
Fully web-based	10	0.43%
Import of static file	5	0.22%
No GUI-based design tools is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No GUI-based design tools is included in the offer	Fully web-based	—	10(0.43%)	—	—	Offer phase

7.1.18.Does the offer allow the customer to generate an IaC template from an existing infrastructure?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.87%)	—	—	Offer phase

Documentation and Quick Start Templates

The following questions assess the quality of the documentation of the IaC offer, and the existence of quickstart templates enabling customers to design Infrastructure as Code (IaC) templates.

7.1.19. Please provide the link or the procedure to access the online documentation of the IaC support included in the offer. The contracting authority will follow the process detailed in the answer to access the documentation. The contracting authority evaluates in the question the quality (i.e. completeness, clarity, soundness) of the online documentation, as well as its coherence with the test account provided in the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(2.16%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors
7.2.	Managed Container Platform	27.27% (27.27%)	13 (2 KO's)	—

Managed Container Platform

The following questions assess the offer on fully automated managed container platform (e.g. managed Kubernetes platform), with which customers have the control on compute instances running the containers.

7.2.1. Does the offer include a fully automated managed platform for containers, with which customers have the control on compute instances running the containers?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

7.2.2. Which container orchestrator is supported by the managed service(s) for containers included in the offer?

Question type: Multiple-choice

Name	Value	Weight
Kubernetes	50	2.16%
Docker Swarm	10	0.43%
Apache Marathon	10	0.43%
Nomad	10	0.43%
Contena	10	0.43%
Platform for Windows containers	10	0.43%
No managed container platform is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	100(4.33%)	☑	—	Offer phase

7.2.3. Please provide a link to the documentation of the managed container platform included in the offer. The contracting authority will use the documentation to assess the quality of the service(s) taking into account variety and completeness of the features proposed, with a focus on the support of Linux and Windows based containers.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(8.66%)	☑	—	Offer phase

7.2.4. Does the offer include tools or services which allow customer to secure the usage of containers? Please describe these security services (e.g. virus detection on the container host, tools to harden the container images, etc...). The contracting authority will assess the richness and variety of the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(2.16%)	☑	—	Offer phase

7.2.5. Does the offer include containers with access to GPU resources?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.87%)	—	—	Offer phase

7.2.6. Does the service support heterogeneous VMs in the same cluster, allowing an application to span different OSes and different machine configurations (ex: heterogeneous nodepools in the same cluster)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.87%)	—	—	Offer phase

Service Delivery Model

The following questions assess the offer on the service delivery model for a fully automated managed service for **Managed Container Platform**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

7.2.7. Does the offer include a fully automated managed service for Managed Container Platform? It is reminded that to be eligible, as stated in the selection criteria of the procedure, such a service has to be available through the management portal, APIs and CLIs of the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

7.2.8. Please describe the responsibility model for the managed service for Managed Container Platform? The responsibility model is the split of responsibility between the provider and the users. The provider can provide a RASCI matrix to document its answer, or provide a link to an online documentation describing the split of responsibility.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(4.33%)	☑	—	Offer phase

7.2.9. How can the managed service for Managed Container Platform can be deployed in terms of network security. In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN).

Question type: Multiple-choice		
Name	Value	Weight
Users can deploy the service in a specific security context where other users resources can be deployed	50	2.16%
Users can deploy the service in a specific security context where other users resources cannot be deployed (i.e. a context not accessible to users)	25	1.08%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.43%
Only publicly accessible from internet	0	0%
No managed service for Managed Container Platform is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	85(3.68%)	—	—	Offer phase

7.2.10. Please describe how the offer for managed service for Managed Container Platform facilitates integration with software development processes (e.g. facilitate automatic deployment, debugging). (Answer "N/A" if integration with software development processes is not included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.87%)	☑	—	Offer phase

Logs and Metrics

The following questions assess the offer on logging features and metrics available to the users of a fully automated managed service for **Managed Container Platform**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

7.2.11.For the managed service for Managed Container Platform, are logs or metrics in relation to the events listed below available to the users?

Question type: Multiple-choice

Name	Value	Weight
Log: start log of instances	2	0.09%
Log: request to the service	2	0.09%
Metric: number of running instances	2	0.09%
Metric: number of requests to the service at a moment in time	2	0.09%
Metric: number of requests to the service for a period of time	2	0.09%
No managed service for Managed Container Platform is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.43%)	—	—	Offer phase

7.2.12.Can users centralise logs and metrics for the managed service for Managed Container Platform in a central logging service included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.43%)	—	—	Offer phase

7.2.13.Can users trigger events on the basis of logs and metrics for the managed service for Managed Container Platform?

Question type: Multiple-choice

Name	Value	Weight
Users can generate alerts	5	0.22%
Users can trigger scripts	5	0.22%
Users can trigger other actions	5	0.22%
Users cannot trigger events	0	0%
No managed service for Managed Container Platform is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	15(0.65%)	—	—	Offer phase

	Questiongroup name	Questions	Questions editors
7.3.	Serverless Managed Container Platform	29.87% (29.87%) 15 (0 KO's)	—

Serverless Managed Container Platform

The following questions assess the offer on serverless, fully automated, managed container platform (e.g. managed Kubernetes platform), thanks to with which customers do not have to manually manage compute instances or cluster configurations running containers.

7.3.1. Does the offer include a serverless, fully automated, managed container platform, thanks to which customers do not have to manually control compute instances or clusters running containers? Please provide a short description of the service, and a link to the documentation of the service. The Contracting Authority will evaluate the richness of the parameters proposed to the customer in the service (e.g. capacity to put limits, to plan scalability, to control redundancy and high availability).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	150(6.49%)	☑	—	Offer phase

7.3.2. Which container orchestrator is supported by the managed service(s) for containers included in the offer?

Question type: Multiple-choice

Name	Value	Weight
Kubernetes	50	2.16%
Docker Swarm	10	0.43%
Apache Marathon	10	0.43%
Nomad	10	0.43%
Contena	10	0.43%
Platform for Windows containers	10	0.43%
No managed container platform is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	100(4.33%)	☑	—	Offer phase

7.3.3. Does the offer include a replication of containers services, with transparent fail over to another replica in case of container deactivation?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(2.16%)	—	—	Offer phase

7.3.4. Does the offer allow customers to configure and automate the number of container replicas based on the usage of a containerised service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.87%)	—	—	Offer phase

Service Delivery Model

The following questions assess the offer on the service delivery model for a fully automated managed service for **Serverless Managed Container Platform**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

7.3.5. In the scope of the managed service for Serverless Managed Container Platform, is the provider fully responsible for patching and housekeeping the infrastructure of the service? (Answer "No" if no managed service for Serverless Managed Container Platform is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(2.16%)	—	—	Offer phase

7.3.6. Please describe the responsibility model for the managed service for Serverless Managed Container Platform? The responsibility model is the split of responsibility between the provider and the users. The provider can provide a RASCI matrix to document its answer, or provide a link to an online documentation describing the split of responsibility.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(4.33%)	☑	—	Offer phase

7.3.7. How can the managed service for Serverless Managed Container Platform can be deployed in terms of network security. In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN).

Question type: Multiple-choice		
Name	Value	Weight
Users can deploy the service in a specific security context where other users resources can be deployed	50	2.16%
Users can deploy the service in a specific security context where other users resources cannot be deployed (i.e. a context not accessible to users)	25	1.08%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.43%
Only publicly accessible from internet	0	0%
No managed service for Serverless Managed Container Platform is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	85(3.68%)	—	—	Offer phase

7.3.8. Can users deploy instances of the service for Serverless Managed Container Platform using Infrastructure as Code (IaC) blueprints (i.e. configuration file that fully describes the deployment of the service)? (Answer "No" if no managed service for Serverless Managed Container Platform is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.87%)	—	—	Offer phase

7.3.9. Please describe how the offer for managed service for Serverless Managed Container Platform facilitates integration with software development processes (e.g. facilitate automatic deployment, debugging). (Answer "N/A" if integration with software development processes is not included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.87%)	☑	—	Offer phase

Product Life Cycle Management

The following questions assess the offer on management of the product life-cycle policies (i.e. notification of maintenance, upgrade, end-of-life) for a fully automated managed service for **Serverless Managed Container Platform**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

7.3.10. How much notice is given before maintenance on the managed service for Serverless Managed Container Platform (excluding critical security patching)?

Question type: Multiple-choice

Name	Value	Weight
Between 24 and 72 hours	20	0.87%
Between 8 and 24 hours	10	0.43%
More than 72 hours	10	0.43%
Less than 8 hours	0	0%
No managed services for OS is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed services for OS is included in the offer	Between 24 and 72 hours	—	20(0.87%)	—	—	Offer phase

7.3.11. Can users request to postpone maintenance announced for the managed service for Serverless Managed Container Platform (excluding critical security patching)? (Answer "No" if no managed service for Serverless Managed Container Platform is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.87%)	—	—	Offer phase

Scalability

The following questions assess the scalability management for a fully automated managed service for **Serverless Managed Container Platform**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

7.3.12. If the performance of the managed service for Serverless Managed Container Platform depends on performances of underlying assets that are chose by the customers (i.e. performance of virtual instances, performance of storage), does the offer allow users to upgrade/downgrade performance of assets without re-provisioning the service? (Answer "No" if no managed service for Serverless Managed Container Platform is included in the offer, or Yes if the customers do not choose the underlying assets)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.87%)	—	—	Offer phase

Logs and Metrics

The following questions assess the offer on logging features and metrics available to the users of a fully automated managed service for **Serverless Managed Container Platform**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

7.3.13. For the managed service for Serverless Managed Container Platform, are logs or metrics in relation to the events listed below available to the users?

Question type: Multiple-choice

Name	Value	Weight
Log: start log of instances	2	0.09%
Log: request to the service	2	0.09%
Metric: number of running instances	2	0.09%
Metric: number of requests to the service at a moment in time	2	0.09%
Metric: number of requests to the service for a period of time	2	0.09%
No managed service for Serverless Managed Container Platform is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.43%)	—	—	Offer phase

7.3.14. Can users centralise logs and metrics for the managed service for Serverless Managed Container Platform in a central logging service included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.43%)	—	—	Offer phase

7.3.15. Can users trigger events on the basis of logs and metrics for the managed service for Serverless Managed Container Platform?

Question type: Multiple-choice

Name	Value	Weight
Users can generate alerts	5	0.22%
Users can trigger scripts	5	0.22%
Users can trigger other actions	5	0.22%
Users cannot trigger events	0	0%
No managed service for Serverless Managed Container Platform is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	15(0.65%)	—	—	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
8.	Technical criteria - Monitoring and Management	Offer phase	Not linked	Yes	NX Utility Index		26

Questiongroup name			Questions	Questions			

8.1.	Test Account	0.88% (0.88%)	3 (1 KO's)	—

Test Account and Usability of the Management Portal

Tenderers have been selected on their capacity to provide management portals, APIs and CLIs giving access to cloud services in the scope of the offer. The following questions assess the offer on the availability of test accounts in the offer, free of charge for a certain level of consumption decided by the tenderer, and the quality in terms of usability of the management portal.

8.1.1. Does the offer include the possibility to create test accounts, free of charge for a certain level of consumption decided by the tenderer, that the Contracting Authority can use to perform tests on the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

8.1.2. Please provide the link or procedure to create such a test account. The Contracting Authority will use the test account to test certain functionalities of the offer. The Contracting Authority will follow the process detailed in the answer to create a test account.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	0(0%)	☑	—	Offer phase

8.1.3. Do the offer include to possibility for the customer, upon request, to have access to free credits in the event the customer wish to test a specific services?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.88%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors
8.2.	Management Portal	29.26% (29.26%)	6 (1 KO's)	—

Quality of Documentation

The following questions assess the offer on the quality of the documentation provided in the management portal.

8.2.1. Is the documentation in the management portal available as an online portal accessible by the Contracting Authority during the evaluation of the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

8.2.2. Please provide the link or procedure to access the online documentation described in the previous question. The Contracting Authority will follow the process detailed in the answer to access the documentation. The Contracting Authority evaluates the quality (i.e. completeness, clarity, soundness) of the online documentation and its coherence with the test account provided in the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(17.57%)	☑	—	Offer phase

Devices Supported

The following questions assess the offer on devices supported by the management portal.

8.2.3. Is the management portal accessible, without the need to install any plugin, by at least one of the following browsers:
Google Chrome, Microsoft Edge or Mozilla Firefox ?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	80(7.03%)	—	—	Offer phase

8.2.4. On which internet browser is the management portal accessible without the need to install any plugin?

Question type: Multiple-choice

Name	Value	Weight
Google Chrome	5	0.44%
Apple Safari.	5	0.44%
Mozilla Firefox	5	0.44%
Microsoft Edge	5	0.44%
The management portal is not accessible through internet browsers	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	20(1.76%)	☑	—	Offer phase

Architecture Graphical View

The following questions assess the offer on the graphical editor or visualiser available to customers to edit, visualise, or export cloud architecture diagrams.

8.2.5. Does the offer include a tool to allow customers to graphically define dependencies between services and resources into an architectural diagram?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(1.76%)	—	—	Offer phase

8.2.6. If the offer includes the possibility to graphically define dependencies between services and resources into an architectural diagram, in which formats can the architectural diagram be exported in?

Question type: Multiple-choice

Name	Value	Weight
A template in your infrastructure-as-code templating solution	10	0.88%
An editable diagram (ex: visio, arhs)	2	0.18%
A static file (ex: png, jpg,pdf)	1	0.09%
None	0	0%
No architecture graphical view include in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	13(1.14%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors

Access to Management Functions

Tenderers have been selected on their capacity to provide management portals, APIs and CLIs giving access to cloud services in the scope of the offer. The following questions assess customers' access to the APIs and CLIs in the offer.

8.3.1. Does the offer include an installation package (zip, msi, rpm package, npm package...) to deploy APIs and CLIs on customers' endpoint devices (i.e. desktops, laptops…).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(8.79%)	—	—	Offer phase

8.3.2. For which platform is this installation package available?

Question type: Multiple-choice

Name	Value	Weight
Linux distribution(s)	10	0.88%
Windows platform	10	0.88%
No installation package available	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	20(1.76%)	☑	—	Offer phase

8.3.3. Does the offer include a mechanism to secure service API endpoints with strong ciphers and cryptographic parameters?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	☑	Offer phase

8.3.4. If the offer includes a mechanism to secure service API endpoints with strong ciphers and cryptographic parameters, please document the way this can be achieved.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	40(3.51%)	☑	—	Offer phase

8.3.5. Which SDKs included in the offer can be used for viewing and provisioning resources?

Question type: Multiple-choice

Name	Value	Weight
SDK for Java	10	0.88%
SDK for .NET	5	0.44%
SDK for JavaScript	5	0.44%
SDK for Python	5	0.44%
SDK for Ruby	2	0.18%
SDK for PHP	2	0.18%
SDK for Go	2	0.18%
Mobile SDK for iOS	2	0.18%
Mobile SDK for Android	2	0.18%
No SDK for viewing and provisioning resources is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	35(3.08%)	☑	—	Offer phase

Quality of Documentation

The following questions assess the offer on the quality of the documentation provided in the management portal.

8.3.6. Is the documentation of the APIs, CLIs and SDKs (if SDKs are included in the offer) available as an online portal accessible by the Contracting Authority during the evaluation of the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

8.3.7. Please provide the link or procedure to access the online documentation described in the previous question. The Contracting Authority will follow the process detailed in the answer to access the documentation. The Contracting Authority evaluates the quality (i.e. completeness, clarity, soundness) of the online documentation.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(17.57%)	☑	—	Offer phase

	Questiongroup name	Questions	Questions editors
8.4.	Monitoring	32.51% (32.51%)	8 (1 KO's) —

Access to Logs

The following questions assess the offer on the tooling available to customers to access logs of services events (e.g. provisioning, deletion, configuration changes...).

8.4.1. Does the offer include a query language or an interface to query logs?
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(1.76%)	—	☑	Offer phase

8.4.2. How long does it take before a log becomes available to customers? (i.e. the question asks about your SLO of publication of logs to customers)

Question type: Multiple-choice

Name	Value	Weight
Less than 1 minute	20	1.76%
Between 1 and 10 minutes	5	0.44%
More than 10 minutes	0	0%
No logs available	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No logs available	Less than 1 minute	—	20(1.76%)	—	—	Offer phase

Alerts

The following questions assess the offer on the tooling available to customers to react to service events (e.g. provisioning, deletion, configuration changes...).

8.4.3. Does the offer allow customers to define custom alerts based on standard metrics/logs generated by the monitoring services include in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

8.4.4. Does the offer allow customers to trigger scripts or actions based on alerts defined by the customer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	75(6.59%)	—	—	Offer phase

8.4.5. Please document how customers can trigger scripts or actions based on alerts defined by the customer (i.e. which service is included in the offer, how actions can be chained...).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(8.79%)	☑	—	Offer phase

8.4.6. Does the offer include a dashboard or a browser-based user interface to allow customers to visualise the alerts generated?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(1.76%)	—	—	Offer phase

8.4.7. What notification channels are included in the offer?

Question type: Multiple-choice

Name	Value	Weight
SMS notifications	10	0.88%
HTTPs asynchronous calls with acknowledgement of receipt	10	0.88%
Alerts visible in the administrative console	5	0.44%
Mobile push notifications	5	0.44%
Email notifications	5	0.44%
No notification is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	35(3.08%)	—	—	Offer phase

8.4.8. In the scope of the offer, are customers notified of planned deprecations of services?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(8.79%)	—	—	Offer phase

	Questiongroup name		Questions	Questions editors
8.5.	Compliance	2.64% (2.64%)	2 (0 KO's)	—

Best Practices Compliance

The following questions assess the offer on the best practices compliance tools available to customers in order to compare their cloud usage against best practices of the cloud provider or of any other source.

8.5.1. Does the offer include a service that helps customers to compare their cloud usage against best practices?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(1.76%)	—	—	Offer phase

8.5.2. If the offer include such a recommendation tool, against which best practices does the service compare customers' usage?

Question type: Multiple-choice

Name	Value	Weight
Well established security standards (e.g. CSA)	7	0.88%
Provider's best practices	2	0.15%
Others	1	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Others	Well established security standards (e.g. CSA)	—	10(0.88%)	—	—	Offer phase

Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions

9.	Technical criteria - Support process	Offer phase	Not linked	Yes	NX Utility Index	30

	Questiongroup name		Questions	Questions editors		
9.1.	Service Management	41.41% (41.41%)	20 (6 KO's)	—		

Helpdesk

The following questions assess the offer in terms of helpdesk available to the customers.
9.1.1. Does the offer include a helpdesk service, accessible 24/7/365?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

9.1.2. Is the 24/7/365 helpdesk service available in English?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

9.1.3. Is the 24/7/365 helpdesk service available by one of the following means: phone, email or web interface?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

9.1.4. Are the incident reports acknowledged within 4 hours (e.g. per email, through web interface...)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

9.1.5. If the offer includes the possibility for customer to purchase an enterprise level of support (i.e. with better response time), please describe the offer in terms of helpdesk of this enterprise level support (e.g. time response, communication mean, account management...).
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(8.81%)	☑	☑	Offer phase

9.1.6. If the offer includes a mechanism to proactively inform the customers in case of an incident impacting the customer's application performance or availability, via which medium are the customer notified?

Question type: Multiple-choice

Name	Value	Weight
SMS	10	0.88%
Email	5	0.44%
No such service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	15(1.32%)	☑	—	Offer phase

9.1.7. In which languages other than English is the helpdesk service available? (include those which are available to purchase as an option or included in an enterprise-level support)

Question type: Multiple-choice

Name	Value	Weight
French	5	0.44%
German	5	0.44%
Italian	5	0.44%
Spanish	5	0.44%
Others	5	0.44%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	25(2.2%)	—	—	Offer phase

9.1.8. Through which means is your helpdesk service available? (include those which are available to purchase as an option or included in an enterprise-level support)

Question type: Multiple-choice

Name	Value	Weight
Phone	5	0.44%
Email	5	0.44%
Web interface	5	0.44%
Chat online (chatbots)	5	0.44%
Chat online (humans)	5	0.44%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	25(2.2%)	—	—	Offer phase

Classification of incidents and issues

The following questions assess the offer on the possible classification of incidents in accordance with their severity.

9.1.9. Does the offer include the possibility to classify for the service provided depending on their severity, and including severity definitions?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(1.76%)	—	—	Offer phase

9.1.10. Does the classification included in the offer contains a priority equivalent to:

Question type: Multiple-choice		
Name	Value	Weight
P1 as priority used to report a service interruption on a production Information System	20	1.76%
P2 as priority used to report a service degradation on a production Information System	20	1.76%
P3 as priority is used to report service interruption on a nonproduction Information System, or an incident on production Information System with no impact on the service	5	0.44%
P4 priority is used to report service degradation on a nonproduction Information System, or an incident on production Information System with no impact on the service	5	0.44%
No such equivalence exist	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	50(4.41%)	—	—	Offer phase

9.1.11. If the offer includes incident or issues classification, please provide a link to the applicable incident severity classification and describe how incidents are managed according to their classification (e.g. maximum acknowledge times for each incident classification, maximum response times for each incident classification, estimated or maximum resolution times for each incident classification...)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(4.41%)	☑	—	Offer phase

Incident and Issues tracking

The following questions assess the offer on incident management processes and tooling made available to the customers for the tracking of incidents.

9.1.12. Does the offer include an online incident management system for submitting incidents, through portal and APIs?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

9.1.13. Does the offer include an online incident management system for tracking incidents and issues status, through portal and APIs?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

9.1.14. Please provide a link to the description of the incident management system included in the offer. The contracting authority will evaluate the richness of the functionalities of the incident and issue tracking system and its ability to integrate the environment of the customers.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(2.64%)	☑	—	Offer phase

Account Management

The following questions assess the offer on specific account management practices of customers.

9.1.15. Does the offer include a service to support the DIGIT cloud broker for the management of their cloud accounts, billing and invoicing activities in relation to these accounts?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	25(2.2%)	—	☑	Offer phase

9.1.16. Does the offer include the possibility for customers to have dedicated business relationship manager that help customers in the global management of the cloud services? (the business relationship manager, as defined in ITIL, is an external service providers at the contractors' side, responsible for maintaining a positive relationship with customers, identifying customer needs and ensuring that the service provider is able to meet these needs with an appropriate catalogue of services)
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	25(2.2%)	—	☑	Offer phase

9.1.17. Does the offer include an architecture review service which can help customers to review their cloud usage against market best practices?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	25(2.2%)	—	☑	Offer phase

SLAs

The following questions assess the offer on SLAs (Service Level Agreements) available for service management.

9.1.18. If the offer includes SLAs for service management (i.e. that covers helpdesk, incident, issue or problem management), please provide links to these SLAs. The SLAs will be referenced in the SLA of the direct contract if the tenderer is awarded the contract. In the scope of this question the contracting authority will evaluate the existence of measures (e.g. liquidated damages, compensation) applied in case of non-respect of the SLAs listed in the documents.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(4.41%)	☑	—	Offer phase

9.1.19. Please document the acknowledge time provided in the SLA, depending on the classification of incident or issues described in the SLAs. (e.g. P2 are acknowledged within 1 hour)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	10(0.88%)	☑	—	Offer phase

9.1.20. Please document the response time provided in the SLA, depending on the classification of incident or issues described in the SLAs (e.g. P2 are answered within 2 hours). Answer N/A if no response time is guaranteed.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(1.76%)	☑	—	Offer phase

Questiongroup name		Questions	Questions editors	
9.2.	Service Evolution	6.17% (6.17%)	2 (0 KO's)	—

Change request Intake

The following questions assess the offer on the change request process initiated by the customers (i.e. request of evolution of a service, development of new services, features requests...).

9.2.1. Does the offer include a mechanism for customers to propose change requests on services?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(4.41%)	—	—	Offer phase

9.2.2. If the offer includes a mechanism for customers to propose change requests, could you please briefly document the change request process? Please provide link to the online documentation. (Answer 'N/A', if change requests are not included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(1.76%)	☑	—	Offer phase

Questiongroup name		Questions	Questions editors	
9.3.	Documentation	25.99% (25.99%)	4 (0 KO's)	—

Best Practices Documentation

The following questions assess the offer on documentation and supports available to the customers to help them implement best practices.

9.3.1. In the scope of the offer, which type of technical documentations are publicly available?
Please provide a link documenting your answer.

Question type: Multiple-choice

Name	Value	Weight
User guides	10	0.88%
Tutorials	10	0.88%
Frequently Asked questions (FAQs)	10	0.88%
Release notes	10	0.88%
White papers	10	0.88%
Others	5	0.44%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	55(4.85%)	—	☑	Offer phase

9.3.2. Does the offer include a free, online collection of reference architecture documents to help customers build specific solutions combining many of provider's cloud services?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(1.76%)	—	—	Offer phase

9.3.3. Does the offer include documentation on case studies based on frequently used architectural models?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(1.76%)	—	—	Offer phase

9.3.4. Please provide link(s) to the reference documentation of your offer. The contracting authority will evaluate the completeness of the documentation (i.e. the quantity of services documented), how detailed are each service documented, the existence of examples and FAQs.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(17.62%)	☑	—	Offer phase

Questiongroup name		Questions	Questions editors
9.4.	Marketplace	26.43% (26.43%)	4 (0 KO's)	—

9.4.1. Does the offer include a marketplace (i.e. an online store that provides customers with access to software applications and services that are built on, integrate with or complement the cloud provider's offerings)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(4.41%)	—	—	Offer phase

9.4.2. Does the offer include support of private marketplaces (i.e. restricted to a certain set of products, for a specific subset of customers)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(4.41%)	—	—	Offer phase

9.4.3. Please provide the documentation of the products available in the marketplace. The tenderer can provide a link to a public marketplace if such a public marketplace is available. The contracting authority will evaluate the variety of IaaS/PaaS products available in the marketplace, and the variety of configuration of the products (e.g. different types of computing units for a PaaS services, support schemes...).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	150(13.22%)	☑	☑	Offer phase

9.4.4. Please describe the process on how to agree to terms and conditions between the customers and the providers of the products available in the marketplace. The contracting authority will evaluate whether the contractor can give a documented and traceable overview of all applicable terms and conditions. The tenderer can provide links to the documentation regarding the marketplace.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(4.41%)	☑	—	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
10.	Technical criteria - Managed Middleware Services	Offer phase	Not linked	Yes	NX Utility Index		129

	Questiongroup name		Questions	Questions editors	
10.1.	Managed Service for Application Servers	20.57% (20.57%)	28 (1 KO's)	—	

Catalogue of services

The following questions assess the richness and completeness of the offer in terms of fully automated managed service for **applications servers**. In the following questions, the expression "managed service" corresponds to "fully automated managed service". Managed services from a marketplace should not be listed in the answer.

The service needs also to meet the following requirements:
- It must be available to provision **and** configure through the management portal and APIs of the offer.
- The Tenderer must offer a configuration in which they are fully responsible for the security patching of the service, including any needed web servers, application servers and frameworks required to run the client-provided code and related artifacts.

10.1.1. Does the offer provide a fully-automated managed function service meeting all the requirements listed above?
Please provide the name of the service.
Please also provide links in your documentation showcasing that the service meets the requirements above on provisioning and security patching.

If your offering splits different application servers in different services, you can list more than one service, as long they all meet the requirements above. You must provide documentation for all listed services in the rest of the Question Group about Managed Service for Application Servers.
If the Contracting Authority judges that only some of these services meet the requirements listed above, it can amend your answers to the following questions to reflect only the services that meet the requirements.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	☑	No	Yes	—	0(0%)	☑	—	Offer phase

10.1.2. Does the offer include managed services for the following application servers? Please provide documentation for the other application servers included in the offer.

Question type: Multiple-choice

Name	Value	Weight
Oracle JEE Application Server	20	0.41%
JEE compliant Application Server other than Oracle JEE	20	0.41%
.NET application server other than ASP.NET	20	0.41%
PHP application servers	10	0.21%
Node.js Server	10	0.21%
ASP.NET Server on .NET Core or .NET 5	10	0.21%
ASP.NET WebForms	10	0.21%
Python Application Server	10	0.21%
Ruby Application Server	10	0.21%
No managed service for application servers is part of the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	100(2.46%)	☑	☑	Offer phase

Service Delivery Model

The following questions assess the offer on the service delivery model for a fully automated managed service for **Application Servers**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.1.3. Please describe the responsibility model for the managed service for Application Servers? The responsibility model is the split of responsibility between the provider and the users. The provider can provide a RASCI matrix to document its answer, or provide a link to an online documentation describing the split of responsibility.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	80(1.97%)	☑	—	Offer phase

10.1.4. How can the managed service for Application Servers be deployed in terms of network security? In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN).

Question type: Multiple-choice		
Name	Value	Weight
Users can deploy the service in a specific security context where other users resources can be deployed	50	0.72%
Users can deploy the service in a specific security context where other users resources cannot be deployed (i.e. a context not accessible to users)	25	0.36%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.14%
Only publicly accessible from internet	0	0%
No managed service for Application Servers is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	50(1.23%)	—	—	Offer phase

10.1.5. Can users expose endpoints of the managed service for Application Servers to the internet? (Answer "No" if no managed service for Application Servers is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	—	Offer phase

10.1.6. Can users deploy instances of the service for Application Servers using Infrastructure as Code (IaC) blueprints (i.e. configuration file that fully describes the deployment of the service), using the same IaC technology as the one your Offer proposes in section 7.1? (Answer "No" if no managed service for Application Servers is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	60(1.48%)	—	—	Offer phase

10.1.7. Please describe how the offer for managed service for Application Servers facilitates integration with software development processes (e.g. facilitate automatic deployment, debugging). (Answer "N/A" if integration with software development processes is not included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(0.74%)	☑	—	Offer phase

Product Life Cycle Management

The following questions assess the offer on management of the product life-cycle policies (i.e. notification of maintenance, upgrade, end-of-life) for a fully automated managed service for **Application Servers**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.1.8.How long are major releases supported by the managed service for Application Servers? (Choose the greater length)

Question type: Multiple-choice

Name	Value	Weight
At least 3 years	50	0.99%
At least 1 year	20	0.39%
At least 6 months	5	0.1%
At least 3 months	0	0%
No commitment on duration of support	0	0%
No managed service for Application Servers is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Application Servers is included in the offer	At least 3 years	—	40(0.99%)	—	—	Offer phase

10.1.9.How much notice is given before maintenance on the managed service for Application Servers (excluding critical security patching)?

Question type: Multiple-choice

Name	Value	Weight
Between 24 and 72 hours	20	0.37%
Between 8 and 24 hours	10	0.18%
More than 72 hours	10	0.18%
Less than 8 hours	0	0%
No managed services for OS is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed services for OS is included in the offer	Between 24 and 72 hours	—	15(0.37%)	—	—	Offer phase

10.1.10.Can users request to postpone maintenance announced for the managed service for Application Servers (excluding critical security patching)? (Answer "No" if no managed service for Application Servers is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	—	Offer phase

SLAs, SLOs and Liquidated Damages

The following questions assess the offer on Service Level Agreement (SLA) or Service Level Objectives (SLO) of the fully automated managed service for **Application Servers**. An SLO is a best-effort target while an SLA is a contractual commitment of the provider that entitles users to activate liquidated damages in case of non-performance of the service. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.1.11. Please provide the SLA included in the offer for the managed service for Application Servers, PKI (Performance Key Indicators) defining the SLA, and the liquidated damages policy that comes with the SLA. (Answer "N/A" if no managed service for Application Servers is included in the offer, or if no SLA is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	20(0.49%)	☑	☑	Offer phase

10.1.12. If no SLA is included in the offer for the managed service for Application Servers, please document the SLO for this service which are included in the offer. Providers providing an SLA will be granted all points for this question. (Answer "N/A" if no managed service for Application Servers is included in the offer, or "SLA provided", if an SLA is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	20(0.49%)	☑	☑	Offer phase

Scalability

The following questions assess the scalability management for a fully automated managed service for **Application Servers**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.1.13. If the performance of the managed service for Application Servers depends on performances of underlying assets that are chose by the customers (i.e. performance of virtual instances, performance of storage), does the offer allow users to upgrade/downgrade performance of assets without re-provisioning the service? (Answer "No" if no managed service for Application Servers is included in the offer, or Yes if the customers do not choose the underlying assets)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	—	Offer phase

10.1.14. Does the offer for a managed service for Application Servers include automatic scalability of the service based on the number of requests which are sent to the service that can be enabled and configured by the users? (Answer "No" if no managed service for Application Servers is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	—	Offer phase

10.1.15. If the managed service for Application Servers included in the offer allows automatic scalability based on the number of requests which are sent to the service, please describe the configuration parameters accessible to the users? (Answer "N/A" if no managed service for Application Servers is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(0.74%)	☑	—	Offer phase

10.1.16. Please provide links to your documentation where the restrictions of the managed service for Application Servers are defined (ex amount of resources, unsupported features, request sizes etc). The Contracting Authority will evaluate how clearly the restrictions are communicated to the users of the service and how limiting they are for typical use cases of the Customers.
An answer listing that the service has no restrictions will be awarded 0 points.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	40(0.99%)	☑	—	Offer phase

High Availability (Built-in in the service)

The following questions assess the offer on how highly available is a fully automated managed service for **Application Servers**. The questions refer to built-in features of the service (i.e. which do not require users to adapt their architectures). In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.1.17. Please describe how the managed service for Application Servers included in the offer is delivered to the users?

Question type: Multiple-choice		
Name	Value	Weight
As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	50	1.97%
As a non-distributed, non-resilient and non-replicated service inside a region	50	1.97%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	25	0.99%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering inside a region)	10	0.39%
No managed service for Application Servers is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Application Servers is included in the offer	As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	—	80(1.97%)	—	—	Offer phase

10.1.18. What Recovery Point Objective (RPO) do you target for the managed service for Application Servers, in milliseconds? (answer 99999999 if No managed service for Application Servers is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	99999999.00	0.00	—	20(0.49%)	—	—	Offer phase

Logs and Metrics

The following questions assess the offer on logging features and metrics available to the users of a fully automated managed service for **Application Servers**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.1.19. For the managed service for Application Servers, are logs or metrics in relation to the events listed below available to the users?

Question type: Multiple-choice

Name	Value	Weight
Log: start log of instances	2	0.05%
Log: request to the service	2	0.05%
Metric: number of running instances	2	0.05%
Metric: number of requests to the service at a moment in time	2	0.05%
Metric: number of requests to the service for a period of time	2	0.05%
No managed service for Application Servers is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.25%)	—	—	Offer phase

10.1.20. For the aforementioned logs, are the logs available (under normal conditions) within 5 seconds from the request's completion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.12%)	—	—	Offer phase

10.1.21. Does the offer include tools to analyse logs for the managed service for Application Servers? Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	☑	Offer phase

10.1.22. Can users centralise logs and metrics for the managed service for Application Servers in a central logging service included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	—	Offer phase

10.1.23.Can users trigger events on the basis of logs and metrics for the managed service for Application Servers?

Question type: Multiple-choice

Name	Value	Weight
Users can generate alerts	5	0.12%
Users can trigger scripts	5	0.12%
Users can trigger other actions	5	0.12%
Users cannot trigger events	0	0%
No managed service for Application Servers is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	15(0.37%)	—	—	Offer phase

Specific Technical Features

The following questions assess the offer on specific technical aspects of a fully automated managed service for **applications servers**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.1.24.Does the offer include WebSocket connectivity? The tenderer can give details on his answer in a document attached to the question.

Question type: Multiple-choice

Name	Value	Weight
For all of the application servers	10	0.25%
For some of the application servers	2	0.05%
No WebSocket connectivity is included in the offer	0	0%
No managed service for application servers is part of the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for application servers is part of the offer	For all of the application servers	—	10(0.25%)	—	—	Offer phase

10.1.25.Please document the support for .NET application servers included in the offer (e.g. facilities to develop and debug .NET application, integration with other services, metrics available, speed of supporting newer versions, support of both Windows and Linux hosting environments).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	80(1.97%)	☑	—	Offer phase

10.1.26. Does the offer include the possibility to use HTTPs with certificates provided by the Cloud provider or a third-party?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	—	Offer phase

10.1.27. Does the offer include the possibility to use HTTPs with client-provided certificates?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	—	Offer phase

10.1.28. For Java application servers, does the offer allow users to alter an application server's configuration without connecting manually to the server itself (e.g. add libs to the classpath, JVM setting)? The tenderer can give details on his answer in a document attached to the question.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	☑	Offer phase

Questiongroup name		Questions	Questions editors
10.2.	Managed Service for Search Engines	16.01% (16.01%) 23 (1 KO's)	—

Catalogue of services

The following questions assess the richness and completeness of the offer in terms of fully automated managed service for **search**. In the following questions, the expression "managed service" corresponds to "fully automated managed service". Managed services from a marketplace should not be listed in the answer.

The service needs also to meet the following requirements:
- It must be available to provision through the management portal and APIs of the offer.
- The Tenderer must offer a configuration in which they are fully responsible for the security patching of the service.

10.2.1. Does the offer include managed services for the following search services?
Please provide documentation on the offer.

Question type: Multiple-choice

Name	Value	Weight
Elasticsearch	5	0.12%
Splunk	5	0.12%
Solr	5	0.12%
SwiftType	5	0.12%
No managed service for search services is part of the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	20(0.49%)	☑	☑	Offer phase

10.2.2.Which best technical solution would you recommend for a managed service for Search in the scope of the offer? Please explain your choice, and provide links to the description of the service, in particular regarding security patching and automatic provisioning.. The Contracting Authority will evaluate if it meets the requirements listed in the beginning of this Question Group.

Use this service to answer the rest of this Question Group, ie any question referring to a managed service for search.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	☑	No	Yes	—	0(0%)	☑	—	Offer phase

Service Delivery Model

The following questions assess the offer on the service delivery model for a fully automated managed service for **Search**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.2.3.Please describe the responsibility model for the managed service for Search Services? The responsibility model is the split of responsibility between the provider and the users. The provider can provide a RASCI matrix to document its answer, or provide a link to an online documentation describing the split of responsibility.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.46%)	☑	—	Offer phase

10.2.4.How can the managed service for Search can be deployed in terms of network security. In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN).

Question type: Multiple-choice

Name	Value	Weight
Users can deploy the service in a specific security context where other users resources can be deployed	50	1.23%
Users can deploy the service in a specific security context where other users resources cannot be deployed (i.e. a context not accessible to users)	25	0.62%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.25%
Only publicly accessible from internet	0	0%
No managed service for Search Services is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	85(2.09%)	—	—	Offer phase

10.2.5.Can users expose endpoints of the managed service for Search to the internet? (Answer "No" if no managed service for Search Services is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	—	Offer phase

10.2.6.Can users deploy instances of the managed service for Search using Infrastructure as Code (IaC) blueprints (i.e. configuration file that fully describes the deployment of the service), using the same IaC technology as the one your Offer proposes in section 7.1? (Answer "No" if no managed service for Search Services is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.23%)	—	—	Offer phase

Product Life Cycle Management

The following questions assess the offer on management of the product life-cycle policies (i.e. notification of maintenance, upgrade, end-of-life) for a fully automated managed service for **Search Services**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.2.7.How long are major releases supported by the managed service for Search? (Choose the greater length)

Question type: Multiple-choice

Name	Value	Weight
Updates are transparent to the user, backward compatibility is always guaranteed	50	1.23%
At least 3 years	50	1.23%
At least 1 year	20	0.49%
At least 6 months	5	0.12%
At least 3 months	0	0%
No commitment on duration of support	0	0%
No managed service for Search Services is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Search Services is included in the offer	Updates are transparent to the user, backward compatibility is always guaranteed	—	50(1.23%)	—	—	Offer phase

10.2.8. How much notice is given before maintenance on the managed service for Search (excluding critical security patching) ?

Question type: Multiple-choice

Name	Value	Weight
Updates are transparent to the user, continuity of service is ensured	20	0.49%
Between 24 and 72 hours	20	0.49%
Between 8 and 24 hours	10	0.25%
More than 72 hours	10	0.25%
Less than 8 hours	0	0%
No managed services for OS is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed services for OS is included in the offer	Updates are transparent to the user, continuity of service is ensured	—	20(0.49%)	—	—	Offer phase

10.2.9. Can users request to postpone maintenance announced for the managed service for Search Services (excluding critical security patching)? (Answer "No" if no managed service for Search Services is included in the offer)

Question type: Multiple-choice

Name	Value	Weight
Updates are transparent to the user, continuity of service is ensured	20	0.49%
Yes	20	0.49%
No	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No	Updates are transparent to the user, continuity of service is ensured	—	20(0.49%)	—	—	Offer phase

SLAs, SLOs and Liquidated Damages

The following questions assess the offer on Service Level Agreement (SLA) or Service Level Objectives (SLO) of the fully automated managed service for **Search**. An SLO is a best-effort target while an SLA is a contractual commitment of the provider that entitles users to activate liquidated damages in case of non-performance of the service. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.2.10. Please provide the SLA included in the offer for the managed service for Search Services, PKI (Performance Key Indicators) defining the SLA, and the liquidated damages policy that comes with the SLA. (Answer "N/A" if no managed service for Search Services is included in the offer, or if no SLA is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	30(0.74%)	☑	☑	Offer phase

10.2.11. If no SLA is included in the offer for the managed service for Search, please document the SLO for this service which are included in the offer. Providers providing an SLA will be granted all points for this question. (Answer "N/A" if no managed service for Search Services is included in the offer, or "SLA provided", if an SLA is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	20(0.49%)	☑	☑	Offer phase

Scalability

10.2.12. Does the offer for a managed service for Search include automatic scalability of the service based on the number of requests which are sent to the service that can be enabled and configured by the users? (Answer "No" if no managed service for Search Services is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	—	Offer phase

10.2.13. If the managed service for Search included in the offer allows automatic scalability based on the number of requests which are sent to the service, please describe the configuration parameters accessible to the users? (Answer "N/A" if no managed service for Search Services is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(0.74%)	☑	—	Offer phase

10.2.14. Does the offer for a managed service for Search include automatic scalability of the service depending on the storage required to deliver the service to the users?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.23%)	—	—	Offer phase

High Availability (Built-in in the service)

The following questions assess the offer on how highly available is a fully automated managed service for **Search Services**. The questions refer to built-in features of the service (i.e. which do not require users to adapt their architectures). In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.2.15.Please describe how the managed service for Search included in the offer is delivered to the users?

Question type: Multiple-choice		
Name	Value	Weight
As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	50	1.23%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	25	0.62%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering inside a region)	10	0.25%
As a non-distributed, non-resilient and non-replicated service inside a region	0	0%
No managed service for Search Services is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Search Services is included in the offer	As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	—	50(1.23%)	—	—	Offer phase

10.2.16.What Recovery Point Objective (RPO) do you target for the managed service for Search , in milliseconds? (answer 99999999 if No managed service for Search is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	99999999.00	0.00	—	10(0.25%)	—	—	Offer phase

10.2.17.Please provide links to your documentation where the restrictions on high-availability (e.g. amount of resources, throughput, redundancy, availability of the service in regions of the European Economic Area) of the managed service for Search are defined. The Contracting Authority will evaluate how clearly the restrictions are communicated to the users of the service and how limiting they are for typical use cases of the Customers.
An answer listing that the service has no restrictions will be awarded 0 points.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.49%)	☑	—	Offer phase

Logs and Metrics

The following questions assess the offer on logging features and metrics available to the users of a fully automated managed service for **Search**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.2.18. For the managed service for Search, are logs or metrics in relation to the events listed below available to the users?

Question type: Multiple-choice

Name	Value	Weight
Log: start log of instances	2	0.05%
Log: request to the service	2	0.05%
Metric: number of running instances	2	0.05%
Metric: number of requests to the service at a moment in time	2	0.05%
Metric: number of requests to the service for a period of time	2	0.05%
No managed service for Search Services is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.25%)	—	—	Offer phase

10.2.19. For the aforementioned metrics, is the granularity adjustable from minutes to days?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.12%)	—	—	Offer phase

10.2.20. For the aforementioned logs, are the logs available (under normal conditions) within 5 seconds from the request's completion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.12%)	—	—	Offer phase

10.2.21. Does the offer include tools to analyse logs for the managed service for Search? Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	☑	Offer phase

10.2.22. Can users centralise logs and metrics for the managed service for Search in a central logging service included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	—	Offer phase

10.2.23.Can users trigger events on the basis of logs and metrics for the managed service for Search?

Question type: Multiple-choice		
Name	Value	Weight
Users can generate alerts	5	0.12%
Users can trigger scripts	5	0.12%
Users can trigger other actions	5	0.12%
Users cannot trigger events	0	0%
No managed service for Search Services is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	15(0.37%)	—	—	Offer phase

	Questiongroup name	Questions	Questions editors
10.3.	Managed Services for Non Relational Databases	25.12% (25.12%)	35 (1 KO's)	—

Catalogue of services

The following questions assess the richness and completeness of the offer in terms of fully automated managed service for **non-relational databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service". Managed services from a marketplace should not be listed in the answer.
The service needs also to meet the following requirements:
- It must be available to provision **and** configure through the management portal and APIs of the offer.
- The Tenderer must offer a configuration in which they are fully responsible for the security patching of the service, including the database engine.

10.3.1.Does your offer provide a fully automated managed service for non-relational databases (i.e. databases allowing access to data in a structured way, which is not based on the relational model of data), meeting all the requirements above?
Please provide the name of the service.
Please also provide links in your documentation showcasing that the service meets the requirements above on provisioning and security patching.

If your offering splits different non-relational database engines in different services, you can list more than one service, as long they all meet the requirements above. You must provide documentation for **all** listed services in the rest of the Question Group about Managed Service for Non-Relational Databases. For the sake of minimising the required evidence and inconsistencies in the answers, avoid proposing more than one service for the same type of database (ie no more than one document store, no more than one graph database etc).
If the Contracting Authority judges that only some of these services meet the requirements listed above, it can amend your answers to the following questions to reflect only the services that meet the requirements.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	☑	No	Yes	—	0(0%)	☑	☑	Offer phase

10.3.2.Which APIs does the offer support with the managed services listed above?

Question type: Multiple-choice		
Name	Value	Weight
An API compatible with MongoDb programming APIs	5	0.14%
Another another document-store programming API	5	0.14%
An API compatible with Cassandra programming API	5	0.14%
An API compatible with another table storage API	5	0.14%
Does the service provide a Redis API over durable storage	5	0.14%
Does the service provide another query language for key-value store	5	0.14%
Does the service provide a Gremlin API	5	0.14%
Does the service provide a SPARQL API	5	0.14%
Does the service provide another query language for graph store	5	0.14%
No managed service for non relational databases is part of the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	50(1.23%)	—	—	Offer phase

10.3.3.Please describe the responsibility model for the managed services for Non Relational Databases? The responsibility model is the split of responsibility between the provider and the users. The provider can provide a RASCI matrix to document its answer, or provide a link to an online documentation describing the split of responsibility.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.23%)	☑	—	Offer phase

10.3.4. How can the managed service for Non Relational Databases can be deployed in terms of network security. In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN).
If the possibilities differ between the different services for Non-Relational Databases in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
Users can deploy the service in a specific security context where other users resources can be deployed	50	1.12%
Users can deploy the service in a specific security context where other users resources cannot be deployed (i.e. a context not accessible to users)	25	0.56%
The service can publish endpoints to the Internet	25	0.56%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.22%
No managed service for Non-Relational databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	100(2.46%)	☑	☑	Offer phase

10.3.5. Can users deploy instances of the service for Non Relational Databases using Infrastructure as Code (IaC) blueprints (i.e. configuration file that fully describes the deployment of the service), using the same IaC technology as the one your Offer proposes in section 7.1? (Answer "No" if no managed service for Non Relational Databases is included in the offer)
If the option to select differs between the different services for Non-Relational Databases listed in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
Yes, for both the service and any schema required (ie: collections, indexes...)	50	1.23%
Yes for the service, but not schema like collections and indexes	30	0.74%
No compatibility of the service with the IaC of the offer	0	0%
The offer does not include a managed service for non-relational databases	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	The offer does not include a managed service for non-relational databases	Yes, for both the service and any schema required (ie: collections, indexes...)	mark	50(1.23%)	☑	☑	Offer phase

10.3.6. Please describe how the offer for managed services for Non Relational Databases facilitates integration with software development processes (e.g. facilitate automatic deployment, debugging, data seeding). (Answer "N/A" if integration with software development processes is not included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	25(0.62%)	☑	—	Offer phase

Product Life Cycle Management

The following questions assess the offer on management of the product life-cycle policies (i.e. notification of maintenance, upgrade, end-of-life) for a fully automated managed service for **Non Relational Databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.3.7. How long are major releases supported by the managed service for Non Relational Databases? (Choose the greater length). If the durations differ between the different services for Non-Relational Databases listed in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
At least 3 years	50	1.23%
At least 1 year	20	0.49%
At least 6 months	5	0.12%
At least 3 months	0	0%
No commitment on duration of support	0	0%
No managed service for Non Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Non Relational Databases is included in the offer	At least 3 years	mark	50(1.23%)	☑	☑	Offer phase

10.3.8. How much notice is given before maintenance on the managed service for Non Relational Databases (excluding critical security patching)?

Question type: Multiple-choice

Name	Value	Weight
Between 24 and 72 hours	20	0.25%
Between 8 and 24 hours	10	0.12%
More than 72 hours	10	0.12%
Less than 8 hours	0	0%
No managed services for OS is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed services for OS is included in the offer	Between 24 and 72 hours	—	10(0.25%)	—	—	Offer phase

SLAs, SLOs and Liquidated Damages

The following questions assess the offer on Service Level Agreement (SLA) or Service Level Objectives (SLO) of the fully automated managed service for **Non Relational Databases**. An SLO is a best-effort target while an SLA is a contractual commitment of the provider that entitles users to activate liquidated damages in case of non-performance of the service. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.3.9. Please provide the SLA included in the offer for the managed servics for Non Relational Databases, PKI (Performance Key Indicators) defining the SLA, and the liquidated damages policy that comes with the SLA. (Answer "N/A" if no managed service for Non Relational Databases is included in the offer, or if no SLA is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	20(0.49%)	☑	☑	Offer phase

10.3.10. If no SLA is included in the offer for the managed services for Non Relational Databases, please document the SLO for the services which are included in the offer. Providers providing an SLA will be granted all points for this question. (Answer "N/A" if no managed service for Non Relational Databases is included in the offer, or "SLA provided", if an SLA is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	20(0.49%)	☑	☑	Offer phase

Scalability

The following questions assess the scalability management for a fully automated managed service for **Non Relational Databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.3.11. If the performance of the managed service for Non Relational Databases depends on performances of underlying assets that are chose by the customers (i.e. performance of virtual instances, performance of storage), does the offer allow users to upgrade/downgrade performance of assets without re-provisioning the services? (Answer "No" if no managed service for Non Relational Databases is included in the offer, or Yes if the customers do not choose the underlying assets)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	—	Offer phase

10.3.12. If the managed services for Non Relational Databases included in the offer allows automatic scalability based on the number of requests which are sent to the service, please describe the configuration parameters accessible to the users? (Answer "N/A" if no managed service for Non Relational Databases is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.23%)	☑	—	Offer phase

10.3.13. Does the offer for a managed service for Non Relational Databases include automatic scalability of the service depending on the storage required to deliver the service to the users?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	40(0.99%)	—	—	Offer phase

Backups

The following questions assess the backup functionalities for a fully automated managed service for **Non Relational Databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.3.14. Does the offer include a backup solution as part of the managed service for Non Relational Databases that allows the users to restore a version of the service (versioning service can be considered as backup service)?
If the option to select differs between the different services for Non-Relational Databases listed in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
A backup functionality is included in the service	20	0.49%
A backup functionality is not included in the service, but backup can be achieved by scripting	15	0.37%
No backup functionality is included in the service, but users can use a 3rd-party tool for backups	5	0.12%
No backup is possible	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No backup is possible	A backup functionality is included in the service	mark	20(0.49%)	☑	☑	Offer phase

10.3.15. What is the maximum frequency of backups that can be planned with declarative configuration for the managed service for Non Relational Databases?
If the option to select differs between the different services for Non-Relational Databases listed in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
Every 5 minutes or more frequent	20	0.49%
Every day or more frequent	10	0.25%
Less frequent than daily	0	0%
No backup functionality is included in the service	0	0%
No managed service for Non Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Non Relational Databases is included in the offer	Every 5 minutes or more frequent	mark	20(0.49%)	☑	☑	Offer phase

10.3.16. What is the maximum retention period for backups for the managed service for Non Relational Databases?

Question type: Multiple-choice		
Name	Value	Weight
No maximum retention period	20	0.49%
Backups are stored more than 12 months	20	0.49%
Backups are stored for a maximum of 12 months	15	0.37%
Backups are stored for a maximum of 6 months	10	0.25%
Backups are stored for a maximum of 3 months	5	0.12%
Backups are stored for a maximum of 1 month	0	0%
No backup functionality is included in the service	0	0%
No managed service for Non Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Non Relational Databases is included in the offer	No maximum retention period	—	20(0.49%)	—	—	Offer phase

10.3.17. How resilient are backups generated for the managed service for Non Relational Databases, as a baseline service (i.e. without additional fee to the baseline service)?
If the option to select differs between the different services for Non-Relational Databases listed in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice		
Name	Value	Weight
Backups are replicated in several regions	20	0.49%
Backups are replicated in one region, more than 2 copies are performed	15	0.37%
Backups are replicated in one region, 2 copies are performed	5	0.12%
Backups are not replicated in other regions	0	0%
No backup functionality is included in the service	0	0%
No managed service for Non Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Non Relational Databases is included in the offer	Backups are replicated in several regions	mark	20(0.49%)	☑	☑	Offer phase

10.3.18. How can users encrypt backups for the managed service for Non Relational Databases? If the possibilities differ between the different services for Non-Relational Databases in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user HSM (Hardware Security Module) on premise	20	0.49%
Using a master key managed by the user in the cloud service	15	0.37%
Using a key managed by the provider	0	0%
No encryption is possible	0	0%
No backup service proposed	0	0%
No managed service for Non Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	35(0.86%)	☑	☑	Offer phase

10.3.19. Please provide links to the documentation of the main restrictions for the backup service for Non-Relational Databases (e.g. size, frequency, point-in time capabilities, potential unavailability of the backup service, etc.). An answer listing that the service has no limitation will be granted 0 points.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.49%)	☑	—	Offer phase

High Availability (Built-in in the service)

The following questions assess the offer on how highly available is a fully automated managed service for **Non Relational Databases**. The questions refer to built-in features of the service (i.e. which do not require users to adapt their architectures). In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.3.20. Please describe how the managed service for Non Relational Databases included in the offer is delivered to the users?
If the option to select differs between the different services for Non-Relational Databases listed in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	300	2.46%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	150	1.23%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering inside a region)	75	0.62%
As a non-distributed, non-resilient and non-replicated service inside a region	0	0%
No managed service for Non Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Non Relational Databases is included in the offer	As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	mark	100(2.46%)	☑	☑	Offer phase

10.3.21. What Recovery Point Objective (RPO) do you target for the managed service for Non Relational Databases, in milliseconds? (answer 99999999 if No managed service for Non Relational Databases is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	99999999.00	0.00	—	30(0.74%)	—	—	Offer phase

10.3.22.Is the RPO described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice		
Name	Value	Weight
Part of the SLA of the service	10	0.49%
Best-effort objective	2	0.1%
No RPO defined	0	0%
No managed service for Non Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Non Relational Databases is included in the offer	Part of the SLA of the service	—	20(0.49%)	—	—	Offer phase

10.3.23.Please provide links to your documentation where the restrictions on high-availability (e.g. amount of resources, throughput, redundancy, implications to coherency) of the managed services for non-Relationa Databases are defined. The Contracting Authority will evaluate how clearly the restrictions are communicated to the users of the service and how limiting they are for typical use cases of the Customers.
An answer listing that the service has no restrictions will be awarded 0 points..

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(0.74%)	☑	—	Offer phase

Encryption of users' data

The following questions assess the offer on encryption features of a fully automated managed service for **Non Relational Databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".
10.3.24.How can users encrypt users' data at rest for the managed service for Non Relational Databases?
If the option to select differs between the different services for Non-Relational Databases listed in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice		
Name	Value	Weight
Using a master key managed by the user in the cloud service	15	0.37%
Using a master key provided by the user's HSM on premises	10	0.25%
Using a key managed by the provider	10	0.25%
No encryption is possible	0	0%
No Managed service for Non-Relational databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	35(0.86%)	☑	☑	Offer phase

10.3.25. How can users encrypt credentials access and secret for the managed services for Non Relational Databases?
If the option to select differs between the different services for Non-Relational Databases listed in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user in the cloud service	15	0.26%
Using a master key provided by the user's HSM on premises	10	0.18%
Using a key managed by the provider	10	0.18%
No encryption is possible	0	0%
No Managed service for Non-Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	25(0.62%)	☑	☑	Offer phase

10.3.26. Please describe how the offer includes the option to encrypt data in-use (i.e. during processing) for the managed services for Non Relational Databases? (Answer "N/A" if this option is not available or if no managed service for Non Relational Databases is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.23%)	☑	—	Offer phase

Logs and Metrics

The following questions assess the offer on logging features and metrics available to the users of a fully automated managed service for **Non Relational Databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.3.27. For the managed services for Non Relational Databases, are logs or metrics in relation to the events listed below available to the users?

Question type: Multiple-choice

Name	Value	Weight
Log: start log of instances	2	0.05%
Log: request to the service	2	0.05%
Metric: number of running instances	2	0.05%
Metric: number of requests to the service at a moment in time	2	0.05%
Metric: number of requests to the service for a period of time	2	0.05%
No managed service for Non Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.25%)	—	—	Offer phase

10.3.28. For the aforementioned logs, are the logs available (under normal conditions) within 5 seconds from the request's completion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.12%)	—	—	Offer phase

10.3.29. Does the offer include tools to analyse logs for the managed service for Non Relational Databases? Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	☑	Offer phase

10.3.30. Can users centralise logs and metrics for the managed service for Non Relational Databases in a central logging service included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	—	Offer phase

10.3.31. Can users trigger events on the basis of logs and metrics for the managed service for Non Relational Databases?
If the option to select differs between the different services for Non-Relational Databases listed in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
Users can generate alerts	5	0.12%
Users can trigger scripts	5	0.12%
Users can trigger other actions	5	0.12%
Users cannot trigger events	0	0%
No managed service for Non Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	15(0.37%)	☑	☑	Offer phase

Portability, Compatibility

The following questions assess the offer on the portability of a fully automated managed service for **Non Relational Databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.3.32. Does the offer include the possibility for users to configure replication of users' data to another cloud not included in the offer?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	☑	Offer phase

10.3.33. Does the offer include tooling that facilitates migration of users' data to another cloud not included in the offer?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	☑	Offer phase

10.3.34. Does the offer include the possibility for users to configure replication of users' data to users' premises?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	☑	Offer phase

10.3.35. Does the offer include tooling that facilitates migration of users' data to to users' premises?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	☑	Offer phase

Questiongroup name	Questions	Questions editors
10.4. Managed Services for Relational Databases 38.3% (38.3%)	43 (1 KO's)	—

Catalogue of services

The following questions assess the richness and completeness of the offer in terms of fully automated managed service for **relational databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service". Managed services from a marketplace should not be listed in the answer. The service needs also to meet the following requirements:
- It must be available to provision **and** configure through the management portal and APIs of the offer.
- The Tenderer must offer a configuration in which they are fully responsible for the security patching of the service, including the database engine.

10.4.1. Does your offer provide a fully automated managed service for relational databases, meeting all the requirements above?
Please provide the name of the service.
Please also provide links in your documentation showcasing that the service meets the requirements above on provisioning and security patching.

If your offering splits different relational database engines in different services, you can list more than one service, as long they all meet the requirements above. You must provide documentation for **all** listed services in the rest of the Question Group about Managed Service for Relational Databases. If the Contracting Authority judges that only some of these services meet the requirements listed above, it can amend your answers to the following questions to reflect only the services that meet the requirements.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	☑	No	Yes	—	0(0%)	☑	—	Offer phase

10.4.2. Does the offer include managed services for the following relational databases?

Question type: Multiple-choice		
Name	Value	Weight
Oracle Database	50	1.47%
Microsoft SQL Server	50	1.47%
PostgresSQL	40	1.17%
MySQL	20	0.59%
MariaDb	20	0.59%
SAP HANA	20	0.59%
IBM Db2	10	0.29%
No managed service for relational databases is part of the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	250(6.16%)	☑	—	Offer phase

10.4.3. Please provide links to your public documentation on limitations of the offer for managed service for Oracle database (i.e. functionalities not supported in the scope of the managed service, clustering capacity...). Highest marks will be granted to offers with fewest limitations.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.46%)	☑	—	Offer phase

10.4.4. Please provide links to your public documentation of the limitations for the managed service for PostGresSQL database (i.e. functionalities not supported in the scope of the managed service, clustering capacity...). Highest marks will be granted to offers with fewest limitations.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.23%)	☑	—	Offer phase

10.4.5. Please provide links to the public documentation oflimitations of the offer for the managed service for Microsoft SQL Server database (i.e. functionalities not supported in the scope of the managed service, clustering capacity...). Highest marks will be granted to offers with fewest limitations.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.23%)	☑	—	Offer phase

10.4.6. Please document features that you would like to emphasise in the scope of the offer (i.e. innovative features, that as a provider you consider differentiate your offer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	40(0.99%)	☑	—	Offer phase

Technical Capabilities

The following questions assess the offer on specific technical aspect of a fully automated managed service for **relational databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.4.7. Does the offer include a managed service for in-memory relational databases? (Answer "No" if no managed service for non-relational databases is part of the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.74%)	—	—	Offer phase

10.4.8. Does the offer include tools or means to access information about execution plans for requests at the database service layer? (Answer "No" if no managed service for non-relational databases is part of the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	—	Offer phase

10.4.9. Please describe the responsibility model for the managed services for Relational Databases? The responsibility model is the split of responsibility between the provider and the users. The provider can provide a RASCI matrix to document its answer, or provide a link to an online documentation describing the split of responsibility.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.46%)	☑	—	Offer phase

10.4.10. How can the managed services for Relational Databases be deployed in terms of network security? In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN).
If the possibilities differ between the different services for Relational Databases in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
Users can deploy the service in a specific security context where other users resources can be deployed	50	0.45%
Users can deploy the service in a specific security context where other users resources cannot be deployed (i.e. a context not accessible to users)	25	0.22%
The service can publish endpoints to the Internet	25	0.22%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.09%
No managed service for Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	40(0.99%)	☑	☑	Offer phase

10.4.11. Can users deploy instances of the service for Relational Databases using Infrastructure as Code (IaC) blueprints (i.e. configuration file that fully describes the deployment of the service), using the same IaC technology as the one your Offer proposes in section 7.1? (Answer "No" if no managed service for Relational Databases is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.74%)	—	—	Offer phase

10.4.12. Please describe how the offer for managed service for Relational Databases facilitates integration with software development processes (e.g. facilitate automatic deployment, debugging, data seeding). (Answer "N/A" if integration with software development processes is not included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.49%)	☑	—	Offer phase

Product Life Cycle Management

The following questions assess the offer on management of the product life-cycle policies (i.e. notification of maintenance, upgrade, end-of-life) for a fully automated managed service for **Relational Databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.4.13. How long are major releases supported by the managed service for Relational Databases, or how long does the tenderer support releases after End of Life and End-of-Support announcements by the editor of the product? (Choose the greater length)

If the duration differs between the different services for Relational Databases in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
At least 3 years	50	0.74%
At least 1 year	20	0.3%
At least 6 months	5	0.07%
At least 3 months	0	0%
No commitment on duration of support	0	0%
No managed service for Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Relational Databases is included in the offer	At least 3 years	mark	30(0.74%)	☑	☑	Offer phase

10.4.14. How much notice is given before maintenance on the managed service for Relational Databases (excluding critical security patching)?

Question type: Multiple-choice		
Name	Value	Weight
Between 24 and 72 hours	20	0.25%
Between 8 and 24 hours	10	0.12%
More than 72 hours	10	0.12%
Less than 8 hours	0	0%
No managed services for OS is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed services for OS is included in the offer	Between 24 and 72 hours	—	10(0.25%)	—	—	Offer phase

SLAs, SLOs and Liquidated Damages

The following questions assess the offer on Service Level Agreement (SLA) or Service Level Objectives (SLO) of the fully automated managed service for **Relational Databases**. An SLO is a best-effort target while an SLA is a contractual commitment of the provider that entitles users to activate liquidated damages in case of non-performance of the service. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.4.15. Please provide the SLA included in the offer for the managed services for Relational Databases, PKI (Performance Key Indicators) defining the SLA, and the liquidated damages policy that comes with the SLA. (Answer "N/A" if no managed service for Relational Databases is included in the offer, or if no SLA is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	30(0.74%)	☑	☑	Offer phase

10.4.16. If no SLA is included in the offer for the managed services for Relational Databases, please document the SLO for this service which are included in the offer. Providers providing an SLA will be granted all points for this question. (Answer "N/A" if no managed service for Relational Databases is included in the offer, or "SLA provided", if an SLA is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	20(0.49%)	☑	☑	Offer phase

Scalability

The following questions assess the scalability management for a fully automated managed service for **Relational Databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.4.17. If the performance of the managed service for Relational Databases depends on performances of underlying assets that are chose by the customers (i.e. performance of virtual instances, performance of storage), does the offer allow users to upgrade/downgrade performance of assets without re-provisioning the service? (Answer "No" if no managed service for Relational Databases is included in the offer, or Yes if the customers do not choose the underlying assets)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	—	Offer phase

10.4.18.If the managed services for Relational Databases included in the offer allows automatic scalability based on the number of requests which are sent to the service, please describe the configuration parameters accessible to the users? (Answer "N/A" if no managed service for Relational Databases is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.46%)	☑	—	Offer phase

10.4.19.Does the offer for a managed service for Relational Databases include automatic scalability of the service depending on the storage required to deliver the service to the users?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	40(0.99%)	—	—	Offer phase

Backups

The following questions assess the backup functionalities for a fully automated managed service for **Relational Databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.4.20.Does the offer include a backup solution as part of the managed service for Relational Databases that allows the users to restore a version of the service (versioning service can be considered as backup service)?
If the choice differs between the different services for Relational Databases in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
A backup functionality is included in the service	20	0.49%
A backup functionality is not included in the service, but backup can be achieved by scripting	15	0.37%
No backup functionality is included in the service, but users can use a 3rd-party tool for backups	5	0.12%
No backup is possible	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No backup is possible	A backup functionality is included in the service	mark	20(0.49%)	☑	☑	Offer phase

10.4.21.What is the maximum frequency of backups that can be planned with declarative configuration for the managed service for Relational Databases?
If the frequency differs between the different services for Relational Databases in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
Every 5 minutes or more frequent	20	0.49%
Every day or more frequent	10	0.25%
Less frequent than daily	0	0%
No backup functionality is included in the service	0	0%
No managed service for Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Relational Databases is included in the offer	Every 5 minutes or more frequent	mark	20(0.49%)	☑	☑	Offer phase

10.4.22.What is the maximum retention period for backups for the managed service for Relational Databases?
If the max retention period differs between the different services for Relational Databases in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
No maximum retention period	20	0.49%
Backups are stored more than 12 months	20	0.49%
Backups are stored for a maximum of 12 months	15	0.37%
Backups are stored for a maximum of 6 months	10	0.25%
Backups are stored for a maximum of 3 months	5	0.12%
Backups are stored for a maximum of 1 month	0	0%
No backup functionality is included in the service	0	0%
No managed service for Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Relational Databases is included in the offer	No maximum retention period	mark	20(0.49%)	☑	☑	Offer phase

10.4.23. How resilient are backups generated for the managed service for Relational Databases, as a baseline service (i.e. without additional fee to the baseline service)?

Question type: Multiple-choice

Name	Value	Weight
Backups are replicated in several regions	20	0.49%
Backups are replicated in one region, more than 2 copies are performed	15	0.37%
Backups are replicated in one region, 2 copies are performed	5	0.12%
Backups are not replicated in other regions	0	0%
No backup functionality is included in the service	0	0%
No managed service for Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Relational Databases is included in the offer	Backups are replicated in several regions	—	20(0.49%)	—	—	Offer phase

10.4.24. How can users encrypt backups for the managed service for Relational Databases?
If the choice differs between the different services for Relational Databases in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user in the cloud service	15	0.37%
Using a master key provided by the user's HSM on premises	10	0.25%
Using a key managed by the provider	10	0.25%
No encryption is possible	0	0%
No Managed Service for Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	35(0.86%)	☑	☑	Offer phase

10.4.25. Document the main restrictions for the backup service for Relational Databases (e.g. size, point in time recovery, potential unavailability of the backup service, etc.).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.49%)	☑	—	Offer phase

High Availability (Built-in in the service)

The following questions assess the offer on how highly available is a fully automated managed service for **Relational Databases**. The questions refer to built-in features of the service (i.e. which do not require users to adapt their architectures). In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.4.26. Please describe how the managed service for Relational Databases included in the offer is delivered to the users?
If the choice differs between the different services for Relational Databases in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	50	2.46%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	25	1.23%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering inside a region)	10	0.49%
As a non-distributed, non-resilient and non-replicated service inside a region	0	0%
No managed service for Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Relational Databases is included in the offer	As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	mark	100(2.46%)	☑	☑	Offer phase

10.4.27. What Recovery Point Objective (RPO) do you target for the managed service for Relational Databases, in milliseconds? (answer 99999999 if No managed service for Relational Databases is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	99999999.00	0.00	—	10(0.25%)	—	—	Offer phase

Encryption of users' data

The following questions assess the offer on encryption features of a fully automated managed service for **Relational Databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.4.28.How can users encrypt users' data at rest for the managed service for Relational Databases?
If the choice differs between the different services for Relational Databases in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user in the cloud service	15	0.37%
Using a master key provided by the user's HSM on premises	10	0.25%
Using a key managed by the provider	10	0.25%
No encryption is possible	0	0%
No Message Broker service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	35(0.86%)	☑	☑	Offer phase

10.4.29.How can users encrypt credentials access and secret for the managed service for Relational Databases?
If the choice differs between the different services for Relational Databases in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user in the cloud service	15	0.26%
Using a master key provided by the user's HSM on premises	10	0.18%
Using a key managed by the provider	10	0.18%
No encryption is possible	0	0%
No Message Broker service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	25(0.62%)	☑	☑	Offer phase

10.4.30.Please describe how the offer includes the option to encrypt data in-use (i.e. during processing) for the managed service for Relational Databases? (Answer "N/A" if this option is not available or if no managed service for Relational Databases is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.23%)	☑	—	Offer phase

Logs and Metrics

The following questions assess the offer on logging features and metrics available to the users of a fully automated managed service for **Relational Databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.4.31. For the managed service for Relational Databases, are logs or metrics in relation to the events listed below available to the users?

Question type: Multiple-choice

Name	Value	Weight
Log: start log of instances	2	0.05%
Log: request to the service	2	0.05%
Metric: number of running instances	2	0.05%
Metric: number of requests to the service at a moment in time	2	0.05%
Metric: number of requests to the service for a period of time	2	0.05%
No managed service for Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.25%)	—	—	Offer phase

10.4.32. For the aforementioned logs, are the logs available (under normal conditions) within 5 seconds from the request's completion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.12%)	—	—	Offer phase

10.4.33. Does the offer include tools to analyse logs for the managed service for Relational Databases? Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	☑	Offer phase

10.4.34. Can users centralise logs and metrics for the managed service for Relational Databases in a central logging service included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.25%)	—	—	Offer phase

10.4.35. Can users trigger events on the basis of logs and metrics for the managed service for Relational Databases?
If the choice differs between the different services for Relational Databases in your offer, you must add an additional option and attach a document to explain.

Question type: Multiple-choice		
Name	Value	Weight
Users can generate alerts	5	0.12%
Users can trigger scripts	5	0.12%
Users can trigger other actions	5	0.12%
Users cannot trigger events	0	0%
No managed service for Relational Databases is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	15(0.37%)	☑	☑	Offer phase

Disaster Recovery (Built-in in the service)

The following questions assess the offer on support for Disaster Recovery (DR) for a fully automated managed service for **Relational Databases** (i.e. guaranties that the service is resilient to a disastrous event that could happen in the infrastructure of the offer). The following questions assess the offer on features that are built in the service and do not require the users to intervene. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.4.36. Please describe built-in DR measures taken in the scope of the managed services for Relational Databases. (Answer "N/A" if no managed service for Relational Databases is included in the offer, or if no DR measures are taken)
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	40(0.99%)	☑	☑	Offer phase

10.4.37. What Recovery Time Objective (RTO) do you target for the managed service for Relational Databases, in seconds? (Answer 99999999 if no managed service for Relational Databases is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	99999999.00	0.00	—	10(0.25%)	—	—	Offer phase

Disaster Recovery (Organised by the users)

The following questions assess the offer on support for Disaster Recovery (DR) for a fully automated managed service for **Relational Databases** (i.e. guaranties that the service is resilient to a disastrous event that could happen in the infrastructure of the offer). The following questions assess the offer on measures which can be taken by the users with services included in the offer. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.4.38. Please describe an architecture-based best-practice that the users can put in place to resist the global failure of a region where a user deployed an infrastructure based on the managed service for Relational Databases, and which would not be a multi-region active-active setup. (Answer "No" if no managed service for Relational Databases is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(0.74%)	☑	—	Offer phase

10.4.39. What is the general overhead in terms of price for the DR setup in the scenario you considered in this series of questions, as a percentage of the standard setup? (please only give an order of magnitude, and criteria which explain the order of magnitude, answer 500% if no managed service for Relational Databases is included in the offer).
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	10(0.25%)	☑	☑	Offer phase

Portability, Compatibility

The following questions assess the offer on the portability of a fully automated managed service for **Relational Databases**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

10.4.40. Does the offer include the possibility for users to configure replication of users' data to another cloud not included in the offer?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	☑	Offer phase

10.4.41. Does the offer include tooling that facilitates migration of users' data to another cloud not included in the offer?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	☑	Offer phase

10.4.42. Does the offer include the possibility for users to configure replication of users' data to users' premises?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	☑	Offer phase

10.4.43. Does the offer include tooling that facilitates migration of users' data to to users' premises?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.49%)	—	☑	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
11.	Technical criteria - Integration Services	Offer phase	Not linked	Yes	NX Utility Index		170

	Questiongroup name		Questions	Questions editors	
11.1.	Managed Service for Functions	27.9% (27.9%)	38 (1 KO's)	—	

Functions

The following questions assess the offer on a fully-automated managed function service (i.e. creation, update, and execution of client-provided code and dependencies, through a REST API), in which the cloud provider runs the infrastructure, and dynamically manages the allocation of resources. In the following questions, the term function service refers to a fully-automated managed function service.

The service needs also to meet the following requirements:
- It must be available to provision **and** configure through the management portal and APIs of the offer.
- The Tenderer must offer a configuration in which they are fully responsible for the security patching of the service, including any needed web servers, application servers and frameworks required to run the client-provided code.
- The Tenderer must offer a configuration in which the service automatically scales to zero (has zero cost during periods in which requests are not processed).

11.1.1. Does the offer provide a fully-automated managed function service meeting all the requirements listed above?
Please provide the name of the service.
Please also provide links in your documentation showcasing that the service meets the requirements above on provisioning, security patching and scaling-to-zero.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	☑	No	Yes	—	0(0%)	☑	—	Offer phase

11.1.2. Does the service support function versioning (without creating a new function)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	80(1.65%)	—	—	Offer phase

11.1.3. Does the offer include a managed web socket communication service which can trigger functions?

Question type: Multiple-choice		
Name	Value	Weight
Yes, and the service negotiates for failbacks if the client is not supporting web sockets	20	0.41%
Yes, but the caller has to support web sockets	15	0.31%
No managed web socket communication supported	0	0%
No serverless computing service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No serverless computing service is included in the offer	Yes, and the service negotiates for failbacks if the client is not supporting web sockets	—	20(0.41%)	—	—	Offer phase

11.1.4. Which SDKs are supported for the function service?

Question type: Multiple-choice

Name	Value	Weight
Javascript with Typescript support	10	0.07%
C#	10	0.07%
Javascript	5	0.04%
Java	5	0.04%
Python	5	0.04%
NodeJS	5	0.04%
Go	5	0.04%
PowerShell	5	0.04%
.Net	2	0.01%
Ruby	2	0.01%
R	2	0.01%
No function service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	20(0.41%)	☑	—	Offer phase

11.1.5. Does the offer include a web console for editing the functions?

Question type: Multiple-choice

Name	Value	Weight
Yes, with semantic correction and proposals	20	0.41%
Yes, with non-semantic text editing with simple keyword recognition	15	0.31%
No editor included in the offer	0	0%
No function service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No function service is included in the offer	Yes, with semantic correction and proposals	—	20(0.41%)	—	—	Offer phase

11.1.6. Please describe how customers can debug functions (i.e. step by step execution of the code)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	80(1.65%)	☑	—	Offer phase

11.1.7.Does the offer include tools to easily list, update and delete the functions?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.1.8.Please describe additional measures that customers can take to verify changes in the integrity of the code while in use?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.41%)	☑	—	Offer phase

11.1.9.What is the optimum target execution time for the functions service in the scope of your offer?

Question type: Multiple-choice

Name	Value	Weight
Between a second and 20 seconds	100	1.65%
Between 29 and 39 seconds	80	1.32%
Between 40 second and 1 minute	60	0.99%
Less that a second	20	0.33%
More than 1 minute	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	More than 1 minute	Between a second and 20 seconds	—	80(1.65%)	—	—	Offer phase

11.1.10.Please document what solution you recommend to customer to run C# functions in the context of your offer. Please document what assurance you give so functions reach the best performance level. The contracting authority will evaluate the complexity of deployment of the solution: the less complex the deployment is, the better will be the mark. The contracting authority will evaluate the soundness of the solution described in respect to reaching the best performance level.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	80(1.65%)	☑	—	Offer phase

11.1.11.Please document what solution you recommend to customer to run NodeJS functions in the context of your offer. Please document what assurance you give so functions reach the best performance level. The contracting authority will evaluate the complexity of deployment of the solution: the less complex the deployment is, the better will be the mark. The contracting authority will evaluate the soundness of the solution described in respect to reaching the best performance level.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	80(1.65%)	☑	—	Offer phase

Functions Orchestration

The following questions assess the offer on a managed function service in terms of orchestration. In the following questions, the term function service refers to a fully-automated managed function service.

11.1.12. Please provide the documentation of the orchestration possibilities of the function service included in the offer (i.e. ability to chain calls to functions, monitor the call...). The Contracting Authority will assess the richness and soundness of the offer in terms of step function service, specifically regarding aspects which are not already covered by other questions in this section.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.07%)	☑	—	Offer phase

11.1.13. Does the offer allow customers to trigger functions in parallel (i.e. branching), using declarative mechanisms (i.e. without programming)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.1.14. Does the offer allow customers to trigger a function depending on the outcome of a previous function (e.g. error state, etc.)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.1.15. Does the offer allow customers to manage asynchronous call to functions, with samples provided in the service documentation?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	☑	Offer phase

11.1.16. Does the offer allow customers to control in which geographical edge location the function is executed (Answer "No" if there is no edge location or serverless service included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

Functions services Limitations & Performance

The following questions assess the offer on limitations of a managed function service. In the following questions, the term function service refers to a fully-automated managed function service.

11.1.17. Please document any restriction in relation to execution of functions on edge location.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.41%)	☑	—	Offer phase

11.1.18. Describe the service's limitations (e.g. maximum execution timeout, deployment package size, memory range, etc.) and provide a link to its online documentation.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.03%)	☑	—	Offer phase

Service Delivery Model

The following questions assess the offer on the service delivery model for a fully automated managed service for **Functions**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.1.19. Please describe the responsibility model for the managed service for Functions? The responsibility model is the split of responsibility between the provider and the users. The provider can provide a RASCI matrix to document its answer, or provide a link to an online documentation describing the split of responsibility.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	80(1.65%)	☑	—	Offer phase

11.1.20. Please describe how the managed service for Functions can be deployed in terms of network security. In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN).

Question type: Multiple-choice		
Name	Value	Weight
Users can deploy the service in a specific security context where other users resources can be deployed	50	1.03%
Users can deploy the service in a specific security context where other users resources cannot be deployed (i.e. a context not accessible to users)	25	0.52%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.21%
Only publicly accessible from internet	0	0%
No managed service for Functions is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	85(1.76%)	—	—	Offer phase

11.1.21. Can users expose endpoints of the managed service for Functions to the internet? (Answer "No" if no managed service for Functions is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.1.22. Can users deploy instances of the service for Functions using Infrastructure as Code (IaC) blueprints (i.e. configuration file that fully describes the deployment of the service), using the same IaC technology as the one your Offer proposes in section 7.1? (Answer "No" if no managed service for Functions is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.03%)	—	—	Offer phase

11.1.23. Does the offer include tooling that supports users in managing deployments of Infrastructure as Code (IaC) blueprints of the managed service for Functions (e.g. support for various versions of the blueprints)?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	☑	Offer phase

11.1.24. Please describe how the offer for managed service for Functions facilitates integration with software development processes (e.g. facilitate automatic deployment, debugging). (Answer "N/A" if integration with software development processes is not included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.41%)	☑	—	Offer phase

SLAs, SLOs and Liquidated Damages

The following questions assess the offer on Service Level Agreement (SLA) or Service Level Objectives (SLO) of the fully automated managed service for **Functions**. An SLO is a best-effort target while an SLA is a contractual commitment of the provider that entitles users to activate liquidated damages in case of non-performance of the service. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.1.25. Please provide the SLA included in the offer for the managed service for Functions, PKI (Performance Key Indicators) defining the SLA, and the liquidated damages policy that comes with the SLA. (Answer "N/A" if no managed service for Functions is included in the offer, or if no SLA is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	30(0.62%)	☑	☑	Offer phase

11.1.26. If no SLA is included in the offer for the managed service for Functions, please document the SLO for this service which are included in the offer. Providers providing an SLA will be granted all points for this question. (Answer "N/A" if no managed service for Functions is included in the offer, or "SLA provided", if an SLA is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	20(0.41%)	☑	☑	Offer phase

Scalability

The following questions assess the scalability management for a fully automated managed service for **Functions**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.1.27. If the managed service for Functions included in the offer allows automatic scalability based on the number of requests which are sent to the service, please describe the configuration parameters accessible to the users? (Answer "N/A" if no managed service for Functions is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.03%)	☑	—	Offer phase

High Availability (Built-in in the service)

The following questions assess the offer on how highly available is a fully automated managed service for **Functions**. The questions refer to built-in features of the service (i.e. which do not require users to adapt their architectures). In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.1.28. Please describe how the managed service for Functions included in the offer is delivered to the users?

Question type: Multiple-choice

Name	Value	Weight
As a distributed, resilient and replicated service across regions in the EEA (i.e. similar concept to active-active clustering across regions)	50	1.24%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	25	0.62%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering across regions)	10	0.25%
As a non-distributed, non-resilient and non-replicated service inside a region	5	0.12%
No managed service for Functions is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Functions is included in the offer	As a distributed, resilient and replicated service across regions in the EEA (i.e. similar concept to active-active clustering across regions)	—	60(1.24%)	—	—	Offer phase

11.1.29. Please provide links to your documentation where the restrictions on high-availability (e.g. amount of resources, throughput, redundancy, availability in regions in the EEA) of the managed service for functions are defined. The Contracting Authority will evaluate how clearly the restrictions are communicated to the users of the service and how limiting they are for typical use cases of the Customers.
An answer listing that the service has no restrictions will be awarded 0 points.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	15(0.31%)	☑	—	Offer phase

Encryption of users' data

The following questions assess the offer on encryption features of a fully automated managed service for **Functions**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.1.30. How can users encrypt users' data at rest for the managed service for Functions?

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user in the cloud service	15	0.09%
Using a master key provided by the user's HSM on premises	10	0.06%
Using a key managed by the provider	10	0.06%
No encryption is possible	0	0%
No Message Broker service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.21%)	—	—	Offer phase

11.1.31. How can users encrypt credentials access and secret for the managed service for Functions?

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user HSM on premise	20	0.41%
Using a master key managed by the user in the cloud service	15	0.31%
Using a key managed by the provider	0	0%
No encryption is possible	0	0%
No managed service for Functions is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	35(0.72%)	—	—	Offer phase

11.1.32.Please describe how the offer includes the option to encrypt data in-use (i.e. during processing) for the managed service for Functions? (Answer "N/A" if this option is not available or if no managed service for Functions is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.03%)	☑	—	Offer phase

Logs and Metrics

The following questions assess the offer on logging features and metrics available to the users of a fully automated managed service for **Functions**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.1.33.For the managed service for Functions, are logs or metrics in relation to the events listed below available to the users?

Question type: Multiple-choice

Name	Value	Weight
Log: start log of instances	2	0.04%
Log: request to the service	2	0.04%
Metric: number of running instances	2	0.04%
Metric: number of requests to the service at a moment in time	2	0.04%
Metric: number of requests to the service for a period of time	2	0.04%
No managed service for Functions is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.21%)	—	—	Offer phase

11.1.34.For the aforementioned metrics, is the granularity adjustable from minutes to days?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.1%)	—	—	Offer phase

11.1.35.For the aforementioned logs, are the logs available (under normal conditions) within 5 seconds from the request's completion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.1%)	—	—	Offer phase

11.1.36.Does the offer include tools to analyse logs for the managed service for Functions? Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.21%)	—	☑	Offer phase

11.1.37. Can users centralise logs and metrics for the managed service for Functions in a central logging service included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.21%)	—	—	Offer phase

11.1.38. Can users trigger events on the basis of logs and metrics for the managed service for Functions?

Question type: Multiple-choice

Name	Value	Weight
Users can generate alerts	5	0.1%
Users can trigger scripts	5	0.1%
Users can trigger other actions	5	0.1%
Users cannot trigger events	0	0%
No managed service for Functions is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	15(0.31%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors
11.2.	Managed Service for API Gateway	19.74% (19.74%)	31 (1 KO's)	—

API Gateway

The following questions assess the offer in terms of a managed API gateway service, i.e. a fully-automated managed service to publish APIs in a structured way. In the following questions, the term API gateway service refers to a fully-automated managed API gateway service.

The service needs also to meet the following requirements:
- It must be available to provision and configure through the management portal and APIs of the offer.
- The Tenderer must offer a configuration in which they are fully responsible for the security patching of the service.

11.2.1. Does the offer provide a fully-automated managed API gateway service meeting all the requirements listed above?
Please provide the name of the service.
Please also provide links in your documentation showcasing that the service meets the requirements above on provisioning and securitry patching.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

11.2.2. Does the API gateway service allow customers to connect with SAML or JSON web token based authentication? (Answer "No" if no API gateway service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(2.07%)	—	—	Offer phase

11.2.3. Does the API gateway service allow customers to delegate the authentication to a function in your serverless computing platform, if any? (Answer "No" if no serverless platform is included in the offer, or if no API gateway service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.2.4. Does the offer include a management portal where developers can configure authentications to the API gateway service? (Answer "No" if no API gateway service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.2.5. Please describe the authentication protocls supported by the API gateway service included in the offer, as well as the authorisation capabilities that are possible (the tenderer is invited to provide a link to the online documentation of the service).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.03%)	☑	—	Offer phase

11.2.6. Does the API gateway service allow customers to publish different APIs behind a single web domain? (Answer "No" if no API gateway service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.03%)	—	—	Offer phase

11.2.7. Does the API gateway service allows customers to export the service's configuration? (Answer "No" if no API gateway service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.2.8. Does the offer include a graphical interface which allows customers to perform tests on the API gateway service (i.e. simulate calls to the API gateway service)? (Answer "No" if no API gateway service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.2.9. Does the API gateway service allow customers to publish services hosted in other infrastructures (i.e. in other clouds services, in customers' premises)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.2.10. Does the API gateway service support OpenAPI (i.e. allow customers to declare services described using OpenAPI descriptions), and publish APIs declared in the API gateway service as OpenAPI descriptions? (Answer "No" if no API gateway service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.2.11. Does the API gateway service support SOAP (i.e. allow customers to declare services described using WSDL descriptions), publish APIs declared in the API gateway service as WSDL, and support the SOAP protocol? (Answer "No" if no API gateway service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.2.12. Does the API gateway service allow customers to publish user-defined web socket endpoints? (Answer "No" if no API gateway service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.2.13. Does the API gateway service allow for multiple versions of the same API to be served simultaneously? (Answer "No" if no API gateway service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.2.14. Please provide the documentation of the API gateway service. The Contracting Authority will assess the richness and soundness of the offer in terms of API gateway service, specifically regarding aspects which are not already covered by other questions in this section (ex: facilities for development).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.07%)	☑	—	Offer phase

Service Delivery Model

The following questions assess the offer on the service delivery model for a fully automated managed service for **API Gateway**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.2.15. Please describe the responsibility model for the managed service for API Gateway. The responsibility model is the split of responsibility between the provider and the users. The provider can provide a RASCI matrix to document its answer, or provide a link to an online documentation describing the split of responsibility.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	80(1.65%)	☑	—	Offer phase

11.2.16. Please describe how the managed service for API Gateway can be deployed in terms of network security. In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN).

Question type: Multiple-choice		
Name	Value	Weight
Users can deploy the service in a specific security context where other users' resources can be deployed	50	1.03%
Users can deploy the service in a specific security context where other users' resources cannot be deployed (i.e. a context not accessible to users)	25	0.52%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.21%
Only publicly accessible from internet	0	0%
No managed service for API Gateway is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for API Gateway is included in the offer	Users can deploy the service in a specific security context where other users' resources can be deployed	—	50(1.03%)	—	—	Offer phase

11.2.17. Can users expose endpoints of the managed service for API Gateway to the internet? (Answer "No" if no managed service for API Gateway is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.2.18. Can users deploy instances of the service for API Gateway using Infrastructure as Code (IaC) blueprints (i.e. configuration file that fully describes the deployment of the service), using the same IaC technology as the one your Offer proposes in section 7.1? (Answer "No" if no managed service for API Gateway is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.03%)	—	—	Offer phase

11.2.19. Does the offer include tooling that supports users in managing deployments of Infrastructure as Code (IaC) blueprints of the managed service for API Gateway (e.g. support for various versions of the blueprints)?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	☑	Offer phase

Scalability

The following questions assess the scalability management for a fully automated managed service for **API Gateway**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.2.20. If the performance of the managed service for API Gateway depends on performances of underlying assets that are chose by the customers (i.e. performance of virtual instances, performance of storage), does the offer allow users to upgrade/downgrade performance of assets without re-provisioning the service?

Question type: Multiple-choice		
Name	Value	Weight
Scalability is automatic, fully managed by the tenderer, and the service can scale to zero (automatically cost nothing during period with no incoming requests)	60	1.24%
Scalability is automatic, fully managed by the tenderer, but cannot automatically scale to zero.	40	0.83%
Scalability is not automatic, the customer can upgrade/downgrade performance of underlying assets	20	0.41%
Scalability is not automatic, the customer cannot upgrade/downgrade performance of underlying assets	0	0%
No managed service for API Gateway is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for API Gateway is included in the offer	Scalability is automatic, fully managed by the tenderer, and the service can scale to zero (automatically cost nothing during period with no incoming requests)	—	60(1.24%)	—	—	Offer phase

11.2.21. Does the offer for a managed service for API Gateway include automatic scalability of the service based on the number of requests which are sent to the service that can be enabled and configured by the users? (Answer "No" if no managed service for API Gateway is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.2.22. If the managed service for API Gateway included in the offer allows automatic scalability based on the number of requests which are sent to the service, please describe the configuration parameters accessible to the users? (Answer "N/A" if no managed service for API Gateway is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	40(0.83%)	☑	—	Offer phase

High Availability (Built-in in the service)

The following questions assess the offer on how highly available is a fully automated managed service for **API Gateway**. The questions refer to built-in features of the service (i.e. which do not require users to adapt their architectures). In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.2.23. Please describe how the managed service for API Gateway included in the offer is delivered to the users?

Question type: Multiple-choice		
Name	Value	Weight
As a distributed, resilient and replicated service across regions in the EEA (i.e. similar concept to active-active clustering across regions)	40	1.03%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	25	0.65%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering across regions)	10	0.26%
As a non-distributed, non-resilient and non-replicated service inside a region	5	0.13%
No event streaming service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No event streaming service is included in the offer	As a distributed, resilient and replicated service across regions in the EEA (i.e. similar concept to active-active clustering across regions)	—	50(1.03%)	—	—	Offer phase

11.2.24. What Recovery Point Objective (RPO) do you target for the managed service for API Gateway, in milliseconds? (answer 99999999 if No managed service for API Gateway is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	99999999.00	0.00	—	10(0.21%)	—	—	Offer phase

11.2.25. Please provide links to your documentation where the restrictions on high-availability (e.g. amount of resources, throughput, redundancy, availability in regions in the EEA) of the managed service for API Gateway are defined. The Contracting Authority will evaluate how clearly the restrictions are communicated to the users of the service and how limiting they are for typical use cases of the Customers.
An answer listing that the service has no restrictions will be awarded 0 points.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.41%)	☑	—	Offer phase

Logs and Metrics

The following questions assess the offer on logging features and metrics available to the users of a fully automated managed service for **API Gateway**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.2.26.For the managed service for API Gateway, are logs or metrics in relation to the events listed below available to the users?

Question type: Multiple-choice

Name	Value	Weight
Log: start log of instances	2	0.04%
Log: request to the service	2	0.04%
Metric: number of running instances	2	0.04%
Metric: number of requests to the service at a moment in time	2	0.04%
Metric: number of requests to the service for a period of time	2	0.04%
No managed service for API Gateway is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.21%)	—	—	Offer phase

11.2.27.For the aforementioned metrics, is the granularity adjustable from minutes to days?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.1%)	—	—	Offer phase

11.2.28.For the aforementioned logs, are the logs available (under normal conditions) within 5 seconds from the request's completion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.1%)	—	—	Offer phase

11.2.29.Does the offer include tools to analyse logs for the managed service for API Gateway? Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.21%)	—	☑	Offer phase

11.2.30.Can users centralise logs and metrics for the managed service for API Gateway in a central logging service included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.21%)	—	—	Offer phase

11.2.31. Can users trigger events on the basis of logs and metrics for the managed service for API Gateway?

Question type: Multiple-choice		
Name	Value	Weight
Users can generate alerts	5	0.1%
Users can trigger scripts	5	0.1%
Users can trigger other actions	5	0.1%
Users cannot trigger events	0	0%
No managed service for API Gateway is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	15(0.31%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors
11.3.	Managed Services for Messages and Events	20.25% (20.25%)	44 (2 KO's)	—

Message Broker service

The following questions assess the offer on a fully-automated managed service for message management (i.e. publishing/subscribing to message, queueing of messages, etc.), ideally compatible with queue protocols.
In the following questions, the term message broker service refers to a fully-automated managed services for storage, subscription and publishing of messages. The service needs also to meet the following requirements:
- It must be available to provision **and** configure through the management portal and APIs of the offer.
- The Tenderer must be fully responsible for the security patching of the service.

Immutable Events or high-volume serverless Queues are not in scope of this section, and may be evaluated in other sections of the Question Group.

11.3.1. Does the offer include a fully-automated on-demand message broker service?
Please provide the name of the fully-automated on-demand message broker service meeting all the requirements above, as well as links to the documentation describing the responsibilities on security patching of the service, and its provisioning methods (API and management portal).
If you offer more than one service meeting the criteria, please select the one best fitting the questions of this section.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	☑	No	Yes	—	0(0%)	☑	—	Offer phase

11.3.2.Does the message broker service include a mechanism to obtain metadata of published messages? If so, which metadata are available to customers?

Question type: Multiple-choice

Name	Value	Weight
Publish time	10	0.11%
Time the message was received	10	0.11%
Message ID	5	0.06%
Time the message expires	5	0.06%
Time message was inserted into queue	2	0.02%
Size of the message	2	0.02%
How many times the message has been dequeued (i.e. read off the queue)	1	0.01%
Message next visible time	1	0.01%
Message pop receipt	1	0.01%
No metadata are available to the customers	0	0%
No message services is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	20(0.41%)	☑	—	Offer phase

11.3.3.Which ordering of messaging is supported?

Question type: Multiple-choice

Name	Value	Weight
FIFO (first-in-first-out)	10	0.21%
LIFO (last-in-first-out)	10	0.21%
No message services is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	20(0.41%)	☑	—	Offer phase

11.3.4.Does the message broker service allow customers to define 'topics' messaging (use in publish/subscribe scenarios)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.3.5.Does the message broker service support transactional handling of more than 1 message at a time?

Question type: Multiple-choice

Name	Value	Weight
Yes, supporting more than 100 messages in a transaction	10	0.21%
Yes, supporting less than 100 messages in a transaction	7	0.14%
No transactional handling of message is supported in the offer	0	0%
No message service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No message service is included in the offer	Yes, supporting more than 100 messages in a transaction	—	10(0.21%)	—	—	Offer phase

11.3.6.Is the message broker service compatible with AMQP protocol?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	15(0.31%)	—	—	Offer phase

11.3.7.Does the message broker service support the following Java compatibility options?

Question type: Multiple-choice

Name	Value	Weight
JMS	10	0.21%
Java SDK, but not JMS	5	0.1%
None	0	0%
No message service include in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	15(0.31%)	☑	—	Offer phase

11.3.8.What is the maximum payload/size of a message supported by the message broker service?

Question type: Multiple-choice

Name	Value	Weight
1MB or more	10	0.21%
32KB and 1MB	5	0.1%
Less than 32KB	0	0%
No message service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No message service is included in the offer	1MB or more	—	10(0.21%)	—	—	Offer phase

11.3.9.Does the message broker service allow customers to trigger a call in your serverless computing offering, if any?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.21%)	—	—	Offer phase

11.3.10.Please describe how the message broker service can be deployed in terms of network security. In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN).

Question type: Multiple-choice

Name	Value	Weight
Users can deploy the service in a specific security context where other users resources can be deployed	50	0.38%
Users can deploy the service in a specific security context where other users resources cannot be deployed (i.e. a context not accessible to users)	25	0.19%
The service can publish endpoints to the Internet	25	0.19%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.08%
No Message Broker service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	40(0.83%)	—	—	Offer phase

11.3.11. If the performance of the message broker service depends on performances of underlying assets that are chose by the customers (i.e. performance of virtual instances, performance of storage), does the offer allow users to upgrade/downgrade performance of assets without re-provisioning the service? Please provide a link to your documentation supporting your answer.

Question type: Multiple-choice

Name	Value	Weight
Scalability is automatic, fully managed by the tenderer	50	0.62%
Scalability is not automatic, the customer can upgrade/downgrade performance of underlying assets	20	0.25%
Scalability is not automatic, the customer cannot upgrade/downgrade performance of underlying assets	0	0%
No Message Broker service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No Message Broker service is included in the offer	Scalability is automatic, fully managed by the tenderer	—	30(0.62%)	—	☑	Offer phase

11.3.12. Does the offer for a managed service for Message and Queue services include automatic scalability of the service based on the number of requests which are sent to the service that can be enabled and configured by the users? (Answer "No" if no message broker service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.62%)	—	—	Offer phase

11.3.13. Does the offer for a managed service for Message and Queue services include automatic scalability of the service depending on the storage required to deliver the service to the users?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.62%)	—	—	Offer phase

11.3.14. Please describe how the message broker service is delivered to the users in terms of high-availability built-in in the service :

Question type: Multiple-choice		
Name	Value	Weight
As a distributed, resilient and replicated service across regions in the EEA (i.e. similar concept to active-active clustering across regions)	40	0.52%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	25	0.32%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering across regions)	10	0.13%
As a non-distributed, non-resilient and non-replicated service inside a region	5	0.06%
No event streaming service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No event streaming service is included in the offer	As a distributed, resilient and replicated service across regions in the EEA (i.e. similar concept to active-active clustering across regions)	—	25(0.52%)	—	—	Offer phase

11.3.15. What Recovery Point Objective (RPO) do you target for the message broker service, in milliseconds? (answer 99999999 if no Message Broker service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	99999999.00	0.00	—	10(0.21%)	—	—	Offer phase

11.3.16. Please provide links to your documentation where the restrictions on high-availability (e.g. number of instances, throughput, redundancy) of the message broker service are defined. The contracting authority will evaluate how clearly the restrictions are communicated to the users of the service and how limiting they are for typical use cases of the Customers.
An answer listing that the service has no restrictions will be awarded 0 points.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.41%)	☑	—	Offer phase

11.3.17.How can users encrypt users' data at rest for the message broker service?

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user HSM on premise	20	0.24%
Using a master key managed by the user in the cloud service	15	0.18%
Using a key managed by the provider	0	0%
No encryption is possible	0	0%
No managed service for Message and Queue services is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	20(0.41%)	—	—	Offer phase

High-Throughput Queue Service
The following questions assess the offer on a fully-automated managed service for message queues, optimised for cost efficiency at all scales and low latency.
In the following questions, the term queue service refers to a fully-automated managed services for queues. The service needs also to meet the following requirements:
- It must be available to provision **and** configure through the management portal and APIs of the offer.
- The Tenderer must be fully responsible for the security patching of the service.

Immutable Events are not in scope of this section, and may be evaluated in other sections of the Question Group.

11.3.18.Does the offer include a fully-automated on-demand queue service?
Please provide the name of the queue service meeting the criteria above, as well as links to the documentation describing the responsibilities on security patching of the service, and its provisioning methods (API and management portal).
If you offer more than one service meeting the criteria, please select the one best fitting the questions of this section.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	☑	No	Yes	—	0(0%)	☑	—	Offer phase

11.3.19.What is the maximum payload/size of a message supported by the queue service?

Question type: Multiple-choice

Name	Value	Weight
1 MB or more	10	0.21%
At least 32 KB but less than 1MB	5	0.1%
Less than 32 KB	0	0%
No queue service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No queue service is included in the offer	1 MB or more	—	10(0.21%)	—	—	Offer phase

11.3.20.Does the queue service allow customers to trigger a call in your serverless computing offering, if any?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.21%)	—	—	Offer phase

11.3.21.Please describe how the queue service can be deployed in terms of network security. In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN)

Question type: Multiple-choice

Name	Value	Weight
Users can deploy the service in a specific security context where other users resources can be deployed	50	0.62%
Users can deploy the service in a specific security context where other users resources cannot be deployed (i.e. a context not accessible to users)	25	0.31%
The service can publish endpoints to the Internet	25	0.31%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.12%
No Queue Service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No Queue Service is included in the offer	Users can deploy the service in a specific security context where other users resources can be deployed	—	30(0.62%)	—	—	Offer phase

11.3.22.Does the offer allow users to upgrade/downgrade the capacity of the queue service without re-provisioning the service? Please provide a link to your documentation supporting your answer.

Question type: Multiple-choice

Name	Value	Weight
Scalability is automatic, fully managed by the Tenderer, and the service can scale to 0 (the Customer won't pay compute-related costs during periods where no messages arrive)	80	1.65%
Scalability is automatic, fully managed by the tenderer, but there is a minimum cost while the service is provisioned, even if no messages arrive.	50	1.03%
Scalability is not automatic, the customer can upgrade/downgrade performance of underlying assets	20	0.41%
Scalability is not automatic, the customer cannot upgrade/downgrade performance of underlying assets	0	0%
No Queue service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No Queue service is included in the offer	Scalability is automatic, fully managed by the Tenderer, and the service can scale to 0 (the Customer won't pay compute-related costs during periods where no messages arrive)	—	80(1.65%)	—	☑	Offer phase

11.3.23. Please describe how the queue service is delivered to the users in terms of high-availability built-in in the service :

Question type: Multiple-choice		
Name	Value	Weight
As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	40	0.52%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	25	0.32%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering across regions)	10	0.13%
As a non-distributed, non-resilient and non-replicated service inside a region	5	0.06%
No queue service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No queue service is included in the offer	As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	—	25(0.52%)	—	—	Offer phase

11.3.24. What Recovery Point Objective (RPO) do you target for the queue service, in milliseconds? (answer 9999999 if no queue service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	999999999.00	0.00	ms	10(0.21%)	—	—	Offer phase

11.3.25. Please provide links to your documentation where the restrictions and limits (minimum capacity, maximum capacity, message sizes, redundancy, protocol restrictions etc...) of the queue service are defined. The Contracting Authority will evaluate how clearly the restrictions are communicated to the users of the service and how limiting they are for typical use cases of the Customers.
An answer listing that the service has no restrictions will be awarded 0 points.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(0.62%)	☑	—	Offer phase

11.3.26.How can users encrypt users' data at rest for the queue service?

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user in the cloud service	15	0.18%
Using a master key provided by the user's HSM on premises	10	0.12%
Using a key managed by the provider	10	0.12%
No encryption is possible	0	0%
No Queue service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	20(0.41%)	—	—	Offer phase

Event Streaming service

The following questions assess the offer on a fully-automated managed service for event ingestion, temporary storage, and distribution. Contrary to typical message broker services, the service is expected to be optimised for very high volume of small, immutable events.
In the following questions, the term event streaming service refers to a fully-automated managed services for event ingestion, temporary storage and distribution. The service needs also to meet the following requirements:
- It must be available to provision **and** configure through the management portal and APIs of the offer.
- The Tenderer must be fully responsible for the security patching of the service.

Event distribution mechanisms without event retention are not in scope of this section and may be evaluated later in this question group.

11.3.27.Does the offer include a fully-automated on-demand event streaming service?
Please provide the name of the fully-automated on-demand event ingestion service meeting the criteria above, as well as links to the documentation describing the responsibilities on security patching of the service, and its provisioning methods (API and management portal).
If you offer more than one service meeting the criteria, please select the one best fitting the questions of this section.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	10(0.21%)	☑	—	Offer phase

11.3.28.Which transfer protocols does the selected event streaming service support?

Question type: Multiple-choice

Name	Value	Weight
Https	10	0.52%
Apache Kafka	10	0.52%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	50(1.03%)	☑	—	Offer phase

11.3.29.Does the event streaming service allow customers to trigger a call in your serverless computing offering, if any?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.1%)	—	—	Offer phase

11.3.30.Please describe how the event streaming service can be deployed in terms of network security. In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN).

Question type: Multiple-choice		
Name	Value	Weight
Users can deploy the service in a specific security context where other users resources can be deployed	50	0.28%
Users can deploy the service in a specific security context where other users resources cannot be deployed (i.e. a context not accessible to users)	25	0.14%
The service can publish endpoints to the Internet	25	0.14%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.06%
No managed service for Message and Queue services is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	30(0.62%)	—	—	Offer phase

11.3.31. Does the event streaming service allow users to upgrade/downgrade performance of assets without re-provisioning the service?
Please provide a link to your documentation supporting your answer.

Question type: Multiple-choice		
Name	Value	Weight
Scalability is automatic, fully managed by the tenderer, and can scale to 0 (charge only for storage during periods where events are not transferred)	70	1.03%
Scalability is automatic, fully managed by the tenderer, but compute costs do not automatically scale to 0	50	0.74%
Scalability is not automatic, the customer can upgrade/downgrade performance of underlying assets	25	0.37%
Scalability is not automatic, the customer cannot upgrade/downgrade performance of underlying assets	0	0%
No Event Streaming service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No Event Streaming service is included in the offer	Scalability is automatic, fully managed by the tenderer, and can scale to 0 (charge only for storage during periods where events are not transferred)	—	50(1.03%)	—	☑	Offer phase

11.3.32. Does the offer for a managed service for Message and Queue services include automatic scalability of the service depending on the storage required to deliver the service to the users?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.3.33. Please provide links to your documentation where the restrictions and limits (minimum capacity, maximum capacity, message sizes, redundancy, protocol restrictions etc...) of the event streaming service are defined. The Contracting Authority will evaluate how clearly the restrictions are communicated to the users of the service and how limiting they are for typical use cases of the Customers.
An answer listing that the service has no restrictions will be awarded 0 points.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(0.62%)	☑	—	Offer phase

11.3.34. Please describe how the event streaming service is delivered to the users in terms of high-availability built-in in the service :

Question type: Multiple-choice		
Name	Value	Weight
As a distributed, resilient and replicated service across regions in the EEA(i.e. similar concept to active-active clustering across regions)	40	0.52%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	25	0.32%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering across regions)	10	0.13%
As a non-distributed, non-resilient and non-replicated service inside a region	5	0.06%
No event streaming service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No event streaming service is included in the offer	As a distributed, resilient and replicated service across regions in the EEA(i.e. similar concept to active-active clustering across regions)	—	25(0.52%)	—	—	Offer phase

11.3.35. What Recovery Point Objective (RPO) do you target for the event streaming service, in milliseconds? (answer 99999999 if no event streaming service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	99999999.00	0.00	ms	10(0.21%)	—	—	Offer phase

11.3.36.How can users encrypt users' data at rest for the event streaming service?

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user in the cloud service	15	0.18%
Using a master key provided by the user's HSM on premises	10	0.12%
Using a key managed by the provider	10	0.12%
No encryption is possible	0	0%
No Message Broker service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	20(0.41%)	—	—	Offer phase

Service provisioning and access
The following questions assess the offer on the provisioning and access of **all** Managed Services for Messages and Events the Tenderer has listed in the question group above.
In the following questions, the expression "all managed services for Messages and Events" refers to "all managed services for Services and Events you've listed to answer all sections of the Managed Services for Messages and Events question group". If not all services support a certain feature, you should select the answer that corresponds to the service with the less capabilities regarding that feature, as the Contracting Authority prefers consistency on service provisioning and access.

11.3.37.Which SDKs are supported by all the message and event services you presented in the Messages and Events question group? (If an SDK is only supported by some of the services, do not select it)

Question type: Multiple-choice

Name	Value	Weight
Javascript	2	0.07%
Javascript with Typescript support	2	0.07%
Java SDK	2	0.07%
.Net SDK	2	0.07%
Python SDK	2	0.07%
NodeJS SDK	2	0.07%
Go SDK	2	0.07%
Ruby SDK	2	0.07%
R SDK	2	0.07%
No message service(s) is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	30(0.62%)	☑	—	Offer phase

11.3.38.Can users deploy capacity for **all** the services for Messages and Events you presented in this question group, using Infrastructure as Code (IaC) blueprints, using the same IaC technology as the one your Offer proposes in section 7.1? (Answer "No" if no managed services for Messages or Events are included in the offer)
Please attach supporting evidence, for example links to samples of blueprints.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.03%)	—	—	Offer phase

11.3.39.How can users encrypt credentials access and secret for **all** managed services for Message and Events?

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user HSM on premise	20	0.41%
Using a master key managed by the user in the cloud service	15	0.31%
Using a key managed by the provider	0	0%
No encryption is possible	0	0%
No managed service for Message and Queue services is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	35(0.72%)	—	—	Offer phase

Logs and Metrics

The following questions assess the offer on logging features and metrics available to the users of **all** Managed Services for Messages and Events the Tenderer has listed in the question group above.
In the following questions, the expression "all managed services for Messages and Events" refers to "all managed services for Services and Events you've listed to answer all sections of the Managed Services for Messages and Events question group". If not all services support a certain feature, you should select the answer that corresponds to the service with the less capabilities regarding that feature, as the Contracting Authority prefers consistency on service monitoring.
11.3.40.For **all** managed services for Message and Events listed above, are logs or metrics in relation to the events listed below available to the users?

Question type: Multiple-choice

Name	Value	Weight
Log: start log of instances	2	0.08%
Log: request to the service	2	0.08%
Metric: number of running instances	2	0.08%
Metric: number of requests to the service at a moment in time	2	0.08%
Metric: number of requests to the service for a period of time	2	0.08%
No managed service for Message and Queue services is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	20(0.41%)	—	—	Offer phase

11.3.41. For the aforementioned logs, are the logs available (under normal conditions) within 5 seconds from the request's completion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.21%)	—	—	Offer phase

11.3.42. Can users centralise logs and metrics for **all** managed services for Message and Events, in a central logging service included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.3.43. Does the offer include tools to analyse logs for **all** managed services for Messages and Events? Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.21%)	—	☑	Offer phase

11.3.44. Can users trigger events on the basis of logs and metrics for **all** managed services for Messages and Events?

Question type: Multiple-choice

Name	Value	Weight
Users can generate alerts	5	0.1%
Users can trigger scripts	5	0.1%
Users can trigger other actions	5	0.1%
Users cannot trigger events	0	0%
No managed service for Message and Queue services is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	15(0.31%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors	
11.4.	Managed Service for Translations	14.45% (14.45%)	26 (1 KO's)	—

Translation service

The following questions assess the offer on fully-automated managed services to perform translation, published to the customer through an API or SDK. In the following questions, the term translation service refers to a fully-automated managed Translation service.
The service needs also to meet the following requirements:

- It must be available to provision **and** configure through the management portal and APIs of the offer.
- The Tenderer must offer a configuration in which they are fully responsible for the security patching of all layers of the service..

11.4.1.
Does your offer provide a fully automated managed service for translations, meeting all the requirements above?
Please provide the name of the service.
Please also provide links in your documentation showcasing that the service meets the requirements above on provisioning and security patching.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	☑	No	Yes	—	0(0%)	☑	—	Offer phase

11.4.2. Please provide the documentation of the translation service. The Contracting Authority will assess the richness and soundness of the offer in terms of email service, specifically regarding aspects which are not already covered by other questions in this section.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.03%)	☑	—	Offer phase

11.4.3. Does the offer allow customers to use HTTPS REST calls to contact the translation service included in the offer? (Answer "No" if no translation service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.4.4. Does the offer allow customers to use SOAP encrypted calls to contact the translation service included in the offer? (Answer "No" if no translation service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.4.5.Which SDKs are supported for the translation service?

Question type: Multiple-choice

Name	Value	Weight
Javascript	2	0.05%
Javascript with Typescript support	2	0.05%
Java SDK	2	0.05%
.Net SDK	2	0.05%
Python SDK	2	0.05%
NodeJS SDK	2	0.05%
Go SDK	2	0.05%
Ruby SDK	2	0.05%
R SDK	2	0.05%
No translation service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	20(0.41%)	☑	—	Offer phase

11.4.6.How many official European languages are supported by the translation service included in the offer?

Question type: Multiple-choice		
Name	Value	Weight
Bulgarian	1	0.02%
Croatian	1	0.02%
Czech	1	0.02%
Danish	1	0.02%
Dutch	1	0.02%
English	1	0.02%
Estonian	1	0.02%
Finnish	1	0.02%
French	1	0.02%
German	1	0.02%
Greek	1	0.02%
Hungarian	1	0.02%
Irish	1	0.02%
Italian	1	0.02%
Latvian	1	0.02%
Lithuanian	1	0.02%
Maltese	1	0.02%
Polish	1	0.02%
Portuguese	1	0.02%
Romanian	1	0.02%
Slovak	1	0.02%
Slovenian	1	0.02%
Spanish	1	0.02%
Swedish	1	0.02%
No translation service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	24(0.5%)	—	—	Offer phase

11.4.7.How many non-European languages are supported by the translation service included in the offer?

Question type: Multiple-choice		
Name	Value	Weight
Arabic	1	0.02%
Chinese	1	0.02%
Hebrew	1	0.02%
Hindi	1	0.02%
Icelandic	1	0.02%
Indonesian	1	0.02%
Japanese	1	0.02%
Korean	1	0.02%
Russian	1	0.02%
Others	1	0.02%
No translation service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.21%)	—	—	Offer phase

11.4.8.Does the translation service support language detection? (Answer "No" if no translation service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.4.9.Does the translation service support real-time text translation? (Answer "No" if no translation service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.4.10.Does the translation service support real-time speech translation? (Answer "No" if no translation service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.4.11.Does the offer include text-to-speech translation? (Answer "No" if no translation service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.4.12. Does the offer include speech-to-text translation? (Answer "No" if no translation service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.4.13. Does the translation service allow to customise text and speech translations (accepted even if applicable to only some languages)? (Answer "No" if no translation service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.4.14. How can the managed service for Translation service be deployed in terms of network security. In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN).

Question type: Multiple-choice

Name	Value	Weight
Users can deploy the service in a specific security context where other users resources can be deployed	50	0.94%
Users can deploy the service in a specific security context where other users resources cannot be deployed (i.e. a context not accessible to users)	25	0.47%
The service can publish endpoints to the Internet	25	0.47%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.19%
No managed Translation service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	100(2.07%)	—	—	Offer phase

11.4.15. Can users deploy instances of the service for Translation service using Infrastructure as Code (IaC) blueprints (i.e. configuration file that fully describes the deployment of the service), using the same IaC technology as the one your Offer proposes in section 7.1? (Answer "No" if no managed service for Translation service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.62%)	—	—	Offer phase

Scalability

The following questions assess the scalability management for a fully automated managed service for **Translation service**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.4.16. If the performance of the managed service for Translation service depends on performances of underlying assets that are chose by the customers (i.e. performance of virtual instances, performance of storage), does the offer allow users to upgrade/downgrade performance of assets without re-provisioning the service?

Question type: Multiple-choice

Name	Value	Weight
Scalability is automatic, fully managed by the tenderer, and the service can scale to 0 (cost 0 while there's nothing to translate)	100	1.24%
Scalability is automatic, fully managed by the tenderer	50	0.62%
Scalability is not automatic, the customer can upgrade/downgrade performance of underlying assets	20	0.25%
Scalability is not automatic, the customer cannot upgrade/downgrade performance of underlying assets	0	0%
No managed service for Functions is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Functions is included in the offer	Scalability is automatic, fully managed by the tenderer, and the service can scale to 0 (cost 0 while there's nothing to translate)	—	60(1.24%)	—	—	Offer phase

11.4.17. If the managed service for Translation service included in the offer allows automatic scalability based on the number of requests sent to the service, please describe the configuration parameters accessible to the users (e.g. setting a minimum and maximum capacity)? (Answer "N/A" if no managed service for Translation service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	40(0.83%)	☑	—	Offer phase

High Availability (Built-in in the service)

The following questions assess the offer on how highly available is a fully automated managed service for **Translation service**. The questions refer to built-in features of the service (i.e. which do not require users to adapt their architectures). In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.4.18. Please describe how the managed service for Translation service included in the offer is delivered to the users?

Question type: Multiple-choice		
Name	Value	Weight
As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	50	1.03%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	25	0.52%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering across regions)	10	0.21%
As a non-distributed, non-resilient and non-replicated service inside a region	5	0.1%
No managed service for Translation service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Translation service is included in the offer	As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	—	50(1.03%)	—	—	Offer phase

11.4.19. Please provide links to your documentation where the restrictions on high-availability (e.g. amount of resources, throughput, redundancy) of the managed service for Translations are defined. The Contracting Authority will evaluate how clearly the restrictions are communicated to the users of the service and how limiting they are for typical use cases of the Customers.
An answer listing that the service has no restrictions will be awarded 0 points.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.41%)	☑	—	Offer phase

Encryption of users' data

The following questions assess the offer on encryption features of a fully automated managed service for **Translation service**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.4.20.How can users encrypt credentials access and secret for the managed service for Translation service?

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user in the cloud service	15	0.31%
Using a master key provided by the user's HSM on premises	10	0.21%
Using a key managed by the provider	10	0.21%
No encryption is possible	0	0%
No Message Broker service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	35(0.72%)	—	—	Offer phase

11.4.21.Please describe how the offer includes the option to encrypt data in-use (i.e. during processing) for the managed service for Translation service? (Answer "N/A" if this option is not available or if no managed service for Translation service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.03%)	☑	—	Offer phase

Logs and Metrics

The following questions assess the offer on logging features and metrics available to the users of a fully automated managed service for **Translation service**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.4.22.For the managed service for Translation service, are logs or metrics in relation to the events listed below available to the users?

Question type: Multiple-choice

Name	Value	Weight
Log: start log of instances	2	0.04%
Log: request to the service	2	0.04%
Metric: number of running instances	2	0.04%
Metric: number of requests to the service at a moment in time	2	0.04%
Metric: number of requests to the service for a period of time	2	0.04%
No managed service for Translation service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.21%)	—	—	Offer phase

11.4.23. For the aforementioned logs, are the logs available (under normal conditions) within 5 seconds from the request's completion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.1%)	—	—	Offer phase

11.4.24. Does the offer include tools to analyse logs for the managed service for Translation service? Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.21%)	—	☑	Offer phase

11.4.25. Can users centralise logs and metrics for the managed service for Translation service in a central logging service included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.21%)	—	—	Offer phase

11.4.26. Can users trigger events on the basis of logs and metrics for the managed service for Translation service?

Question type: Multiple-choice

Name	Value	Weight
Users can generate alerts	5	0.1%
Users can trigger scripts	5	0.1%
Users can trigger other actions	5	0.1%
Users cannot trigger events	0	0%
No managed service for Translation service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	15(0.31%)	—	—	Offer phase

	Questiongroup name			Questions	Questions editors	
11.5.	Managed Service for Email Transmission	17.67% (17.67%)		31 (0 KO's)	—	

Email transmission service

The following questions assess the offer on fully-automated managed service to send emails, published to the customer through an API or SDK. In the following questions, the term email service refers to a fully-automated managed email service.

11.5.1. Does the offer include a fully-automated service to send emails from an application?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.03%)	—	—	Offer phase

11.5.2. Does the email service allow to send emails with attachments? (Answer "No" if no email service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.62%)	—	—	Offer phase

11.5.3. Does the email service allow customers to use their own domain to send email through the platform of the offer? (Answer "No" if no email service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.5.4. When customers use their own domain name to send emails, are verification of the ownership of the domain required? (Answer "No" if no email service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.5.5. Does the email service support Sender Policy Framework (SPF)? (Answer "No" if no email service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.5.6. Does the email service support Domain Keys Identified Mail (DKIM)? (Answer "No" if no email service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.5.7. Does the offer allow customers to use HTTPS REST calls to contact the email service included in the offer? (Answer "No" if no email service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.5.8. Does the offer allow customers to use SOAP encrypted calls to contact the email service included in the offer? (Answer "No" if no email service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.5.9. Which SDKs are supported for the email service?

Question type: Multiple-choice		
Name	Value	Weight
Javascript	2	0.05%
Javascript with Typescript support	2	0.05%
Java SDK	2	0.05%
.Net SDK	2	0.05%
Python SDK	2	0.05%
NodeJS SDK	2	0.05%
Go SDK	2	0.05%
Ruby SDK	2	0.05%
R SDK	2	0.05%
No email service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	20(0.41%)	☑	—	Offer phase

11.5.10. Does the offer include a free tier for the email service and if so, how many emails per month are included in this free tier?

Question type: Multiple-choice		
Name	Value	Weight
More than 1.000.000	10	0.21%
Between 500.000 and 1.000.000	5	0.1%
Between 50.000 and 500.000	2	0.04%
Less than 50.000	0	0%
No email service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No email service is included in the offer	More than 1.000.000	—	10(0.21%)	—	—	Offer phase

11.5.11. Please provide the documentation of the email service. The Contracting Authority will assess the richness and soundness of the offer in terms of email service, specifically regarding aspects which are not already covered by other questions in this section.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.03%)	☑	—	Offer phase

Service Delivery Model

The following questions assess the offer on the service delivery model for a fully automated managed service for **Email service**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.5.12.Does the offer include a fully automated managed service for Email service? It is reminded that to be eligible, as stated in the selection criteria of the procedure, such a service has to be available through the management portal, APIs and CLIs of the offer.
Such a service can be provided from a market place, as long as it is part of the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	80(1.65%)	—	—	Offer phase

11.5.13.Please describe the responsibility model for the managed service for Email service? The responsibility model is the split of responsibility between the provider and the users. The provider can provide a RASCI matrix to document its answer, or provide a link to an online documentation describing the split of responsibility.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	80(1.65%)	☑	—	Offer phase

11.5.14.How can the managed service for Email service be deployed in terms of network security? In the following, a security context is a context with restricted network access (e.g. virtual private cloud, specific VLAN).

Question type: Multiple-choice		
Name	Value	Weight
Users can deploy the service in a specific security context where other users' resources can be deployed	50	0.61%
Users can deploy the service in a specific security context where other users' resources cannot be deployed (i.e. a context not accessible to users)	25	0.3%
Users cannot deploy the service in a specific security context, but access from internet can be constrained	10	0.12%
Only publicly accessible from internet	0	0%
No managed service for Email service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	50(1.03%)	—	—	Offer phase

11.5.15.Can users expose endpoints of the managed service for Email service to the internet? (Answer "No" if no managed service for Email service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	—	Offer phase

11.5.16. Can users deploy instances of the service for Email service using Infrastructure as Code (IaC) blueprints (i.e. configuration file that fully describes the deployment of the service), using the same IaC technology as the one your Offer proposes in section 7.1? (Answer "No" if no managed service for Email service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.03%)	—	—	Offer phase

11.5.17. Does the offer include tooling that supports users in managing deployments of Infrastructure as Code (IaC) blueprints of the managed service for Email service (e.g. support for various versions of the blueprints)?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.41%)	—	☑	Offer phase

11.5.18. Please describe how the offer for managed service for Email service facilitates integration with software development processes (e.g. facilitate automatic deployment, debugging). (Answer "N/A" if integration with software development processes is not included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.41%)	☑	—	Offer phase

High Availability (Built-in in the service)

The following questions assess the offer on how highly available is a fully automated managed service for **Email service**. The questions refer to built-in features of the service (i.e. which do not require users to adapt their architectures). In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.5.19. Please describe how the managed service for Email service included in the offer is delivered to the users?

Question type: Multiple-choice		
Name	Value	Weight
As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	50	1.03%
As a distributed, resilient and replicated service inside a region (i.e. similar concept to active-active clustering inside a region)	25	0.52%
As a non-distributed, non-resilient but replicated service inside a region (i.e. similar concept to active-passive clustering across regions)	10	0.21%
As a non-distributed, non-resilient and non-replicated service inside a region	5	0.1%
No managed service for Email service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Email service is included in the offer	As a distributed, resilient and replicated service across regions (i.e. similar concept to active-active clustering across regions)	—	50(1.03%)	—	—	Offer phase

11.5.20. What Recovery Point Objective (RPO) do you target for the managed service for Email service, in milliseconds? (answer 999999999 if No managed service for Email service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Value	—	999999999.00	0.00	—	10(0.21%)	—	—	Offer phase

11.5.21. Is the RPO described in the previous question part of an SLA or only a best-effort objective?

Question type: Multiple-choice

Name	Value	Weight
Part of the SLA of the service	10	0.21%
Best-effort objective	2	0.04%
No RPO defined	0	0%
No managed service for Email service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed service for Email service is included in the offer	Part of the SLA of the service	—	10(0.21%)	—	—	Offer phase

11.5.22. Document the restrictions, if any, on high-availability for the managed service for Email service (e.g. number of instances...).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	10(0.21%)	☑	—	Offer phase

Encryption of users' data

The following questions assess the offer on encryption features of a fully automated managed service for **Email service**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.5.23. How can users encrypt users' data at rest for the managed service for Email service?

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user HSM on premise	20	0.41%
Using a master key managed by the user in the cloud service	15	0.31%
Using a key managed by the provider	0	0%
No encryption is possible	0	0%
No managed service for Email service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	35(0.72%)	—	—	Offer phase

11.5.24. How can users encrypt credentials access and secret for the managed service for Email service?

Question type: Multiple-choice

Name	Value	Weight
Using a master key managed by the user HSM on premise	20	0.41%
Using a master key managed by the user in the cloud service	15	0.31%
Using a key managed by the provider	0	0%
No encryption is possible	0	0%
No managed service for Email service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	35(0.72%)	—	—	Offer phase

11.5.25. Please describe how the offer includes the option to encrypt data in-use (i.e. during processing) for the managed service for Email service? (Answer "N/A" if this option is not available or if no managed service for Email service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.03%)	☑	—	Offer phase

Logs and Metrics

The following questions assess the offer on logging features and metrics available to the users of a fully automated managed service for **Email service**. In the following questions, the expression "managed service" corresponds to "fully automated managed service".

11.5.26. For the managed service for Email service, are logs or metrics in relation to the events listed below available to the users?

Question type: Multiple-choice

Name	Value	Weight
Log: start log of instances	2	0.04%
Log: request to the service	2	0.04%
Metric: number of running instances	2	0.04%
Metric: number of requests to the service at a moment in time	2	0.04%
Metric: number of requests to the service for a period of time	2	0.04%
No managed service for Email service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.21%)	—	—	Offer phase

11.5.27. For the aforementioned metrics, is the granularity adjustable from minutes to days?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.1%)	—	—	Offer phase

11.5.28. For the aforementioned logs, are the logs available (under normal conditions) within 5 seconds from the request's completion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.1%)	—	—	Offer phase

11.5.29. Does the offer include tools to analyse logs for the managed service for Email service? Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.21%)	—	☑	Offer phase

11.5.30. Can users centralise logs and metrics for the managed service for Email service in a central logging service included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.21%)	—	—	Offer phase

11.5.31. Can users trigger events on the basis of logs and metrics for the managed service for Email service?

Question type: Multiple-choice

Name	Value	Weight
Users can generate alerts	5	0.1%
Users can trigger scripts	5	0.1%
Users can trigger other actions	5	0.1%
Users cannot trigger events	0	0%
No managed service for Email service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	15(0.31%)	—	—	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
12.	Technical criteria - Development Life-cycle support	Offer phase	Not linked	Yes	NX Utility Index		57

	Questiongroup name		Questions	Questions editors	
12.1.	DevSecOps (Development)	57.76% (57.76%)	42 (2 KO's)	—	

Plan

In order to assess the offer in the domain of development, the contracting authority, which uses the DevSecOps paradigm, has split the offer in 8 domains: plan, code, build, test, deploy, operate, monitor, and secure.

The following questions assess the offer on the domain **plan**: this phase helps define business values and requirements. Tools of this domain help track known issues, perform project management and change management.

12.1.1.If the offer includes a planning service, which of the following functionalities are provided in the scope of the service? Please provide the documentation of the planning service.
Please provide a document to sustain your answer (links will not be accepted).

Question type: Multiple-choice

Name	Value	Weight
Yes, it allows to plan activities	50	1.72%
Yes, it allows to list acceptance criteria	25	0.86%
Yes, it allows to list user designs	25	0.86%
None of the above	0	0%
No planning service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	100(3.45%)	—	☑	Offer phase

12.1.2.In which other DevSecOps process is the planning service natively integrated? (i.e. does not require configuration to be integrated)?

Question type: Multiple-choice

Name	Value	Weight
Code	5	0.17%
Build	5	0.17%
Test	5	0.17%
Operations (Release, Deploy, Operate or Monitor)	5	0.17%
None	0	0%
No planning service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	20(0.69%)	—	—	Offer phase

12.1.3.Is this planning service integrated with the code repository service of the offer, so that code can be visually associated with planned tasks? (answer no if the planning service or source code repository service are not included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.69%)	—	—	Offer phase

12.1.4. Can the planning service be integrated with other arbitrary git repositories, so that code can be visually associated with planned tasks? (answer no if no planning service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.69%)	—	—	Offer phase

12.1.5. Can the planning service be integrated into the build service included in the offer (if any), so that tasks can be visually associated to builds? (answer no if no planning service or build service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.69%)	—	—	Offer phase

12.1.6. Can the planning service be integrated into the deploy service included in the offer (if any), so that tasks can be visually associated to deployments? (answer no if no planning service or no deploy service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.69%)	—	—	Offer phase

12.1.7. Can the planning service be integrated with GitHub, so customers can benefit from the following functionalities?

Question type: Multiple-choice

Name	Value	Weight
Use common accounts between the planning service and GitHub for authentication	15	0.52%
Visually associate tasks to code	5	0.17%
None of the above	0	0%
No planning service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	20(0.69%)	—	—	Offer phase

12.1.8. Does the planning service include agile boards?

Question type: Multiple-choice

Name	Value	Weight
Scrum boards	10	0.34%
Kanban boards	5	0.17%
None of the above	0	0%
No planning service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	15(0.52%)	—	—	Offer phase

12.1.9. Does the planning service include a graphical representation of work items types and statuses?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.34%)	—	—	Offer phase

12.1.10. Does the planning service allow creation of queries on task items that the customer can configure as self-service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.34%)	—	—	Offer phase

12.1.11. Does the planning service include a graphical interface for bulk update of tasks?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.17%)	—	—	Offer phase

12.1.12. Does the planning service include a graphical interface to export query results to Excel?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	5(0.17%)	—	—	Offer phase

12.1.13. Is the threat modelling service included in the planning service? (answer no if no threat modeling or planning service is integrated in the offer)
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	25(0.86%)	—	☑	Offer phase

Code

In order to assess the offer in the domain of development, the contracting authority, which uses the DevSecOps paradigm, has split the offer in 8 domains: plan, code, build, test, deploy, operate, monitor, and secure.

The following questions assess the offer on the domain **code**: this phase involves software design and the creation of software code.

12.1.14. Does the offer include a managed source code control service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

12.1.15. Please provide the documentation of the source code control service. The contracting authority will evaluate the richness and completeness of the offer regarding source code management: support of basic source code control operations (merge, pull, fetch...), branch management, facilitation to perform code reviews, access policies.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(3.45%)	☑	—	Offer phase

12.1.16. Does the source code control service, included in the offer, support encryption of the source code at rest?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.69%)	—	—	Offer phase

12.1.17. Does the source code control service included in the offer support encryption of the source code in transit (i.e. access to source code using encrypted protocol)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.69%)	—	—	Offer phase

12.1.18. If the offer includes online code editors, please document the online code editors, and its functionalities, especially in terms of support for debugging.(answer N/A if no online editor is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	75(2.59%)	☑	—	Offer phase

12.1.19. Please list and describe the code debugging tools or products included in the offer; do not include your offer in terms of online editors.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.72%)	☑	—	Offer phase

12.1.20. Which of the following code lifecycle operations can trigger an action in the build service included in the offer?

Question type: Multiple-choice

Name	Value	Weight
Commit	10	0.34%
Pull request approval	10	0.34%
Pull request	5	0.17%
Branching	5	0.17%
Other	5	0.17%
No build service included in the offer	0	0%
No source control service included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	35(1.21%)	—	—	Offer phase

12.1.21. Which of the following code lifecycle operations can trigger automatically a serverless function service included in the offer (if any)?

Question type: Multiple-choice

Name	Value	Weight
Commit	10	0.34%
Pull request approval	10	0.34%
Pull request approval	5	0.17%
Branching	5	0.17%
Other	5	0.17%
No serverless function service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	35(1.21%)	—	—	Offer phase

12.1.22. Does the offer include a tool to search the source code?

Question type: Multiple-choice

Name	Value	Weight
Yes, the search service takes into account stucture of the code	10	0.34%
Yes, but the search service does not take into account the structure of the code and only performs full text search	5	0.17%
No online code search tool is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No online code search tool is included in the offer	Yes, the search service takes into account stucture of the code	—	10(0.34%)	—	—	Offer phase

12.1.23. Please describe the tools and products made available to the customers in the scope of the offer, to allow the customer to perform code reviews, perform co-coding and code introspection practices. Please document how the offer supports these practices

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(3.45%)	☑	—	Offer phase

Build

In order to assess the offer in the domain of development, the contracting authority, which uses the DevSecOps paradigm, has split the offer in 8 domains: plan, code, build, test, deploy, operate, monitor, and secure.

The following questions assess the offer on the domain **build**: in this phase, development teams manage software builds and versions, and use automated tools to help compile and package code for future release to production. Development teams use source code repositories or package repositories that also "package" infrastructure needed for product release.

12.1.24.Does the offer include a managed build service (i.e. which can be used to build artefacts that can be deployed in runtime environments)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

12.1.25.Please describe how the offer supports customers with their continuous integration (CI) practices. This practice brings configuration management (CM) tools together with other test and development tools to track how much of the code being developed is ready for production. It involves rapid feedback between testing and development to quickly identify and resolve code issues.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(6.9%)	☑	—	Offer phase

12.1.26.Please describe how the offer supports customers with their continuous delivery practices. This practice automates the delivery of code changes, after testing, to a preproduction or staging environment. A staff member might then decide to promote such code changes into production.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(6.9%)	☑	—	Offer phase

12.1.27.Does the offer allow customers to perform concurrent builds?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.34%)	—	—	Offer phase

12.1.28.Does the build service included in the offer allow to chain different types of tasks (e.g. maven, gulp)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.69%)	—	—	Offer phase

12.1.29.Is this build service integrated with the secret-management service included in the offer (if any)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.69%)	—	—	Offer phase

12.1.30.If the build service requires to deploy an agent, for which platforms is such an agent supported?

Question type: Multiple-choice

Name	Value	Weight
No deployment of an agent is required	35	1.21%
Linux build agents	10	0.34%
Windows build agents	10	0.34%
Docker agents	10	0.34%
MacOS build agents	5	0.17%
No managed build agent is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	70(2.41%)	—	—	Offer phase

12.1.31.Does the offer include a service that scans for vulnerabilities in libraries during the build process? Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.72%)	—	☑	Offer phase

12.1.32.Can the build service included in the offer trigger action after an artefact is built?

Question type: Multiple-choice

Name	Value	Weight
Serverless functions	20	0.69%
Custom scripts	10	0.34%
Other	10	0.34%
No build service included in the offer	0	0%
No action can be triggered	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	40(1.38%)	—	—	Offer phase

12.1.33.Does the offer include the following artefact repositories, as a managed service?

Question type: Multiple-choice

Name	Value	Weight
Maven repositories	10	0.34%
Npm repositories	10	0.34%
Nuget repositories	10	0.34%
Python packages	10	0.34%
No artefact repositories are included in the offer	0	0%
No build service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	40(1.38%)	—	—	Offer phase

12.1.34.In the scope of the offer, can the artefact repository service store any kind of file format?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.69%)	—	—	Offer phase

12.1.35.Does the offer allow customers to have public and private artefact repositories?

Question type: Multiple-choice

Name	Value	Weight
Public	10	0.34%
Private	10	0.34%
No artefact repositories are included in the offer	0	0%
No build service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	20(0.69%)	—	—	Offer phase

12.1.36.Does the managed repository service included in the offer support access control policies?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.72%)	—	—	Offer phase

Test

In order to assess the offer in the domain of development, the contracting authority, which uses the DevSecOps paradigm, has split the offer in 8 domains: plan, code, build, test, deploy, operate, monitor, and secure.

The following questions assess the offer on the domain **test**: this phase involves continuous testing (manual or automated) to ensure optimal code quality. This stage also contains security checks on code and deliverables to ensure security within the development tool chain.

12.1.37. Please describe how the offer supports customers with their continuous testing practices. This practice incorporates automated, prescheduled, continued code testing while application code is being written or updated. Such tests can speed up the delivery of code to production.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.72%)	☑	—	Offer phase

12.1.38. Does the offer include services that support customers in the execution of static analysis (i.e. evaluate quality of the code, best practices, identity problems in the code)? Please describe how the offer supports this specific process.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(1.03%)	☑	—	Offer phase

12.1.39. Does the offer include services that support customers in the execution of unit testing (i.e. a level of software testing where individual units/ components of a software are tested)? Please describe how the offer support this specific process.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(1.03%)	☑	—	Offer phase

12.1.40. Does the offer include services that support customers in execution of automated functional testing (i.e. an automated test simulating user interactions)? Please describe how the offer supports this specific process.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(1.03%)	☑	—	Offer phase

12.1.41. Does the offer include services that support customers in the execution of security and threat analysis (i.e. evaluate threats in the code and artefacts, security known issues)? Please describe how the offer supports this specific process.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(1.03%)	☑	—	Offer phase

12.1.42. Does the offer include services that support customers in execution of internet browser compatibility tests? Please describe how the offer supports this specific process.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(1.03%)	☑	—	Offer phase

Questiongroup name		Questions	Questions editors
12.2.	DevSecOps (Operations)	25.52% (25.52%) 9 (1 KO's)	—

Deploy

In order to assess the offer in the domain of development the contracting authority, which uses the DevSecOps paradigm, has split the offer in 8 domains: plan, code, build, test, deploy, operate, monitor, and secure.

The following questions assess the offer on the domain **deploy**: this phase can include tools that help manage, coordinate, schedule, and automate product releases into production.

12.2.1.Does the offer include tools that enable the use of infrastructure as code in a DevSecOps context, i.e. allows to automate the provisioning of infrastructure required for a software release. Developers add infrastructure "code" from within their existing development tools. For example, developers might create a storage volume on demand for containers.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

12.2.2.Please describe how the offer supports customers with their continuous deployment (CD) practices. Similar to continuous delivery, this practice automates the release of new or changed code into production. Customers doing continuous deployment can release code or feature changes several times per day.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(6.9%)	☑	—	Offer phase

12.2.3.Does the offer support consistent deployment across environments (development, test, production...) to ensure that the updates are deployed consistently across the environments.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.72%)	—	—	Offer phase

12.2.4.Does the offer include a deployment monitoring tool to allow the customer to track the deployment status and health?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.69%)	—	—	Offer phase

12.2.5.Does the offer allow the customers to keep track of their deployment history?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.69%)	—	—	Offer phase

12.2.6.Does the offer allow the customers to stop and rollback a deployment?

Question type: Multiple-choice		
Name	Value	Weight
Yes, deployment stops and rolls back automatically to a previous version accross all enviroments	50	1.72%
Yes, deployment stops but no rollback mechanism is implemented	0	0%
No, deployment cannot be stopped	0	0%
No services for deployment are included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No services for deployment are included in the offer	Yes, deployment stops and rolls back automatically to a previous version accross all enviroments	—	50(1.72%)	—	—	Offer phase

Operate

In order to assess the offer in the domain of development the contracting authority, which uses the DevSecOps paradigm, has split the offer in 8 domains: plan, code, build, test, deploy, operate, monitor, and secure.

The following questions assess the offer on the domain **operate**: this phase manages software operated in production.

12.2.7.Please describe how the offer helps DevSecOps teams to monitor environment configurations, track changes, and simplify the rollback of configurations.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(3.45%)	☑	—	Offer phase

12.2.8.Please describe how the offer helps DevSecOps teams to monitor the infrastructure, react to incidents, scale the infrastructure.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(3.45%)	☑	—	Offer phase

Monitor

In order to assess the offer in the domain of development the contracting authority, which uses the DevSecOps paradigm, has split the offer in 8 domains: plan, code, build, test, deploy, operate, monitor, and secure.

The following questions assess the offer on the domain **monitor**: This phase involves identifying and collecting information from a specific software release in production, performance and issues.

12.2.9.Please describe how the offer supports customers with their continuous monitoring practices. This practice involves ongoing monitoring of both the code in operation and the underlying infrastructure that supports it.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(6.9%)	☑	—	Offer phase

Questiongroup name		Questions	Questions

12.3.	DevSecOps (Processes Integration)	9.83% (9.83%)	3 (0 KO's)	—

Supporting tools

In order to assess the offer in the domain of development the contracting authority, which uses the DevSecOps paradigm, has split the offer in 8 domains: plan, code, build, test, deploy, operate, monitor, and secure.

The following questions assess the offer on tooling which facilitates the integration of the 8 DevSecOps domains identified by the contracting authority.

12.3.1. Please describe tooling included in the offer that facilitates the integration of the 8 DevSecOps domains identified by the contracting authority (i.e. tools that generate automatically code, configuration, infrastructure code and simplifies the maintenance of the DevSecOps process). Please provide links to the documentation of the services, and describe their limitations (e.g. ability to cope with multiple cloud accounts, multiple regions...)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(6.9%)	☑	—	Offer phase

12.3.2. Please describe tools included in the offer that facilitate collaboration within a DevSecOps team (i.e. tools that allows team members to exchange on release, incidents). Please provide links to the documentation of the services.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.72%)	☑	—	Offer phase

12.3.3. Do the tools included in the offer that facilitates collaboration allow for the following functionalities?

Question type: Multiple-choice

Name	Value	Weight
Trigger scripts	10	0.34%
Create incidents or tickets	10	0.34%
Send SMS or Mobile notificiations	10	0.34%
Send notification which are not SMS or Mobile	5	0.17%
No collaboration tool included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	35(1.21%)	—	—	Offer phase

Questiongroup name			Questions	Questions editors	
12.4.	Advanced Services	6.9% (6.9%)	3 (0 KO's)	—	

Bootstrapping

The following questions assess the offer on mechanism that ease bootstrapping which consists of setting up the necessary code repository, build and deploy pipelines and hosting environments with simple configuration files of command lines.

12.4.1.Does the offer include a mechanism for easy bootstrapping which, with a given codebase, will set up the necessary code repository, build and deploy pipeline and hosting environment?
Please provide the link to the online documentation.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.72%)	—	☑	Offer phase

12.4.2.Does the offer support deployment of mobile apps in App Stores, and which one?

Question type: Multiple-choice

Name	Value	Weight
Apple stores	20	0.69%
Google stores	20	0.69%
Others	10	0.34%
No mobile deployment service included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	50(1.72%)	—	—	Offer phase

Low-code

The following questions assess the offer on support of Low Code/No Code concept, i.e. services that provide an environment that programmers use to create application software through graphical user interfaces and configuration instead of traditional computer programming. Low-code development platforms reduce the amount of traditional hand coding, enabling accelerated delivery of business applications.

12.4.3.Please describe tooling included in the offer that correspond to a Low Code or No Code development platform. Please provide links to the documentation of the services included in the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(3.45%)	☑	—	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
13.	Technical criteria - Identity and Access management	Offer phase	Not linked	Yes	NX Utility Index		11

	Questiongroup name		Questions	Questions editors	
13.1.	Authentication	74.03% (74.03%)	7 (1 KO's)	—	

Single Pane of Glass for Organisation's Administrators

The following questions assess the offer on the possibility to exploit a Single Pane of Glass, which allows central visibility on a set of cloud accounts (see the document *Draft SLA*) and which allows administrator accounts of the customer to authenticate to any of the accounts of the customer's organisation without managing specific credentials.

13.1.1.Does the offer include a Single Pane of Glass, which allows the customer to have central visibility on a set of accounts of the customer's organisation, and which allows the customer to authenticate to these accounts without entering specific credentials for each of these accounts, and which supports MFA which second authentification factor is not an email?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	✔	No	Yes	—	0(0%)	—	—	Offer phase

13.1.2.Please describe the service included in the offer equivalent to the concept of a Single Pane of Glass, which allows the customer to have a central visibility on a set of accounts. Based on the SLA definitions an account is an organisational notion of the Cloud Provider in which Customers create and operate Cloud Resources.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	500(32.47%)	✔	✔	Offer phase

13.1.3.Please describe specifically how, for this service, credentials of administrator accounts of the customer are managed (MFA methods of authentication, process in case of credential loss).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(12.99%)	✔	—	Offer phase

13.1.4.Does the offer in terms of Single Pane of Glass allow to define policies applicable to this set of accounts?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	150(9.74%)	—	—	Offer phase

Interoperability of the Authentication service

The following questions assess the offer on interoperability with other identity providers.

13.1.5.Does the offer include a managed service allowing to federate identities, i.e. linking a person's electronic identity and attributes, stored across multiple distinct identity management systems?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(3.25%)	—	—	Offer phase

13.1.6. Which protocols are supported by the managed authentication service included in the offer?

Question type: Multiple-choice

Name	Value	Weight
OpenID Connect	25	1.62%
OAuth	25	1.62%
SAMLv2	25	1.62%
Windows Identity Foundation	25	1.62%
SAML	15	0.97%
Security Tokens (Simple Web Tokens, JSON Web Tokens, and SAML assertions)	10	0.65%
Web Service Specifications	10	0.65%
Other	5	0.32%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	140(9.09%)	—	—	Offer phase

13.1.7. Which identity provider(s) are supported by the managed authentification service included in the offer (i.e. without using their OpenID, SAML… characteristics)?

Question type: Multiple-choice

Name	Value	Weight
Amazon	10	0.46%
Facebook	10	0.46%
GitHub	10	0.46%
Google	10	0.46%
iWelcome	10	0.46%
LinkedIn	10	0.46%
Microsoft Live account	10	0.46%
OneLogin	10	0.46%
Okta	10	0.46%
PayPal	10	0.46%
Ping	10	0.46%
Twitter	10	0.46%
SecureAuth	10	0.46%
Other(s)	10	0.46%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	100(6.49%)	—	—	Offer phase

	Questiongroup name	Questions	Questions editors
13.2.	Enterprise Directory integration	25.97% (25.97%)	4 (0 KO's) —

Managed Microsoft Active Directory Integration

The following questions assess the offer on integration with Microsoft Active Directory.

13.2.1.What services are included in the offer regarding exploitation of Microsoft Active Directory (AD)?

Question type: Multiple-choice

Name	Value	Weight
The offer includes a fully managed Active Directory service	150	12.99%
The offer allows to interface with an Active Directory service	100	8.66%
The offer does not allow to interface with an Active Directory service	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	The offer does not allow to interface with an Active Directory service	The offer includes a fully managed Active Directory service	—	200(12.99%)	—	—	Offer phase

13.2.2.Does the offer include a managed service for Microsoft AD that supports Security Assertion Markup Language (SAML)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(3.25%)	—	—	Offer phase

13.2.3.Does the offer include a managed service for Microsoft Active Directory (AD) that supports the Lightweight Directory Access Protocol (LDAP)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(3.25%)	—	—	Offer phase

13.2.4.If the offer includes a managed Microsoft active directory (AD) that supports integration with on-premises Microsoft active directory (AD) directories, please document the recommended method of integration, including possible or recommended connectivity). Otherwise, simply answer "No".

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	100(6.49%)	☑	☑	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
14.	Technical criteria - Security and Data Protection In the Cloud	Offer phase	Not linked	Yes	NX Utility Index		80

	Questiongroup name		Questions	Questions editors	
14.1.	Forensics Readiness	2.85% (2.85%)	5 (2 KO's)	—	

Capture of Compute Instances

The following questions assess the offer on the ability for customers to take snapshots of disk or compute instances in order to prepare forensics.

14.1.1.Does the offer allow the customer to capture the Operating System storage, page file storage **and** attached data disk storage of a compute instance from the API or command-lines?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

14.1.2.Does the offer allow the customer to capture the Operating System storage, page file storage **and** attached data disk storage of a compute instance from the management portal ?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

14.1.3.Does the offer allow the customer to capture the volatile memory (RAM) of a compute instance (select all that apply) ?

Question type: Multiple-choice		
Name	Value	Weight
From the API or CLI	25	0.3%
From the management portal	25	0.3%
The offer does not allow the customer to capture the volatile memory (RAM) of a compute instance	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	50(0.59%)	—	—	Offer phase

14.1.4.Please provide links to your documentation where any possible restrictions on forensics on encrypted storage of compute instances are defined. The Contracting Authority will evaluate how clearly the restrictions are communicated to the users of the service and how limiting they are for typical use cases of the Customers. An answer listing that the service has no restrictions will be awarded 0 points.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(0.36%)	☑	—	Offer phase

Isolation of Services

The following questions assess the offer on the ability for customers to isolate compute instances or other services from the infrastructure in order to perform forensics.

14.1.5.If the offer allows to isolate resources (ex: compute instances) in order to perform forensics, please describe briefly how to isolate the resources and what tooling to use in your offer. Otherwise, answer "No".

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	160(1.9%)	☑	—	Offer phase

	Questiongroup name	Questions	Questions editors
14.2.	Security Logs	12.33% (12.33%)	11 (3 KO's)	—

Security configuration Logging

The following questions assess the offer on the management of security-related logs (e.g. changes in network ACLs, changes in firewall configurations, changes in user's management, services configuration, etc...).

14.2.1.Does the offer allow access to user management logs through its portal, APIs, and command-lines?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

14.2.2.Does the offer expose policy management logs through the portal, API and command-line included in the offer, including which user performed the changes?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

14.2.3.Does the offer expose service configuration change logs through the portal, API and command-line included in the offer, including which user performed the changes?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

14.2.4.If the offer includes a network service, do customers have access to security configuration change logs, including changes in network ACLs and changes in firewall configurations? Answer "No" if network services are not included in the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	200(2.37%)	—	—	Offer phase

14.2.5.If the offer includes a network service, do security configuration change logs, including changes in network ACLs and changes in firewall configuration, cover at least the last 90 days of operation? Answer "No" if network service are not included in the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	200(2.37%)	—	—	Offer phase

14.2.6.In the scope of the offer, what is the maximum retention for these logs (without any intervention from the customer)?

Question type: Multiple-choice		
Name	Value	Weight
301 days or more	100	1.19%
At least 180 days but less than 301	80	0.95%
At least 91 days, but less than 180	60	0.71%
At least 31 days, but less than 91	30	0.36%
Less than 31 days	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Less than 31 days	301 days or more	—	100(1.19%)	—	—	Offer phase

14.2.7.In the scope of the offer, can the customer define an expiration date for logs (date after which the logs are automatically deleted)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(0.59%)	—	—	Offer phase

14.2.8.Does the offer include a service to aggregate logs generated in the scope of the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	200(2.37%)	—	—	Offer phase

14.2.9.If the offer includes a service that allows to aggregate logs, can the customer generate alerts ? Answer "No" if no service to aggregate logs is included in the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(1.19%)	—	—	Offer phase

14.2.10. If the offer includes a service that allows to aggregate logs generated in the scope of the offer, are customer benefiting from the following functionalities:

Question type: Multiple-choice

Name	Value	Weight
Generate programmatic notification (e.g. script calls)	50	0.59%
Generate notification on events (email, SMS)	30	0.36%
Generate events that can be used inside your platform	30	0.36%
Archive logs (in or in another service)	30	0.36%
No service to aggregate logs in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	140(1.66%)	—	—	Offer phase

14.2.11. Which of the following data are available from the service in a structured, machine-readable way?

Question type: Multiple-choice

Name	Value	Weight
resource affected	10	0.12%
operation performed	10	0.12%
user initiating the operation	10	0.12%
when the operation was initiated	10	0.12%
status of the operation	10	0.12%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	50(0.59%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors
14.3.	Proactive Support to Customer	6.82% (6.82%)	7 (0 KO's)	—

Guidelines and Configuration Guidances

The following questions assess the offer on services which help customers follow security best practices out-of-the-box regarding configuration of its services or usage of its cloud resources.

14.3.1. Does the offer include guidelines and recommendations for provisioning, configuring, and continuously monitoring compliance?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(0.59%)	—	☑	Offer phase

14.3.2. Does the offer include a service to assess, audit, and evaluate the configurations of resources deployed by a user?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(0.59%)	—	☑	Offer phase

14.3.3. If the offer includes a service that allows to aggregate logs generated in the scope of the offer, please provide documentation on the service? (maximum length of documentation: 2 pages)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	200(2.37%)	☑	☑	Offer phase

14.3.4. Does the offer include a service that can be deployed automatically in a customer's account allowing to search and consult reports on the logs generated by the services in the offer?

Question type: Multiple-choice

Name	Value	Weight
Yes, based on ELK (Elastic, Logstash, Kibana)	50	0.59%
Yes, based on Splunk	50	0.59%
Yes, based on another engine	50	0.59%
No out-of-the box solution can be deployed	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	150(1.78%)	—	—	Offer phase

Security Patching

The following questions assess the offer on the security policy patching. The acronym CVSS refers to Common Vulnerability Scoring System which provides a way to capture the principal characteristics of a vulnerability and produce a numerical score reflecting its severity

14.3.5. Which is the time to patch vulnerabilities with a CVSS (or equivalent) above 8?

Question type: Multiple-choice

Name	Value	Weight
Less than 2 days	50	0.59%
Less than 5 days	25	0.3%
A risk assessment is performed in a case per case basis	25	0.3%
Less than 15 days	10	0.12%
15 days or more or no commitment	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	15 days or more or no commitment	Less than 2 days	—	50(0.59%)	—	—	Offer phase

14.3.6. Which is the time to patch vulnerabilities with a CVSS (or equivalent) above 6 and up to 8?

Question type: Multiple-choice		
Name	Value	Weight
Less than 5 days	50	0.59%
Less than 15 days	25	0.3%
A risk assessment is performed in a case per case basis	25	0.3%
Less than a month	10	0.12%
1 month or more or no commitment	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	1 month or more or no commitment	Less than 5 days	—	50(0.59%)	—	—	Offer phase

14.3.7. Describe the risk assessment process you follow to define your security patching policies.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	25(0.3%)	☑	—	Offer phase

Questiongroup name		Questions	Questions editors
14.4.	Security Information and Event Management (SIEM)	11.5% (11.5%)	6 (0 KO's)	—

SIEM integration

Security Information and Event Management (SIEM) provides real-time analysis of security alerts generated by applications or network equipment. The following questions assess how the offer supports leading SIEM products (HP ArcSight, IBM QRadar, LogPoint, LogRhythm, NetIQ Sentinel, NETMONASTERY, Security Capsule, Splunk).
14.4.1. Does the offer allow to connect with a SIEM product?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	150(1.78%)	—	—	Offer phase

14.4.2.Please detail SIEM products supported by the offer:
Please provide a document to sustain your answer (links will not be accepted).

Question type: Multiple-choice

Name	Value	Weight
Several leading SIEM products are supported	200	2.37%
A self-service, turnkey offering is available to the customer	120	1.42%
Integration with a specific SIEM product is possible	20	0.24%
No integration with any SIEM product is possible nor is any self-service available to the customer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No integration with any SIEM product is possible nor is any self-service available to the customer	Several leading SIEM products are supported	—	200(2.37%)	—	☑	Offer phase

14.4.3.If the offer supports integration to SIEM products, please describe the integration with one SIEM product.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	150(1.78%)	☑	—	Offer phase

SIEM as a Service

Security Information and Event Management (SIEM) provides real-time analysis of security alerts generated by applications or network equipment. The following questions assess the offer on delivery SIEM-like capabilities. In these questions the customer does not control or provide a SIEM product to integrate to, but the tenderer is delivering the SIEM service to the customers.

14.4.4.Please provide the description of service included in the offer that you consider being comparable to SIEM as service. (maximum length of documentation: 2 pages)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	200(2.37%)	☑	☑	Offer phase

14.4.5. Which of the following services are supported by the SIEM included in the offer:

Question type: Multiple-choice

Name	Value	Weight
Deployment automation analysis	20	0.24%
Continuous asset discovery and visibility	20	0.24%
Vulnerability scanning of configurations of assets	20	0.24%
Cloud configuration exposure scanning	20	0.24%
Security posture reports	20	0.24%
Log management and search	20	0.24%
Network intrusion detection	20	0.24%
Log-based Intrusion detection & analytics	20	0.24%
Security analytics: rules, machine learning can be used	20	0.24%
Web application firewall logs can be exploited	20	0.24%
Web application anomaly detection can be performed	20	0.24%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	220(2.61%)	—	—	Offer phase

14.4.6. Does the offer include the ability for the customers to perform vulnerability scanning on networks created within your infrastructure (i.e. virtual private cloud, security group, isolated VLAN…)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(0.59%)	—	—	Offer phase

	Questiongroup name		Questions	Questions editors
14.5.	Threat mitigation services	17.31% (17.31%)	19 (1 KO's)	—

Customers Penetration Tests

The following questions assess the offer on policy towards customers performing penetration testing.
14.5.1.In the scope of the offer, do you accept penetration tests from customers?

Question type: Multiple-choice

Name	Value	Weight
Penetration testing can be performed on all servives	100	1.19%
Penetration testing can be performed on some services	50	0.59%
No penetration test is accepted	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No penetration test is accepted	Penetration testing can be performed on all servives	—	100(1.19%)	—	—	Offer phase

14.5.2.In the event a penetration test is subject to approval, what is the average time to treat the request In the scope of the offer?

Question type: Multiple-choice

Name	Value	Weight
No prior authorisation is required	50	0.59%
Between 1 to 7 calendar days	40	0.47%
Between 8 to 14 calendar days	10	0.12%
More than 14 calendar days	0	0%
No penetration test is accepted	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No penetration test is accepted	No prior authorisation is required	—	50(0.59%)	—	—	Offer phase

14.5.3.Please provide the offer's policy regarding penetration testing run by customers.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	20(0.24%)	☑	☑	Offer phase

DDoS protection

The following questions assess the offer on protection against network and transport layer Distributed Denial of Service (DDoS) attacks.
14.5.4.Does the offer protect from common, most frequently occurring network and transport layer DDoS attacks for its entire infrastructure, always on, regardless of the customer's workloads?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(1.19%)	—	—	Offer phase

14.5.5. Does the offer include a service to protect from common, most frequently occurring network and transport layer DDoS attacks with the ability to write customised rules to mitigate sophisticated application layer attacks?

Question type: Multiple-choice		
Name	Value	Weight
Yes, included as a baseline service	100	1.19%
Yes, available as a payable option	70	0.83%
No	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No	Yes, included as a baseline service	—	100(1.19%)	—	—	Offer phase

14.5.6. Does the offer allow configuration of a DDoS protection service by the customer, as a service, without requiring deployment of a 3rd party tooling of software? (answer No if the offer do not include a DDoS service)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(0.59%)	—	—	Offer phase

Red Team Exercises

The following questions assess the offer on policy towards customers requesting red team exercises.

14.5.7. In the scope of the offer, do you accept red team exercises from customers on customers systems, services and applications?

Question type: Multiple-choice		
Name	Value	Weight
As a baseline service	100	1.19%
As a service with extra charge	75	0.89%
Do not accept red teams exercises	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Do not accept red teams exercises	As a baseline service	—	100(1.19%)	—	—	Offer phase

14.5.8. Please describe the process to manage a red team exercise In the scope of the offer. Better marks will be given providers giving more flexibility and ability to exercise deeper layers of the infrastructure.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	50(0.59%)	☑	☑	Offer phase

Vulnerability assessments

The following questions assess the offer on policy towards customers requesting vulnerability assessments, or their capacity to perform vulnerability assessment as a service.

14.5.9.In the scope of the offer, do you accept that the customer requests vulnerability assessments on systems, services and applications of the customer hosted by services included in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

14.5.10.Does the offer include a service to automatically assess potential vulnerabilities, systems, services and applications of the customer hosted by services included in the offer? (maximum length of documentation: 2 pages)
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(1.19%)	—	☑	Offer phase

14.5.11.In the scope of the offer, do you accept that customers request vulnerability assessments on systems, services and applications of your offer?

Question type: Multiple-choice

Name	Value	Weight
Yes, a formal process exist	50	0.59%
No, but generic documentation on vulnerability assessment exist	20	0.24%
No	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No	Yes, a formal process exist	—	50(0.59%)	—	—	Offer phase

14.5.12.Please provide the policy of the offer in terms of vulnerability assessments requested by the customer. (maximum length of documentation: 2 pages)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	100(1.19%)	☑	☑	Offer phase

Threat detection service

The following questions assess the offer on threat detection.

14.5.13.If the offer includes a managed threat detection service, please provide a link to its documentation (example of information expected: what threat model is used, what are the capabilities of the service, which framework is used if any, etc…)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	180(2.13%)	☑	☑	Offer phase

14.5.14. If the offer includes a managed threat detection service, which of the following data sources are analysed by rules defined by the Tenderer?

Question type: Multiple-choice

Name	Value	Weight
Vulnerability and remediation reports	20	0.18%
Cloud Configuration exposure report	20	0.18%
Threat risk level reports	20	0.18%
Your service uses threat intelligence feeds	20	0.18%
Intrusion signature analysis and reports	20	0.18%
Infrastructure log analysis	20	0.18%
Customer log analysis	20	0.18%
Rule based engine	20	0.18%
Network based machine learning analysis and reports	20	0.18%
No managed threat detection service in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	140(1.66%)	—	—	Offer phase

14.5.15. If the offer includes a managed threat detection service, does the service detect threats on the following middleware of software used in DEVOPS or Infrastructure as Code deployments? You must not select an option if the detection only depends on customer-built detection rules.

Question type: Multiple-choice

Name	Value	Weight
Kubernetes Containers	50	0.32%
Chef	30	0.19%
Puppet	30	0.19%
Ansible	30	0.19%
Other containers	30	0.19%
Jira	20	0.13%
Jenkins	20	0.13%
Confluence	10	0.06%
No managed threat detection service in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	120(1.42%)	—	—	Offer phase

14.5.16. If the offer includes a managed threat detection service, what is the delay before an alert is reported (any technical notification channel accepted)?

Question type: Multiple-choice		
Name	Value	Weight
Less than 15min	50	0.59%
Less than 30min	25	0.3%
Less than 60min	10	0.12%
More than 60min	0	0%
No managed threat detection service in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No managed threat detection service in the offer	Less than 15min	—	50(0.59%)	—	—	Offer phase

Vulnerability Disclosure Program and Policy

The following questions assess the offer on the existence of vulnerability disclosure programs and policies within the organisation.

14.5.17. Please provide the vulnerability disclosure program and existing policies in your offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	100(1.19%)	☑	☑	Offer phase

14.5.18. When the Tenderer discovers vulnerabilities in the services of the Offer, or in the underpinning elements that enable the services of the Offer, that might affect the security of the end customer, are they disclosed in at least equal transparency to the transparency the Tenderer providers when they're discovered by 3rd parties?

The purpose of the question is to ensure that all vulnerabilities discovered in production environments are treated in the same way, are not patched without informing the customer, and are correctly assessed for security impact.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	25(0.3%)	—	—	Offer phase

14.5.19. Does the offer include the publication of a security.txt file on the root of the internet facing servers where the practice is applicable? (e.g. https://securitytxt.org/)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	25(0.3%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors
14.6. Encryption Capacity	8.89% (8.89%)	4 (0 KO's)	—

Encryption at Rest

The following questions assess the offer on encryption of data-at-rest. data-at-rest is inactive data stored in database, storage services, data warehouses, etc..

14.6.1.Please document how the offer supports encryption of data-at-rest on the storage services included in the offer (e.g. block storage, object storage, data lakes, etc...).The contracting authority does not require an extended explanation but a summary, only the 3 first pages of your answer will be taken into account.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	200(2.37%)	☑	☑	Offer phase

14.6.2.Please document how the offer supports encryption of data-at-rest on your middleware services that support transactions (e.g databases, ledgers, queues...).The contracting authority does not require an extended explanation but a summary, only the 3 first pages of your answer will be taken into account.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	150(1.78%)	☑	☑	Offer phase

Encryption in Transit

The following questions assess the offer on encryption of data-in-transit. data-in-transit is data that is traversing a nework of any nature (public or private).

14.6.3.Please document how the offer supports encryption of data at transit, for notes of storage across availability zone. The contracting authority does not require an extended explanation but a summary, only the 3 first pages of your answer will be taken into account.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	100(1.19%)	☑	☑	Offer phase

Encryption in Use

The following questions assess the offer on encryption of data in Use. Data in Use is active data which is stored in a non-persistent digital state, typically in computer Random-Access Memory (RAM), CPU caches, or CPU registers.

14.6.4.Please document how the offer supports encryption data in Use (e.g. full memory encryption, CPU-based key storage, Enclaves, Transparent Data Encryption, or cryptographic protocols that can be used in your context). The contracting authority does not require an extended explanation but a summary, only the 3 first pages of your answer will be taken into account.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	300(3.56%)	☑	☑	Offer phase

	Questiongroup name		Questions	Questions editors
14.7.	Encryption Key Management Service	40.31% (40.31%)	28 (3 KO's)	—

Provider Encryption Key Management Service

The following questions assess the offer on Encryption Key Management services that enable customers to create and manage keys and control the use of encryption across the components of the Cloud Provider, and hosted within the provider's environment (i.e. certificates, keys or secrets).

14.7.1.Does the offer include a managed service to create, manage, and use encryption keys (i.e. certificates, keys or secret)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

14.7.2.Does the offer allows the customers to define and import their own keys?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

14.7.3.Are ALL access to the Encryption Key Management Service logged?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	200(2.37%)	—	—	Offer phase

14.7.4.Does the service include an option to enable soft-deleting, thus granting the possibility to recover cryptographic keys during a period after their deletion?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	40(0.47%)	—	—	Offer phase

14.7.5.ALL access to the Encryption Key Management Service are logged. Which logs can be checked by the customer (i.e. can the customer ensure that no unlogged access to the service can be performed)? Please document what gives assurance to the contracting authority. Only the 2 first pages of your answer will be taken into account. Answer No, if there is no Encryption Key Management Service in the offer.
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(1.19%)	—	☑	Offer phase

14.7.6.What FIPS Compliance Security Level does the offer achieve at best?

Question type: Multiple-choice		
Name	Value	Weight
Level 4	300	3.56%
Level 3	200	2.37%
Level 2	100	1.19%
Level 1	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Level 1	Level 4	—	300(3.56%)	—	—	Offer phase

14.7.7. What is the baseline FIPS Compliance Security Level of your offer (i.e. at a lower cost)?

Question type: Multiple-choice

Name	Value	Weight
Level 4	150	2.37%
Level 3	100	1.58%
Level 2	50	0.79%
Level 1	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Level 1	Level 4	—	200(2.37%)	—	—	Offer phase

14.7.8. In the event the Encryption Key service included in the offer accesses the customer private key "in clear" at any stage of the delivery of the service, please describe at what stage and in which condition the customer private key is "in clear"? (provider which are FIPS 104-2 Level 3 compliant can just refer to this compliance, but have to provide evidence of this compliance). Better marks will be awarded to providers who do not access private keys.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	300(3.56%)	☑	—	Offer phase

14.7.9. Does the offer allow the customers to identify when an access key was last used or old keys rotated?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(0.59%)	—	—	Offer phase

14.7.10. Which options of backing up keys inside the service does the Encryption Key Management Service include?

Question type: Multiple-choice

Name	Value	Weight
Automatic copies in another region	15	0.18%
Automatic copies in another availability zone	15	0.18%
User-requested backup within the service	10	0.12%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	40(0.47%)	—	—	Offer phase

14.7.11. Does the offer support integration with other cloud services to provide data-at-rest encryption capability?
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	40(0.47%)	—	☑	Offer phase

14.7.12. Does the offer allows customers to rotate, manage, and retrieve credentials such as application programming interface (API) keys, database credentials, and other secrets?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(0.59%)	—	—	Offer phase

Encryption Key Management Service Primitives

The following questions assess the offer on Encryption Key Management services that enable customers to create and manage keys and control the use of encryption across the components of the Cloud Provider, and hosted within the provider's environment (i.e. certificates, keys or secrets).

The contracting authority makes reference to:
- data-at-rest: inactive data stored in database, storage services, data warehouses...
- data-in-transit: data that is traversing a network of any nature (public or private)
- Data in use: active data which is stored in a non-persistent digital state typically in computer random-access memory (RAM), CPU caches, or CPU registers.

14.7.13. Does the Encryption Key Management service included in the offer allow to encrypt data-at-rest? Answer "No" if no Encryption Key Management service is included in the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

14.7.14. Please list the storage services included in the offer which can benefit from the Encryption Key Management service included in the offer for data-at-rest. Answer "No" if no Encryption Key Management service is included in the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	200(2.37%)	☑	☑	Offer phase

14.7.15. Does the offer include a Certificate Management service to encrypt data-in-transit (e.g. does the offer include a managed service to provision, manage, and deploy secure sockets layer (SSL) / transport layer security (TLS) certificates)? (answer No if no Certificate Management service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	200(2.37%)	—	—	Offer phase

14.7.16. Please list the services for which certificates can be issued through your Certificate Management service, so that the certificates are used for encryption of data in transit over public or private endpoints. Please also specify how these services are integrated to the Certificate Management service. The Contracting Authority will evaluate the extent of services covered and user experience of the integration, particularly in regards to deployment and renewal of certificates.
(Answer "No" if no Certificate Management service is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	200(2.37%)	☑	☑	Offer phase

14.7.17. Does the offer include a certificate management service which acts as a Certificate Authority (CA)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.24%)	—	—	Offer phase

14.7.18. Does the offer include a certificate management service that facilitates renewal of certificates? Please describe how the provider facilitates this renewal (methods foreseen).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	40(0.47%)	☑	—	Offer phase

14.7.19. Does the offer include a a certificate management service that supports the use of wildcard certificates?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.24%)	—	—	Offer phase

14.7.20. What type of API certificates or keys does the key management service support?

Question type: Multiple-choice

Name	Value	Weight
Random API certificate with 256-bit (or more) entropy may be used	100	1.19%
Random API certificate with 128-bit entry may be used	50	0.59%
Random API certificate with less than 128-bit entropy may be used	10	0.12%
Customers are not allowed to define their own API certificate	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Customers are not allowed to define their own API certificate	Random API certificate with 256-bit (or more) entropy may be used	—	100(1.19%)	—	—	Offer phase

Interfacing Customer's Key Management Service

The following questions assess the offer on the possibility for customers to import keys from their own key management infrastructure to the cloud service provider's key management service of the offer.

14.7.21. If the offer allows the customers to import keys, during the import process, are customers' master key accessed "in clear" at any stage of the process? (answer No if customers cannot import keys)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	Yes	No	—	20(0.24%)	—	—	Offer phase

14.7.22. Does the offer allow the customers to import keys from their own key management infrastructure to an Encryption Key Management service included in the offer? Please describe the process used to import such keys. Better evaluation will be given to solution which allow automation with a high level of security and control.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	30(0.36%)	☑	—	Offer phase

HSM support

The following questions assess the offer on dedicated hardware security modules (i.e. HSM).
14.7.23.Are ALL access to the Encryption Key Management Service logged?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	200(2.37%)	—	—	Offer phase

14.7.24.Does the offer include dedicated hardware security modules (HSM), i.e. hardware appliances that provides secure key storage and cryptographic operations within a tamper-resistant hardware module?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	400(4.74%)	☑	☑	Offer phase

14.7.25.ALL access to Encryption Key Management Service are logged. Which logs can be checked by the customer (i.e. can the customer ensure that no unlogged access to the service can be performed)?
Please document what gives assurance to the contracting authority.
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(1.19%)	—	☑	Offer phase

14.7.26.What FIPS Compliance Security Level does the offer achieve at best?

Question type: Multiple-choice

Name	Value	Weight
Level 4	300	3.56%
Level 3	200	2.37%
Level 2	50	0.59%
Level 1	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Level 1	Level 4	—	300(3.56%)	—	—	Offer phase

14.7.27.What is the baseline FIPS Compliance Security Level of your offer (i.e. at a lower cost)?

Question type: Multiple-choice

Name	Value	Weight
Level 4	200	2.37%
Level 3	200	2.37%
Level 2	25	0.3%
Level 1	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Level 1	Level 4	—	200(2.37%)	—	—	Offer phase

Provider Encryption Key Management Service

The following questions assess the offer on limits of Encryption Key Management.

14.7.28. What restrictions (i.e. service limits) exist in the offer in regards to the managed service for encryption keys included in the offer? Example: Maximum number of customer master keys Maximum number of hardware security modules (HSMs)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(0.59%)	☑	—	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
15.	Technical criteria - Security and Data Protection Of the Cloud	Offer phase	Not linked	Yes	NX Utility Index		104

	Questiongroup name		Questions	Questions editors	
15.1.	SO01 - Information security policy	5.22% (5.22%)	5 (1 KO's)	—	

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (01): "Information Security Policy", part of the security framework of the procedure.

From the answer to the present criterion the contracting authority will evaluate the offer's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (01) consists in: "Ensure the definition of policies related to information security, aligned with the relevant laws, regulations, as well as with the business requirements of the organization. It also includes the definition of the appropriate roles and responsibilities to carry out the implementation of said policies".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.1.1. Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
BSI C5	0	0%
ISO/IEC 27001	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Eurocloud self-assessment	0	0%
Eurocloud star audit	0	0%
Leet Security	0	0%
NIST 800 - 53	0	0%
Certified cloud service TüV	0	0%
ISO 19086	0	0%
ISO 22301	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.1.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.1.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.1.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.1.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	200.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors
15.2.	SO02 - Personnel and Training	5.22% (5.22%)	5 (1 KO's)	—

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (02): "Personnel and Training", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offer's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (02) consists in: "Ensure that the employees and contractors are aware and understand their responsibilities towards the information security policies defined and implemented in the organization".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.2.1. Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
BSI C5	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Leet Security	0	0%
NIST 800 - 53	0	0%
Certified cloud service TüV	0	0%
ISO 19086	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.2.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.2.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.2.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.2.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name	Questions	Questions editors		
15.3.	SO03 - Asset management	5.22% (5.22%)	5 (1 KO's)	—	

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (03): "Asset management", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (03) consists in: "Provide mechanisms for the identification and protection of organizational and information assets, also those coming from customers".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.3.1. Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
BSI C5	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Leet Security	0	0%
Certified cloud service TüV	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.3.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.3.3.For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.3.4.For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.3.5.For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name			Questions	Questions editors	
15.4.	SO04 - Identity and Access Management	5.22% (5.22%)		5 (1 KO's)	—	

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (04): "Identity and Access Management", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework"

The security objective (04) consists in: "Put in place the mechanisms to ensure the access to the information, information processing facilities and virtualized environments of only authorized users".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.4.1.Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
BSI C5	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Leet Security	0	0%
Certified cloud service TüV	0	0%
ISO 22301	0	0%
ISO/IEC 24760	0	0%
ISOIEC 29100	0	0%
ISO/IEC 29101	0	0%
ISO/IEC 29115	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.4.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.4.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.4.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.4.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors	
15.5.	SO05 - Cryptography and Key management	5.22% (5.22%)	5 (1 KO's)	—	

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (05): "Cryptography and Key management", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (05) consists in: "Ensure a secure operation of the cloud services with the definition and implementation of the appropriate cryptographic mechanisms".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.5.1.Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
BSI C5	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Leet Security	0	0%
NIST 800 - 53	0	0%
Certified cloud service TüV	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.5.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.5.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.5.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.5.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors	
15.6.	SO06 - Physical Infrastructure Security	5.22% (5.22%)	5 (1 KO's)	—	

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (06): "Physical Infrastructure Security", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (06) consists in: "Ensure the prevention of unauthorized access to the physical site so as to prevent any damage, loss, failure or theft of any of the business' assets that may hamper the organization's operations".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.6.1.Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Leet Security	0	0%
NIST 800 - 53	0	0%
Certified cloud service TüV	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.6.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.6.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.6.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.6.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors
15.7.	SO07 - Operational Security	5.22% (5.22%)	5 (1 KO's)	—

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (07): "Operational Security", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (07) consists in: "Ensure the secure and proper operation of the information security facilities so that the cloud service provider is always operational".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.7.1. Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
BSI C5	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Leet Security	0	0%
Certified cloud service TüV	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.7.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.7.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.7.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.7.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name			Questions	Questions editors	
15.8.	SO08 - Communications Security	5.22% (5.22%)		5 (1 KO's)	—	

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (08): "Communications Security", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (08) consists in: "Ensure the protection of the information in networks, external and internal and in between systems".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.8.1. Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
BSI C5	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Leet Security	0	0%
Certified cloud service TüV	0	0%
ISO 19944	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.8.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.8.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.8.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.8.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name	Questions	Questions editors	
15.9.	SO09 - Procurement Management	5.22% (5.22%)	5 (1 KO's)	—

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (09): "Procurement Management", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (09) consists in: "Define and implement mechanisms to manage the whole supply chain of the cloud service provider and ensure that these procurement activities maintain the appropriate security level".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.9.1. Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
BSI C5	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.9.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.9.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.9.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.9.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors	
15.10.	SO10 - Incident Management	5.22% (5.22%)	5 (1 KO's)	—	

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (10): "Incident Management", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offer's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (10) consists in: "Provide the means to manage, react to, and communicate security incidents".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.10.1.Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
BSI C5	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Eurocloud self-assessment	0	0%
Eurocloud star audit	0	0%
Leet Security	0	0%
NIST 800 - 53	0	0%
Certified cloud service TüV	0	0%
ISO 22301	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.10.2.In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.10.3.For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.10.4.For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.10.5.For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name			Questions	Questions editors	
15.11.	SO11 - Business Continuity and Disaster Recovery	5.22% (5.22%)		5 (1 KO's)	—	

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (11): "Business Continuity and Disaster Recovery", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (11) consists in: "Set out the activities needed to ensure the continuity of the operations of the cloud service recovery, including the disaster recovery ones while ensuring the integrity of the information at all times".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.11.1. Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
BSI C5	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Leet Security	0	0%
NIST 800 - 53	0	0%
Certified cloud service TüV	0	0%
ISO 22301	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.11.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.11.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.11.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.11.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

Questiongroup name		Questions	Questions editors
15.12. SO12 - Compliance	6.12% (6.12%)	8 (1 KO's)	—

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (12): "Compliance", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (12) consists in: "Satisfy the legal, statutory, regulatory or contractual obligations related to information security and of any security requirements".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.12.1. Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Eurocloud self-assessment	0	0%
Eurocloud star audit	0	0%
Leet Security	0	0%
NIST 800 - 53	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.12.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.12.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.12.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.12.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

Other Certifications / Attestations

The following questions assess the offer on security, from the angle of cloud computing security guidelines other than the ones listed in the Security Framework of the procedure.

15.12.6.Do the cloud services of the offer conform to or comply with one or more of the following Cloud computing security guidelines?

Question type: Multiple-choice

Name	Value	Weight
ENISA - "Cloud Computing Risk Assessment"	5	0.03%
Federal Risk and Authorization Management Program (FedRAMP)	5	0.03%
NIST SP 800-53 - Security and Privacy Controls for Federal Information Systems and Organizations	5	0.03%
NIAP - National Information Assurance Partnership	5	0.03%
C5 [Germany]	5	0.03%
DIACAP	5	0.03%
DoD SRG Levels 2 & 4	5	0.03%
FedRAMP	5	0.03%
FIPS 140-2	5	0.03%
ISO 9001	5	0.03%
ISO 27017	5	0.03%
ISO 27018	5	0.03%
IRAP [Australia]	5	0.03%
MTCS Tier 3 [Singapore]	5	0.03%
PCI DSS Level 1	5	0.03%
SEC Rule 17-a-4(f)	5	0.03%
SOC1 / ISAE 3402	5	0.03%
Systems and Organizations	5	0.03%
Other (please provide information about this scheme)	5	0.03%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	38(0.5%)	—	☑	Offer phase

Other Laws, Regulations, and Privacy schemes

The following questions assess the offer on security, from the angle of respect of law, regulations and privacy industry standards other than the ones listed in this procedure.

15.12.7.Do the cloud services of the offer conform to or comply with one or more of the following laws, regulations, and privacy schemes?

Question type: Multiple-choice

Name	Value	Weight
CISPE	1	0.01%
Standard Contractual Clauses (SCC)	1	0.01%
FERPA	1	0.01%
GLBA	1	0.01%
HIPAA	1	0.01%
HITECH	1	0.01%
IRS 1075	1	0.01%
ITAR	1	0.01%
PDPA - 2010 [Malaysia]	1	0.01%
PDPA - 2012 [Singapore]	1	0.01%
PIPEDA [Canada]	1	0.01%
Privacy Act [Australia]	1	0.01%
Privacy Act [New Zealand]	1	0.01%
Spanish DPA Authorization	1	0.01%
U.K. DPA - 1988	1	0.01%
VPAT/Section 508	1	0.01%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	16(0.21%)	—	—	Offer phase

Other cloud alignments initiatives or frameworks

The following questions assess the offer on security, from the angle of alignment initiatives, international cloud frameworks and industry standards other than the ones listed in the Security Framework of the procedure.
15.12.8. Do cloud services of the offer conform to or comply with one or more of the following cloud alignments / frameworks?

Question type: Multiple-choice

Name	Value	Weight
CDSA	1	0.01%
CIS	1	0.01%
Criminal Justice Info. Service (CJIS)	1	0.01%
FISC	1	0.01%
FISMA	1	0.01%
G-Cloud [UK]	1	0.01%
GxP (FDA CFR 21 Part 11)	1	0.01%
ICREA	1	0.01%
IT Grundschutz [Germany]	1	0.01%
MARS - E	1	0.01%
MITA 3.0	1	0.01%
MPAA	1	0.01%
NIST	1	0.01%
Uptime Institute Tiers	1	0.01%
UK Cloud Security Principles	1	0.01%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	15(0.2%)	—	—	Offer phase

	Questiongroup name		Questions	Questions editors	
15.13.	SO13 - Security assessment	5.22% (5.22%)	5 (1 KO's)	—	

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (13): "Security assessment", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (13) consists in: "To establish and maintain appropriate procedures for testing key network and information systems underpinning the cloud services and to establish and maintain appropriate procedures to perform security assessments of critical assets".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.13.1.Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
BSI C5	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Eurocloud self-assessment	0	0%
Eurocloud star audit	0	0%
Leet Security	0	0%
Certified cloud service TüV	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.13.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.13.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.13.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.13.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors	
15.14.	SO14 - Interoperability and Portability	5.22% (5.22%)	5 (1 KO's)	—	

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (14): "Interoperability and Portability", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (14) consists in: "Provide means that allow customers to interface with other cloud services and/or if needed port to other providers offering similar services in a secure way".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.14.1. Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
BSI C5	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
ISO 19941	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.14.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.14.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.14.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.14.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name	Questions	Questions editors	
15.15.	SO15 - System Security and Integrity	10.31% (10.31%) 15 (1 KO's)	—	

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (15): "System Security and Integrity", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (15) consists in: "Put in place the appropriate measures to ensure that the system maintains an adequate level of security and integrity in its entire lifecycle, from development to operation, from internal developments to outsourced ones, using both commercial and open source software".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.15.1. Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
NIST 800 - 53	0	0%
Certified cloud service TüV	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.15.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.15.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.15.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.15.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

Software Bill of Materials

The following questions assess the offer on the possibilities to identify in real time every software component and their subcomponents in the network's offer, or platforms/applications relevant in the context of the offer.
A software component is defined as a software library imported, A software component is a "unit of software defined by a 3rd party supplier at the time the component is built, packaged, or delivered". A software component is uniquely identifiable by the version level, and can be mapped to lists of known vulnerabilities and other sources of information.

15.15.6. Does the offer include a Software Bill Of Materials (SBOM) of third party applications/libraries and Open Source Software (OSS) libraries used in products / applications / platforms / management plane of the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(1.31%)	—	—	Offer phase

15.15.7. Is the SBOM included in the offer machine readable? Answer "No" if no SBOM is included in the offer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(0.65%)	—	—	Offer phase

15.15.8.In which format is the SBOM included in the offer available to the customers?

Question type: Multiple-choice		
Name	Value	Weight
Software Packet Data Exchange (SPDX) format	20	0.26%
Software Identification (SWID) ISO Standard	20	0.26%
No SBOM included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	40(0.52%)	—	—	Offer phase

15.15.9.In the scope of the offer, does the SBOM currently contain non-permitted technologies (NPTs) (example: Apache Struts 1 contains known vulnerable components that most companies would consider an major risk to their infrastructure)?

Question type: Multiple-choice		
Name	Value	Weight
No	50	0.65%
Yes, and plan to remediate is attached to the answer	20	0.26%
Yes, no plan to remediate	0	0%
No SBOM included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No SBOM included in the offer	No	—	50(0.65%)	—	—	Offer phase

15.15.10.
Are suppliers of the cloud service(s) of the offer required to provide a SBOM, taken into account in the SBOM of the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.26%)	—	—	Offer phase

15.15.11.
Does the offer include a single database or a set of applications to identify whether or not you are affected by newly discovered or published vulnerabilities?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.26%)	—	—	Offer phase

15.15.12.
Does the offer include a system to monitor for new vulnerabilities within third party libraries and OSS libraries used within services of the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.26%)	—	—	Offer phase

15.15.13.
Does the offer include a system to monitor and analyze changes being performed on third party libraries and OSS libraries used within services of the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.26%)	—	—	Offer phase

15.15.14.
Does the offer include a Service Level Agreement that mentions mean-time-to-remediate for vulnerabilities detected in the scope of the SBOM (e.g. timing to fix a vulnerability)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(0.65%)	—	—	Offer phase

15.15.15.
Does the offer include a Service Level Objective that mentions mean-time-to-remediate for vulnerabilities detected in the scope of the SBOM (e.g. timing to fix a vulnerability)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.26%)	—	—	Offer phase

	Questiongroup name			Questions	Questions editors
15.16.	SO16 - Change and Configuration Management	5.22% (5.22%)		5 (1 KO's)	—

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (16): "Change and Configuration Management", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (16) consists in: "Establish and maintain change management procedures for network and information systems".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.16.1. Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
ISO/IEC 27002	0	0%
ISO/IEC 27017	0	0%
ISO/IEC 27018	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Leet Security	0	0%
NIST 800 - 53	0	0%
Certified cloud service TüV	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.16.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.16.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.16.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.16.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors	
15.17.	SO17 - Risk management	5.22% (5.22%)	5 (1 KO's)	—	

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (17): "Risk management", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (17) consists in: "Provide the means to ensure an appropriate governance and risk management framework, as well as mechanisms to identify and address risks for the security of the cloud services".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.17.1.Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice

Name	Value	Weight
SecNumCloud	0	0%
CSA CCM	0	0%
CSA OCF attestation 1	0	0%
CSA OCF attestation 2	0	0%
CSA OCF certification 2	0	0%
SOC2	0	0%
SOC3	0	0%
Leet Security	0	0%
NIST 800 - 53	0	0%
Certified cloud service TüV	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	0(0%)	—	☑	Offer phase

15.17.2.In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.17.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.17.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.17.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors
15.18.	SO18 - Personal Data Protection	5.22% (5.22%)	5 (1 KO's)	—

Effective Assurance Level

The following questions assess the offer on the effective assurance level it gives to the contracting authority regarding the security objective (18): "Personal Data Protection", part of the security framework of the procedure.

From the answer to the present criterion, the contracting authority will evaluate the offers's EAL (Effective Assurance Level) as depicted in the Annex "Cloud Security Framework".

The security objective (18) consists in: "Put in place the appropriate measures and means so the provider give assurance to data controller that the provider fulfils its duties as data processor towards personal data protection".

By general effective assurance level, the contracting authority refers to the general policy of achieving a security objective across the provider's line of service. It is acceptable that some services deviate from this general policy, but the implementation of the general policy must be convincing and sustained by evidence.

15.18.1. Full coverage by certifications: to justify the effectiveness of the offer towards the security objective, tenderers must submit one or more certifications provided by external 3rd parties listed in this question. Please provide evidence for at least one of the certifications listed below.

The evidence must cover at least:
- the last valid audit certificate
- the regions and(or) sites and(or) datacenter covered by the certification.
- the list of IaaS/PaaS services covered by the certification.
- the scope of applicability which includes the relevant security objective.

For this security objective, the effective assurance level of the offer must reach at least EAL-4. To this effect, the certifications provided must cover at minimum two EEA regions and all IaaS/PaaS services that are essential to addressing the Business Cases and the Technical Questionnaires. The contracting authority will evaluate the certifications, their coverage, and the answers to the questionnaires to determine the effective assurance level of the offer regarding this security objective.

Question type: Multiple-choice		
Name	Value	Weight
ISO/IEC 27018	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	None of the above	ISO/IEC 27018	—	0(0%)	—	☑	Offer phase

15.18.2. In this question, the Contracting Authority evaluate if the Effective Assurance Level 4 has been reached for this security objective according to the assessment methodology described above.

Question reserved for the contracting authority (not to be answered by the tenderer).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.18.3. For the certifications chosen as evidence please indicate which areas are relevant to this security objective and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the relevance of the certifications to the security objective.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	No	Yes	—	100(1.31%)	☑	—	Offer phase

15.18.4. For the certifications chosen as evidence please indicate what are the regions in the European Economic Area (EEA) covered by the certifications and point to the specific pages where they are referenced.

The Contracting Authority will evaluate the number of regions in EEA covered by certifications beyond the two set as a minimum requirement. More regions covered will receive a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

15.18.5. For the certifications chosen as evidence please indicate where the IaaS/PaaS services covered by the certification are referenced. Additionally, please list the IaaS/PaaS services that are not covered by the certifications.

The Contracting Authority will evaluate the IaaS/PaaS services covered by the certifications beyond the minimum requirements. More IaaS / PaaS services covered by certifications will give a better score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(1.31%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors
15.19.	Disclosure of Evidence	0% (0%)	1 (1 KO's)	—

15.19.1.
In the scope of the offer and when this does neither impair the security of the offer nor be financially unreasonable, will you disclose documents such as certifications, attestation, statement of applicability or other documents that document implementation of your controls, exclusively on request of the contracting authority?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
16.	Technical criteria - Hybrid and Portability	Offer phase	Not linked	Yes	NX Utility Index		66

	Questiongroup name		Questions	Questions editors
16.1.	Hybrid Cloud	25.94% (25.94%)	19 (0 KO's)	—

Compatibility with Hybrid Software Products

The following questions assess the offer's compatibility with **third-party products**, which allow customers to operate in a hybrid environment. These tools enable customers to seamlessly manage workload (i.e. virtual servers, network, PaaS services, etc.) spread in customers' datacentres and within one or several public clouds. A typical example is Cloud Management Platforms (CMP).

16.1.1. Please list the hybrid products with which the offer is compatible? The Contracting Authority values compatibility with a variety of platforms.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.99%)	☑	—	Offer phase

Hybrid Managed Service for Development

The following questions assess the offer on **managed services**, which allow customers to operate in a hybrid environment for **development workloads**. While operating in a hybrid environment, the Contracting Authority expects that customers can configure and manage cloud services from a single pane of glass managed by the provider and which allows customers to seamlessly manage workload (i.e. virtual servers, storage, network, PaaS services, etc...) spread in customers datacentres and within one or several public clouds.
The Contracting Authority is not searching for a product but for a fully managed service.

16.1.2. Does the offer include a service which supports the implementation of a continuous secured development life-cycle (e.g.DEVSECOPS) in a seamingless way across multiple cloud providers and the customer's premises? If such a service is included in the offer, provide a link to the description of the service.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.5%)	—	☑	Offer phase

16.1.3. If the offer includes services that support the implementation of a continuous secured development life-cycle (e.g. DEVSECOPS) in a seamingless way across multiple cloud providers, please provide a short description of services used for such implementation as well as a suggested architecture pattern. Please provide links to online documentation.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.99%)	☑	—	Offer phase

16.1.4. Does the offer allow the development process to be executed in the public cloud and the deployment to be performed in customers' premises?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.1.5. Please briefly describe which requirements are needed by the service to be able to deploy artefacts to customers' premises.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.6%)	☑	—	Offer phase

Hybrid Managed Service for Operations

The following questions assess the offer on **managed services**, which allow customers to operate in a hybrid environment for **production workloads**. While operating in a hybrid environment, the Contracting Authority expects that customers can configure and manage cloud services from a single pane of glass managed by the provider and which allows customers to seamlessly manage workload (i.e. virtual servers, storage, network, PaaS services, etc...) spread in customers datacentres and within one or several public clouds.
The Contracting Authority is not searching for a product but for a fully managed service.

16.1.6.With which cloud platform does the service included in the offer allow to operate seamlessly?

Question type: Multiple-choice

Name	Value	Weight
Amazon Web Services	10	0.3%
Enter Cloud Suite	10	0.3%
Google Cloud	10	0.3%
IBM Cloud	10	0.3%
Microsoft Azure	10	0.3%
Oracle Cloud	10	0.3%
OVHcloud	10	0.3%
SAP Cloud Platform	10	0.3%
No hybrid software service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	80(2.39%)	☑	—	Offer phase

16.1.7.With which virtualisation or container technology are the services included in the offer compatible (presumably run on the customer's premises)?

Question type: Multiple-choice

Name	Value	Weight
VMware	25	1.5%
Kubernetes	25	1.5%
Hyper-V	5	0.3%
XenServer	5	0.3%
No hybrid software service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No hybrid software service is included in the offer	VMware	mark	50(1.5%)	☑	—	Offer phase

16.1.8.Does the offer include a single pane of glass for provisioning?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.1.9.Does the offer include a single pane of glass for monitoring?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.1.10.Does the offer include a single pane of glass for security monitoring?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.1.11.Does the offer include infrastructure as code functionalities, allowing to provision infrastructure in a declarative way in all the environments supported in the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	40(1.2%)	—	—	Offer phase

16.1.12.Does the offer support Terraform as a tooling to declare infrastructure as code templates?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.3%)	—	—	Offer phase

16.1.13.For which configuration management technologies are advanced support (i.e. built-in support) included in the offer?

Question type: Multiple-choice

Name	Value	Weight
Puppet	10	0.35%
Chef	10	0.35%
Ansible	10	0.35%
No advanced support included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	35(1.05%)	☑	—	Offer phase

16.1.14.In order for customers to use the service, are software agents required to be installed on customers' premises? If so please describe which agent and its modality of integration.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.6%)	☑	—	Offer phase

16.1.15.Does the service requires to gather logs or metadata from customers' infrastructure?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	Yes	No	—	20(0.6%)	—	—	Offer phase

16.1.16.If the service gathers logs or metadata from customers' infrastructure, where are the logs stored, and what are their storage modalities (e.g. encryption)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.6%)	☑	—	Offer phase

16.1.17.What type of connectivity is expected between customers and provider's respective infrastructure in order to use the hybrid software services?

Question type: Multiple-choice

Name	Value	Weight
Internet connectivity	10	0.3%
VPN connection over internet	10	0.3%
Dedicated connectivity, less than 100Mbps	5	0.15%
Dedicated connectivity, more than 100Mbps	2	0.06%
No hybrid software service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	27(0.81%)	—	—	Offer phase

16.1.18.What are the expected delivery and setup timescales for the service, including configuration to operate with one customer's infrastructure (e.g. a customer's datacentre)?

Question type: Multiple-choice

Name	Value	Weight
Less then 2 months	15	0.45%
From 2 to less than 6 months	10	0.3%
From 6 to less than 12 months	5	0.15%
12 months or more	0	0%
No hybrid software service is included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No hybrid software service is included in the offer	Less then 2 months	—	15(0.45%)	—	—	Offer phase

16.1.19. Does the offer allow running managed services, compatible with the equivalent services of the Offer on the public cloud, on top of the customer's infrastructure?

Question type: Multiple-choice

Name	Value	Weight
Object Storage	10	0.57%
PaaS Serverless	10	0.57%
PaaS Message or Event services	10	0.57%
PaaS API Management	10	0.57%
PaaS Secret or Encryption Key Management Service	10	0.57%
PaaS Relational Databases: MySQL or MariaDb	5	0.28%
PaaS Relational Databases: Oracle	5	0.28%
PaaS Relational Databases: PostgreSQL	5	0.28%
PaaS Relational Databases: SQL Server	5	0.28%
PaaS Application Servers: .NET	5	0.28%
PaaS Application Servers: Java	5	0.28%
PaaS Application Servers: NodeJs	5	0.28%
PaaS Document Stores (ex: MongoDb)	5	0.28%
PaaS Graph Databases	5	0.28%
PaaS Key-Value or Cache Stores	5	0.28%
PaaS Data Catalog services	5	0.28%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	200(5.98%)	—	—	Offer phase

	Questiongroup name		Questions	Questions editors
16.2.	Cloud Physical Appliances	42.34% (42.34%)	19 (0 KO's)	—

Services and Deployment

The following questions assess the offer on services available on cloud physical appliances. Cloud physical appliances are hardware appliances deployed on the customer's premises to extend the public cloud offer of the provider.

16.2.1. Please describe the offer in terms of cloud physical appliances services that could be deployed on the customer's premises and extend the public cloud offer of the provider? Please provide a link to the documentation of the service.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	400(11.97%)	☑	—	Offer phase

16.2.2.Do the cloud physical appliances included in the offer allow customers to use other managed services, which are not IaaS services?
Please provide a link documenting your answer.

Question type: Multiple-choice

Name	Value	Weight
PaaS application servers	10	0.37%
PaaS databases	10	0.37%
API gateway	10	0.37%
Serverless platform	10	0.37%
Managed Container platform	10	0.37%
PaaS Message or Event services	10	0.37%
Key Management Service	10	0.37%
Data Catalog services	10	0.37%
No cloud physical appliances are included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	100(2.99%)	☑	☑	Offer phase

16.2.3.In terms of cloud physical appliances, does the offer include multiple databases options and services?

Question type: Multiple-choice

Name	Value	Weight
Relational database	13	0.58%
Document-store (ex: Mongo)	12	0.54%
Cache or Key-Value database	8	0.36%
Graph database	7	0.31%
No cloud physical appliances are included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	60(1.8%)	☑	—	Offer phase

16.2.4.In terms of cloud physical appliances, does the offer include Software-Defined Data Centre (SDDC)?
The Contracting Authority will evaluate the flexibility offered, the level of abstraction, integration with source control, and the compatibility with the most used on premise technologies

Question type: Multiple-choice

Name	Value	Weight
VMware SDDC technologies	100	2.99%
No cloud physical appliances are included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	100(2.99%)	☑	—	Offer phase

16.2.5. In terms of cloud physical appliances, does the offer include monitoring tools? (Answer "No" if no cloud physical appliances are included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	30(0.9%)	—	—	Offer phase

16.2.6. In case of intervention for maintenance on the customer's premises, do the staff or contractors who intervene have an EU security clearance (i.e. cleared by one of the EU member states)? (Answer "No" if no cloud physical appliances are included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.5%)	—	—	Offer phase

16.2.7. In case of intervention for maintenance, how do you document the intervention towards the customer? (Answer "N/A" if no cloud physical appliances are included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.6%)	☑	—	Offer phase

16.2.8. What are the expected delivery and setup timescales for the Hybrid Appliance in the customer premises?

Question type: Multiple-choice

Name	Value	Weight
Less then 3 months	15	0.45%
Between 3 to 6 months	10	0.3%
Between 6 to 9 months	5	0.15%
More than 9 months	0	0%
No cloud physical appliances are included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No cloud physical appliances are included in the offer	Less then 3 months	—	15(0.45%)	—	—	Offer phase

16.2.9. Please describe the best practices in terms of hybrid set up using the appliance services included in the offer (e.g. what are the minimal requirements, pitfalls to avoid, best architecture patterns...). The length of the document provided should be maximum 3 pages. (Answer "N/A" if no cloud physical appliances are included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	100(2.99%)	☑	☑	Offer phase

Connectivity

The following questions assess the offer on connectivity aspects of cloud physical appliances, which are services that could be deployed on the customer's premises and extend the public cloud offer of the provider.

16.2.10.Please give your recommendation for the connectivity (bandwidth, protocols...) between the appliances and the public cloud services included in the offer. (Answer "N/A" if no cloud physical appliances are included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	50(1.5%)	☑	—	Offer phase

16.2.11.Does the appliance support dynamic routing (BGP) to exchange network information with customer's on-premise networks? (Answer "No" if no cloud physical appliances are included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.2.12.Please give your recommendation for the connectivity (bandwidth, protocols...) between the appliances in the offer and the customer's private network. (Answer "No" if no cloud physical appliances are included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.6%)	☑	—	Offer phase

16.2.13.In the scope of the offer, can the cloud physical appliances be connected to multiple regions? (Answer "No" if no cloud physical appliances are included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.2.14.Does the offer include a scenario where the appliance does not require a connection to the internet? (Answer "No" if no cloud physical appliances are included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.3%)	—	—	Offer phase

16.2.15.Does the appliance include a load balancer service? (Answer "No" if no cloud physical appliances are included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

Physical Appliances

The following questions assess the offer on storage and compute limits of cloud physical appliances. Cloud physical appliances are hardware appliances deployed on the customer's premises to extend the public cloud offer of the provider.

16.2.16. What are the dimensions of the compute resources provided by the cloud physical appliances (i.e. vCPUs, Memory...)? (Answer "N/A" if no cloud physical appliances are included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(5.98%)	☑	—	Offer phase

16.2.17. Does the cloud physical appliances of the offer include multiple storage options?

Question type: Multiple-choice

Name	Value	Weight
Block Storage	50	1.5%
Object Storage	30	0.9%
File Storage	20	0.6%
No cloud physical appliances are included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	100(2.99%)	☑	—	Offer phase

16.2.18. If the cloud physical appliances of the offer include block storage services, what is the block storage capacity that can be hosted on the appliances? (Answer "No" if no cloud physical appliances are included in the offer)

Question type: Multiple-choice

Name	Value	Weight
Over 5 TB	50	1.5%
Between 1 and 5 TB	25	0.75%
Less than 1 TB	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Less than 1 TB	Over 5 TB	—	50(1.5%)	—	—	Offer phase

16.2.19. If the cloud physical appliances of the offer include object storage services, what is the object storage capacity that can be hosted on the appliances? (Answer "No" if no cloud physical appliances are included in the offer)

Question type: Multiple-choice

Name	Value	Weight
Over 5 TB	50	1.5%
Between 1TB and 5TB	25	0.75%
Less than 1 TB	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	Less than 1 TB	Over 5 TB	—	50(1.5%)	—	—	Offer phase

Questiongroup name	Questions	Questions editors

Databases

The following questions assess the offer on tooling dedicated to migration of **databases** available to customers to support the migration process of their workloads.

16.3.1.Please describe the tooling included in the offer which allows customers to perform a database migration?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(2.99%)	☑	—	Offer phase

16.3.2.Does the offer include tooling which allows customers to perform a database migration with minimum downtime (i.e. the source database should remain fully operational during the migration process)? (Answer "No" if no database migration tooling is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.5%)	—	—	Offer phase

16.3.3.Which databases are supported by the migration tools included in the offer?

Question type: Multiple-choice

Name	Value	Weight
MySQL	20	0.6%
Oracle	20	0.6%
SQL Server	20	0.6%
MariaDB	10	0.3%
MongoDB	10	0.3%
PostGres	10	0.3%
No database migration tools are included in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	90(2.69%)	☑	—	Offer phase

16.3.4.Do the migration tools allow customers to perform heterogeneous database migrations (i.e. from one source database to a different target database like from Oracle to SQL Server)? (Answer "No" if no database migration tooling is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.5%)	—	—	Offer phase

16.3.5.Does the offer include schema conversion tools? (Answer "No" if no database migration tooling is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.3.6. Does the offer allow for continuous data replication? (Answer "No" if no database migration tooling is included in the offer)

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.3.7. Does the offer include tooling which allows customers to track and monitor the status of their server and application migrations?
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	☑	Offer phase

Discovery

The following questions assess the offer on migration **discovery services** available to customers to assess their on-premise workloads and the migration suitability of their on-premise infrastructure (e.g. migration readiness assessment).

16.3.8. Does the offer include migration services as a service to help customers to assess their on-premise workloads and the migration suitability of their on-premise infrastructure (e.g. migration readiness assessment)?
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	40(1.2%)	—	☑	Offer phase

16.3.9. Do the migration services or tools included in the offer have automatic discovery functionalities?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.3.10. Do the discovery services or tools allow customers to assess their on-premise machines, and perform performance-based sizing?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.3.11. Do the discovery services or tools allow customers to assess and visualise on-premise dependencies (e.g. group applications before they get migrated)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.3.12. Do the discovery services or tools allow customers to create groups of machines that need to be assessed and migrated together?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.3.13.Does the service propose assessment reports and give recommendation prior to performing a migration?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.3.14.Does the service help customers to assess and estimate the cost of a migration and the running cost of the operation once the infrastructure has been migrated in the Cloud?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.3.15.Does the service allow customers to identity potential cost optimisation (e.g. sizing DB or VMs)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.3.16.Do the discovery services or tools provide a downloadable migration readiness assessment report?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.3.17.In order to make the migration readiness assessment, do the discovery services or tools require to deploy and install a software agent on the customer's premises?

Question type: Multiple-choice

Name	Value	Weight
Yes, free of charge	20	0.6%
Yes, each agent has a cost	0	0%
No, no agent needed	0	0%
No discovery service available in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No discovery service available in the offer	Yes, free of charge	—	20(0.6%)	—	—	Offer phase

File Systems

The following questions assess the offer on tooling dedicated to migration of **file systems** available to customers to support the migration process of their workloads.

16.3.18.Does the offer include tooling which allows customers to move data from a file system service under the control of customers to the file system service of the offer? (Answer "No" if no file service is include in the offer)
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	☑	Offer phase

16.3.19. Does the enterprise backup service included in the offer allow customers to store and retrieve objects using file protocols like the network file system (NFS) protocol?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

General

The following questions refer to all the migration services listed above.

16.3.20. Please briefly describe the migration services' limitations and restrictions.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.6%)	☑	—	Offer phase

16.3.21. Does the offer include tooling that allows customers to track and monitor the status of their server and application migrations? Please provide its documentation.
Please provide a link documenting your answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	☑	Offer phase

Compute

The following questions assess the offer on tooling dedicated to migration of **compute instances** available to customers to support the migration process of their workloads.

16.3.22. Does the offer allow customers to replicate workloads running on physical and virtual compute instances (e.g. virtual machines)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.3.23. Does the offer allow customers to replicate workloads running on physical instances?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	—	Offer phase

16.3.24. Do the migration tools include automated live incremental replication during the compute instances migration as a way to ensure all changes made to the compute instances are included in the final migrated image?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.5%)	—	—	Offer phase

16.3.25.Does the offer include tooling allowing customers to track and monitor the status of their server and application migrations?
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.6%)	—	☑	Offer phase

Questiongroup name		Questions	Questions editors	
16.4.	Multi-cloud	8.98% (8.98%)	3 (1 KO's)	—

Licence Portability

The following questions assess the offer on the possibility for customers to bring their own licences.
16.4.1.Does the offer allow customers to bring licences?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

16.4.2.Please document which family of licences the customer **cannot** use in the scope the offer (i.e. bring their own licences)? The least restriction apply, the better the score.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(5.98%)	☑	—	Offer phase

16.4.3.Does the offer allow customer to bring the following licences? Please document restrictions that may apply to these families of licences.
Please provide a document to sustain your answer (links will not be accepted).

Question type: Multiple-choice

Name	Value	Weight
Microsoft products licenses	20	0.6%
Oracle products licenses	20	0.6%
Red Hat products licenses	20	0.6%
SAP products licenses	20	0.6%
Splunk products licenses	20	0.6%
BYOL is not supported by the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	100(2.99%)	—	☑	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
17.	Technical criteria - Billing and Cost Management	Offer phase	Not linked	Yes	NX Utility Index		69

	Questiongroup name	Questions	Questions editors	
17.1.	Account management	36.23% (36.23%)	15 (3 KO's)	—

Account management

The following questions assess the offer in terms of account management and control provided to the customers on their cloud environments (assets, users...) and in terms of flexibility in migrating accounts from a DIGIT cloud broker to another.

17.1.1. Please describe briefly which notion included in the offer matches the notion of **Account** described in the SLA of the contracting authority?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(3.55%)	☑	—	Offer phase

17.1.2. Please describe briefly which notion included in the offer matches the notion of **Tag** described in the SLA of the contracting authority?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(3.55%)	☑	—	Offer phase

17.1.3. Please provide the names of the **cloud providers** as describe in the section 2 of the contracting authority SLA?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(3.55%)	☑	—	Offer phase

17.1.4. Please describe briefly which notion included in the offer matches the notion of **user** described in the SLA of the contracting authority?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(3.55%)	☑	—	Offer phase

17.1.5. Does the offer include an onboarding session or workshop (at no additional charge, included in the offer), to the contracting authority as described in the SLA of the contracting authority?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

17.1.6. Does the offer allow creation of a master admin account for the DIGIT cloud broker, which has full rights on the cloud accounts (this master admin account will be used for the transition of the account to customers)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

17.1.7.Does the offer allow a DIGIT cloud broker to migrate a cloud account from an invoicing entity to another invoicing entity proposing the same cloud services (i.e. the same cloud provider), without this operation having any impact on the technical resources operated in the cloud account? Please document factors that could prevent such migration.
Example: an economic operator E1 provides a cloud account in Direct contract A. At the end of contract A, another economic operator E2 is awarded in Direct contract B the workload running in the cloud account and therefore need to take over the cloud account. The question is here to ensure a smooth administrative transition of the cloud account from E1 to E2.
Please provide a document to sustain your answer (links will not be accepted).

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	☑	Offer phase

Single Pane of Glass

The following questions assess the offer on account management tools and services, enabling the customers to easily operate in a multi-account environment

17.1.8.Does the offer include a mechanism for the DIGIT cloud broker to have a central visibility on all their accounts (single pane of glass)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(3.55%)	—	—	Offer phase

17.1.9.Does the offer include a mechanism for customers to centrally govern and manage multiple accounts?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(3.55%)	—	—	Offer phase

17.1.10.Does the offer include a mechanism for customers to centrally manage policies and the access control for all their accounts?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(3.55%)	—	—	Offer phase

17.1.11.Does the offer include a mechanism for customers to centrally manage the compliance and security for all their accounts?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.1.12.Does the offer include a mechanism for customers to automate the creation of accounts?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.78%)	—	—	Offer phase

17.1.13. Does the offer include a mechanism for customers to consolidate the cost and consumption information across multiple accounts?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.78%)	—	—	Offer phase

17.1.14. Does the offer include a mechanism for customers to manage their account into a multiple-level hierarchical structure?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(3.55%)	—	—	Offer phase

17.1.15. Does the offer include a mechanism for an admin user to have access to any accounts of the hierarchical account structure (child/master), if adequate access control policies are implemented, without requiring additional authentication?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(3.55%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors
17.2.	Consumption and Costs	14.03% (14.03%)	15 (6 KO's)	—

Access to up-to-date Consumption and Cost information

The following questions assess the offer on the access to consumption and cost information and the level of granularity available to the customers.

17.2.1. Does the offer include a self-service portal where consumption can be consulted by customers with a minimum 24h accuracy?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(3.55%)	—	—	Offer phase

17.2.2. Does the offer include a mechanism for customers to identify resources and assets based on default and customisable tags, ID or metadata which are visible in the detailed billing and consumption information?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

17.2.3. Does the offer include a mechanism for customers to regroup the consumption information per account or based on customer tags?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

17.2.4. Does the offer include a tool or a services to monitor "real-time" consumption and cost estimation for the current month ("real-time": a delay of four hours is acceptable)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

17.2.5. What levels of granularity are available in the consumption and cost reports?

Question type: Multiple-choice

Name	Value	Weight
per second	10	0.36%
per hour	10	0.36%
per day	5	0.18%
per month	0	0%
other	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	25(0.89%)	—	—	Offer phase

17.2.6. What levels of aggregation are available in the consumption and costs reports?

Question type: Multiple-choice

Name	Value	Weight
Aggregated and summarised per service	10	0.36%
Aggregated and summarised per type of cloud resources	5	0.18%
No aggregation	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No aggregation	Aggregated and summarised per service	—	10(0.36%)	—	—	Offer phase

17.2.7.In the scope of the offer, which modalities are available to customers to access cost and consumption information?

Question type: Multiple-choice

Name	Value	Weight
The customer calls a RESTFull API, encrypted	10	0.36%
The customer calls a WebServices (SOAP), encrypted	8	0.28%
The customer retreives the file through a manual action on a portal of the provider	1	0.04%
Others, encrypted	1	0.04%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	None of the above	The customer calls a RESTFull API, encrypted	—	10(0.36%)	—	—	Offer phase

17.2.8.In which format are cost and consumption information available?

Question type: Multiple-choice

Name	Value	Weight
JSON	10	0.36%
XML	10	0.36%
CSV	10	0.36%
PDF	0	0%
Other	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	30(1.07%)	—	—	Offer phase

17.2.9.Does the offer include a mechanism to consolidate costs and consumption information from multiple accounts?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.2.10.In the scope of the offer, please describe the billing and reporting services limitations (i.e. Maximum number of accounts that can be grouped together; maximum number of alarms that can be created per accounts...)? A link to the online documentation can be provided to support the answer.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	20(0.71%)	☑	—	Offer phase

17.2.11. In the scope of the offer, can the customers retrieve electronic detailed cost and consumption reports, whose level of granularity is at the level of cloud resources, provided daily and per cloud account?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

17.2.12. Does the offer include a mechanism for customers to clearly identify all cloud resources (i.e. configuration items) in the consumption reports?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

17.2.13. Do the consumption reports provide the following information? Account ID (i.e. account identifier)
Product Identifier (SKU/part number)
Product description/name
Quantity (per unit)
Total cost (unit price x quantity)
Resource identifier/ressourceID
Tags
Billing period

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

17.2.14. In addition to the information above, do the consumption reports provide the following information?

Question type: Multiple-choice

Name	Value	Weight
Unit	10	0.36%
Location	10	0.36%
Availability Zone	10	0.36%
Service Name	10	0.36%
Resource Name	10	0.36%
Start/end date	5	0.18%
Billing Start/end date	5	0.18%
Billing currency	5	0.18%
Invoice ID	5	0.18%
Pricing model	5	0.18%
Reservation ID (reserved instances)	5	0.18%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	80(2.84%)	—	—	Offer phase

17.2.15.Please provide a sample of detailed cost and consumption reports with sufficient details (preferably in a machine-parseable electronic format)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	100(3.55%)	☑	☑	Offer phase

Questiongroup name		Questions	Questions editors
17.3.	Cost Control	23.09% (23.09%)	28 (0 KO's)	—

Consumption Monitoring

The following questions assess the offer on cost and consumption monitoring tools or services and the granularity of the information accessible by the customer.

17.3.1.Does the offer include a mechanism for the customers to build and display graphics that summarise costs and spendings of the cloud resources?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.78%)	—	—	Offer phase

17.3.2.How is the consumption information displayed to customers?

Question type: Multiple-choice

Name	Value	Weight
tabular	5	0.18%
chart	5	0.18%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.36%)	—	—	Offer phase

17.3.3.Does the offer allow customers to display in the management portal the consumption data for a specific period of time?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.3.4.Does the offer allow customers to filter and display the consumption data with different filtering dimensions?

Question type: Multiple-choice

Name	Value	Weight
month	5	0.18%
day	5	0.18%
hour	5	0.18%
customised time frame	5	0.18%
per services	5	0.18%
per product	5	0.18%
per customer tags	5	0.18%
per regions	5	0.18%
other	5	0.18%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	45(1.6%)	—	—	Offer phase

17.3.5.Does the offer allow customers to restrict the access to the consumption monitoring data and dashboard with role-based access control policies?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.3.6.Does the offer allow customers to save consumption monitoring filtering preference?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.3.7.Does the offer allow the customer to save and export reports generated by the consumption monitoring service?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

Alerts and Budget monitoring

The following questions assess the offer on the ability of the customers to visualise cost estimation and define alerts and budget thresholds.

17.3.8.Does the offer include a mechanism to display and manage budgets and forecast estimated costs?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.3.9. Does the offer allow customers to set up and manage alerts and notifications based on budget thresholds?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.3.10. Does the offer allow customers to set up multiple budget thresholds for a defined period for a specific account?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.3.11. Does the offer allow customers to set up budget alerts for multiple (grouped) accounts (or subscriptions)? This can be based on management groups.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.3.12. Does the offer allow customers to set up budget thresholds and alerts based on pre-defined or customisable time slots?

Question type: Multiple-choice

Name	Value	Weight
Monthly	10	0.12%
Fully customisable	10	0.12%
Quarterly	5	0.06%
Yearly	5	0.06%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	10(0.36%)	—	—	Offer phase

17.3.13. Does the offer allow customers to set up budget thresholds and alerts based on the following dimensions?

Question type: Multiple-choice

Name	Value	Weight
per account	5	0.18%
per service	5	0.18%
per product	5	0.18%
per group of resources, smaller than an account	5	0.18%
Budget thresholds and alerts are not provided in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	20(0.71%)	—	—	Offer phase

17.3.14. In the scope of your offer, how are budget thresholds programmatically exposed to the customer?

Question type: Multiple-choice

Name	Value	Weight
REST API or SOAP Web Services	15	0.53%
Command-line interface	10	0.36%
SDK (e.g. Java, Python...)	10	0.36%
Not programmatically accessible	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	35(1.24%)	—	—	Offer phase

17.3.15. Does the offer allow customers to visualise and manage their budget thresholds and alerts in the console?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.78%)	—	—	Offer phase

17.3.16. Does the offer allow customers to trigger an action when a specific threshold has been reached (e.g. notifications, trigger an action to automate the scaling up or down of a cloud resource)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.36%)	—	—	Offer phase

17.3.17. In the scope of the offer, which notification modalities are available to the customer in order to be notified on budget thresholds and alerts?

Question type: Multiple-choice

Name	Value	Weight
email	10	0.2%
SMS	10	0.2%
webservices	10	0.2%
mobile push	10	0.2%
call	5	0.1%
other	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	25(0.89%)	—	—	Offer phase

17.3.18. Does the offer allow customers to restrict the access to cost and budget control services with role based access control policies?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	50(1.78%)	—	—	Offer phase

Consumption Optimisation

The following questions assess the offer on the forecasting and optimising tools made available to the customers.
17.3.19.Does the offer include a tool or a service to help the customers to forecast their consumption?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.36%)	—	—	Offer phase

17.3.20.Does the offer provide customer-specific recommendations based on the customer's current or historical consumption patterns?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.3.21.Does the offer include an analytical consumption-based report to help the customers to **optimise** their cost?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.3.22.Does the offer include recommendations on how to optimise under-utilised or under-optimised resources?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	10(0.36%)	—	—	Offer phase

17.3.23.Are cost optimisation best practices (white papers, tutorials...) made available on-line to the customers?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

Cost Calculator/ Simulator

The following questions assess the offer on cost calculator or cost simulator tooling made available to allow the customers to make a cost estimation (i.e. forecast) of a specific use case or project.
17.3.24.Does the offer allow the customer to calculate and estimate the costs of individual or multiple services?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.3.25.Does the offer include a cost simulator that proposes several currencies (e.g. $; Euro)? Can the currency displayed in the cost simulator be changed by the customers?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.3.26.Does the offer allow the customer to save or export the result of the cost simulation?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.3.27.Does the cost simulator include the discounts of the Offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	15(0.53%)	—	—	Offer phase

17.3.28.Is the cost simulator accessible via the following means?

Question type: Multiple-choice

Name	Value	Weight
Online webcalculator (publicly available)	10	0.36%
Online webcalculator	10	0.36%
via the platform	10	0.36%
other (excel-based spreadsheet,…)	0	0%
No cost simulator is provided in the offer	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	30(1.07%)	—	—	Offer phase

Questiongroup name		Questions	Questions editors
17.4.	Invoices	15.28% (15.28%)	8 (1 KO's)	—

Invoices Granularity and Availability

The following questions assess the offer on the access to invoicing information, the format and the level of granularity available to the customers.

17.4.1.Does the offer allow the DIGIT cloud broker to identify in the invoices the consumption per cloud account?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	☑	No	Yes	—	0(0%)	—	—	Offer phase

17.4.2. How are invoices made available to the customer?

Question type: Multiple-choice		
Name	**Value**	**Weight**
Invoices can be aggregated per group of accounts	50	1.78%
One invoice per account	0	0%
None of the above	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	50(1.78%)	—	—	Offer phase

17.4.3. Are invoices available to the customer with multiple levels of aggregation?

Question type: Multiple-choice		
Name	**Value**	**Weight**
Monthly summary per service	5	0.18%
Detailed monthly report per product	5	0.18%
Monthly summary per tag	5	0.18%
Monthly summary per account	5	0.18%
Monthly summary of the total invoices (no details)	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	mark	20(0.71%)	☑	—	Offer phase

17.4.4. Does the offer allow customers to download invoices ?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	100(3.55%)	—	—	Offer phase

17.4.5. Are invoices accessible and downloadable via Webservices (RESTFull or SOAP API)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.4.6.In which of the following formats are the invoices available for download?

Question type: Multiple-choice		
Name	Value	Weight
JSON	10	0.36%
XML	10	0.36%
CSV	10	0.36%
EXCEL	5	0.18%
PDF	0	0%
Other	0	0%
The invoices are not available for download	0	0%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	35(1.24%)	—	—	Offer phase

17.4.7.Is the following information available in the invoices?

Question type: Multiple-choice		
Name	Value	Weight
Account ID	10	0.36%
Product Identifier	10	0.36%
Product name	10	0.36%
Quantity	10	0.36%
Unit	10	0.36%
Unit Price	10	0.36%
Invoice grand Total	10	0.36%
Invoice ID	10	0.36%
Account name	5	0.18%
Services	5	0.18%
Subtotal per service	5	0.18%
Subtotal per account	5	0.18%
Subtotal per product	5	0.18%

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Multiple-choice	—	No options	All options	—	105(3.73%)	—	—	Offer phase

17.4.8.Please provide a sample of an invoice with sufficient details (preferably in a machine-parseable electronic format)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Document evaluation	—	0.00	20.00	mark	100(3.55%)	☑	☑	Offer phase

	Questiongroup name	Questions	Questions editors
17.5.	Pricing Model and Discounts	11.37% (11.37%)	3 (0 KO's)	—

Pricing Models Principles

The following questions assess the offer on pricing models proposed to the customer.
17.5.1.Does the offer include a free tiers service used (for testing purpose...)?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Yes / No	—	No	Yes	—	20(0.71%)	—	—	Offer phase

17.5.2.In the scope of this offer please describe briefly the pricing model available to the customers and provide link to the documentation.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	100(3.55%)	☑	—	Offer phase

17.5.3.Please refer to the minimum liability cap included in the Contracting Authority's SLA section 6 and provide below an improvement on this liability cap, if any. The higher the liability cap is, the better the evaluation will be.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Open question	—	0.00	20.00	mark	200(7.1%)	☑	—	Offer phase

	Name	Available during	Pricing sheet	Weighted	Award formula	Weight/Value	Questions
18.	Evaluation summary	Offer phase	Financial Offer MC9	Yes	NX Utility Index		21

Section reserved for the Contracting Authority (not to be answered by the tenderer)

The evaluation summary compiles the points of the tender for each business case and the technical criteria. The total score will be evaluated according to the Award Formula described in the Tender Specifications

	Questiongroup name		Questions	Questions editors
18.1.	Business cases evaluation summary	40% (40%)	3 (0 KO's)	—

Section reserved for the Contracting Authority (not to be answered by the tenderer)

The business cases evaluation summary compiles the points received by the tenderer for each business case.

Business case 2 - Large relational databases

18.1.1.Please indicate the total points received by the tenderer for the **Business case 2 - Large relational databases**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	Points	400(20%)	☑	—	Offer phase

Business case 3 - Secure Infrastructure

18.1.2.Please indicate the total points received by the tenderer for the **Business case 3 - Secure Infrastructure**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	200(10%)	☑	—	Offer phase

Business case 4 - Network Interoperability

18.1.3.Please indicate the total points received by the tenderer for the **Business case 4 - Network Interoperability**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	200(10%)	☑	—	Offer phase

	Questiongroup name	Questions	Questions editors
18.2.	Technical criteria evaluation summary	60% (60%)	15 (0 KO's)	—

Section reserved for the Contracting Authority (not to be answered by the tenderer)

The technical criteria evaluation summary compiles the points of the tender on each technical category.

Technical criteria - Datacentre services

18.2.1.Please indicate the total points received by the tenderer for the Technical criteria - **Datacentre services**?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	80(4%)	☑	—	Offer phase

Technical criteria - Compute

18.2.2.Please indicate the total points received by the tenderer for the Technical criteria - **Compute**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	80(4%)	☑	—	Offer phase

Technical criteria - Storage

18.2.3.Please indicate the total points received by the tenderer for the Technical criteria - **Storage**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	80(4%)	☑	—	Offer phase

Technical criteria - Network
18.2.4.Please indicate the total points received by the tenderer for the Technical criteria - **Network**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	75(3.75%)	☑	—	Offer phase

Technical criteria - Platform Orchestration and Automation
18.2.5.Please indicate the total points received by the tenderer for the Technical criteria - **Platform Orchestration and Automation**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	80(4%)	☑	—	Offer phase

Technical criteria - Monitoring and Management
18.2.6.Please indicate the total points received by the tenderer for the Technical criteria - **Monitoring and Management**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	75(3.75%)	☑	—	Offer phase

Technical criteria - Support process
18.2.7.Please indicate the total points received by the tenderer for the Technical criteria - **Support process**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	75(3.75%)	☑	—	Offer phase

Technical criteria - Managed Middleware Services
18.2.8.Please indicate the total points received by the tenderer for the Technical criteria - **Managed Middleware Services**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	100(5%)	☑	—	Offer phase

Technical criteria - Integration Services
18.2.9.Please indicate the total points received by the tenderer for the Technical criteria - **Integration Services**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	80(4%)	☑	—	Offer phase

Technical criteria - Technical criteria - Development Life-cycle support

18.2.10. Please indicate the total points received by the tenderer for the **Technical criteria - Development Life-cycle support**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	80(4%)	☑	—	Offer phase

Technical criteria - Identity and Access management

18.2.11. Please indicate the total points received by the tenderer for the Technical criteria - **Identity and Access management**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	70(3.5%)	☑	—	Offer phase

Technical criteria - Security and Data Protection In the Cloud

18.2.12. Please indicate the total points received by the tenderer for the Technical criteria - **Security and Data Protection In the Cloud**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	100(5%)	☑	—	Offer phase

Technical criteria - Security and Data Protection Of the Cloud

18.2.13. Please indicate the total points received by the tenderer for the Technical criteria - **Security and Data Protection Of the Cloud**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	100(5%)	☑	—	Offer phase

Technical criteria - Hybrid and Portability

18.2.14. Please indicate the total points received by the tenderer for the Technical criteria - **Hybrid and Portability**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	50(2.5%)	☑	—	Offer phase

Technical criteria - Billing and Cost Management

18.2.15. Please indicate the total points received by the tenderer for the Technical criteria - **Billing and Cost Management**

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	—	0.00	100.00	points	75(3.75%)	☑	—	Offer phase

	Questiongroup name		Questions	Questions editors
18.3.	Minimum threshold	0% (0%)	3 (3 KO's)	—

Section reserved for the Contracting Authority (not to be answered by the tenderer)

18.3.1. Has the tenderer achieved a least a minimum of **50%** of the points for <u>each</u> business case?

The tender must achieve at least 50% for each business case in order to be accepted.

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	0(0%)	☑	—	Offer phase

18.3.2. Has the tenderer achieved a least a minimum of **50%** of the points for <u>each</u> technical criteria?

The tender must achieve at least 50% for each technical criteria in order to be accepted

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	0(0%)	☑	—	Offer phase

18.3.3. Has the tenderer achieved at least a minimum of 60% of the total points of the offer?

Type	KO	Worst	Best	Unit	Weight (Quality percentage)	Needs evaluation	Allow supplier to attach document(s)	Only posed in
Evaluation without answer to question	☑	No	Yes	—	0(0%)	☑	—	Offer phase