



16 September 2010

**Clarification No 2 for open call for tenders:**

**Framework contract(s) for the provision of communication services to the European Environment Agency (EEA) – (10 lots)**

**Reference number: EEA/COM/10/001**

**Question 1:**

*Reference: Tender specifications, section 9.3 award criteria, paragraph 9.3.4 – Editing (lot 4), point A. Technical merit, page 15:*

- (a) According to our understanding, for the evaluation of the tender under the first Award Criterion, the bidders are expected to present representative project references that prove the bidder's experience and knowledge in editing preferably using the Inter-Institutional style guide. Please confirm that our understanding is correct. Could you please indicate the minimum and maximum number of project references that the tenderer is expected to present under the award criterion section?
- (b) Could you please clarify what the Tenderers are expected to present in the frame of the Second Award Criterion? Are the Tenderers expected to present another set of project references that prove their experience and knowledge in technical/scientific issues? The same question applies for the third Award Criterion as well. Could you please clarify how many project references is the Tenderer expected to provide in order to cover each Award Criterion 1, 2 and 3?
- (c) In case a project reference covers more than one of the fields e.g a project reference X demonstrates experience in international context and technical and scientific issues, could the tenderer submit this project reference under both award criteria?
- (d) In accordance with the rules of the public procurement, the Tenderer's technical and professional capacity (including experience in the provision of services similar to those requested under the framework contract, i.e. editing and proofreading) will be evaluated in the Selection Criteria section, before the evaluation of the Award Criteria documentation. However, proof of the Tenderer's experience in the provision of services similar to those requested under the contract (i.e. experience in editing) is also requested under the Award Criteria Section. Given that this is in contrary with the public procurement legislation, could you please clarify what is actually requested under the award criteria and how the tenderers will be evaluated by providing previous project references? The same question applies to all Lots. We kindly ask you the EEA to modify the Tender Specifications as to be in line with the public procurement legislation and to assess the project reference only under the selection criteria.

**Answer 1:**

- (a) *Your understanding is correct. Please note that there is no numerical minimum or maximum requirement, however the more extensive the relevant experience is the higher will be the score. The number of projects carried out is only one parameter to assess if the requirements are met and the actual volume of the projects, their complexity and relevance are also important.*

- (b) and (c) *The purpose of these three criteria is to assess three different qualifications of the company. However, and as implicit in the question, projects that tenderers have undertaken may well be equally relevant for two or three of the criteria. Tenderers may choose presenting their relevant work experience as they see fit, i.e. as one, two or three list(s), provided they make it clear to which award criterion the projects refer.*
- (d) *The selection criteria seek to ensure the a only economic operators who fulfill a set of minimum criteria in terms of having past relevant experience in the work area in question and possessing a level of technical and professional capacity as well as economic and financial capacity are let through to the detailed evaluation under the award criteria which aims at assessing the quality of the tender. Hence tenderers are requested under the selection criteria to give evidence of their technical and professional capacity through the provision of a list of the services they provided in the past, whereas under the award criteria tenderers are requested to demonstrate that their tender offer the best value for money as documented in a short presentation of previous representative reference projects. Both the exclusion and selection criteria are answered by a simple "yes" or "no", i.e. there is no detailed evaluation or ranking. Either the tenderer has the experience requested in editing and (provided he fulfills the other exclusion and selection criteria) he moves one to the next stage in the evaluation process, i.e. the assessment and ranking against the other tenders, or the tenderer has no such experience and his offer will be rejected at this stage.*

#### **Question 2:**

Reference: Tender specifications, Section 9.3 Award criteria, Paragraph 9.3.9 – Events and exhibitions services – Lot 9, point A. Technical merit, page 19:

- (a) According to our understanding, in the frame of the first Award Criterion, the Tenderers are expected to present representative project references. Please confirm. Could you please indicate the minimum and maximum number of project references that the Tenderers are expected to present?
- (b) Could you please clarify what the Tenderers are expected to present in the frame of the Second Award Criterion? Are the Tenderers expected to present another set of project references that prove their experience and knowledge in technical/scientific issues? The same question applies for the third and fourth Award Criterion as well. Could you please clarify how many project references we are expected to provide in order to cover the Award Criteria 1, 2, 3 and 4?

#### **Answer 2:**

- (a) *Please note that there is no numerical minimum or maximum requirement, however the more extensive the relevant experience is the higher will be the score. The number of projects carried out is only one parameter to assess if the requirements are met and the actual volume of the projects, their complexity and relevance are also important.*
- (b) *The purpose of these criteria is to assess different qualifications of the company. However, and as is implicit in the question, projects that tenderers have undertaken may well be*

*equally relevant for two or three of the criteria. Tenderers may choose presenting their relevant work experience as they see fit, i.e. as one, two or three list(s), provided they make it clear to which award criterion the projects refer. As stated in answer 2 (a) above, there is no numerical minimum or maximum requirement for the number of reference project that tenderer list but the more extensive the relevant experience, the higher the score.*

**Question 3:**

Reference: Tender specifications, section 9.3 Award criteria, paragraph 9.3.9 Events and exhibitions services – Lot 9, point A. Technical merit, page 19:

- (a) Could you please specify what the Tenderers are expected to present in their response to the sample tasks of Lot 9? Are the Tenderers expected to present their complete proposals for the activities involved in the sample tasks or are they expected to provide only a detailed cost estimate without presenting their approach/proposal to perform the activities involved in each sample task?
- (b) In case the Tenderers are expected to present only a cost estimate for the sample tasks without presenting their complete proposal for the execution of the activities involved in each task, could you please clarify how the Tenderers will be evaluated against the Award Criterion (6) “Creative quality of proposal in event sample task” and the Award Criterion (7) “Creative quality of proposal in exhibition sample tasks”?

**Answer 3:**

- (a) *Tenderers are expected to present (1) a cost estimate for carrying out the tasks described, (2) a description of the proposals listed under “creative input” and (3) an actual layout sketch in the case of the back wall paper described under creative input for sample exhibition.*
- (b) *Points for these award criteria will be given on the basis of the response to the “creative input” part of the sample event and exhibition.*

**Question 4:**

References:

- Tender specifications, Section 3 – Subject of the contract, page 2;
  - Annex 8, Description of sample tasks: Lot 9 – Events and exhibitions services, section 1. Objective
- (a) Could you please clarify whether the Tenderers are expected to provide the technical offer and the financial offer in separate folders?
  - (b) Given that the Tenderers are expected to respond to the sample tasks by providing a cost estimate, could you please clarify whether the Tenderers’ cost estimation analysis including the unit prices for the profiles involved in the execution of the sample tasks should be presented in

the technical offer? If no, please clarify how the Tenderers should present their cost estimation analysis in their responses to sample tasks.

**Answer 4:**

- (a) Yes, if by "folders" you mean sections under separate headings in the written reply.
- (b) For the sample task, tenderers are expected to provide a cost estimate accompanied by a short description of the proposals listed under "creative input". The cost estimate may include a breakdown with unit prices.

**Question 5**

Reference: Tender specifications section 3.1 – Task description, paragraph 3.1.4 Editing – Lot 4, page 4.

- (a) Could you please clarify in which section / documents the Tenderer is expected to present the methodology to support EEA in delivering the mentioned products, as well as provide the consultants' views on, experience with and insights into the tasks for the provision of the envisaged services? Could you also please clarify under which award criterion, the Tenderer's methodology will be evaluated?
- (b) According to our understanding, in order to express the consultant's views on and insights into the tasks, the offer should include a proposal for the execution of the tasks. Please confirm. If yes, could you please clarify under which award criterion, the Contracting Authority will evaluate the Tenderer's view on and insights into the tasks involved in the contract execution?
- (c) Could you please clarify under which criterion / criteria the Contracting Authority will evaluate the following:
  - ☒ Consultants' view on the tasks of the contract;
  - ☒ Consultants' experience with the tasks of the contract;
  - ☒ Consultants' insights into the tasks of the contract;
  - ☒ Methodology for supporting EEA in delivering the envisaged projects.

**Answer 5:**

- (a) and (b) *The tenderer's view on and insights into the tasks involved in the implementation of the contract will be evaluated on the basis of how tenderers have approached and solved previous tasks, as documented under criterion No 1. The tenderer's methodology will be evaluated under criterion No 2 (see also clarification No1)*
- (c) *The tenderer's view on, experience with and insight into the tasks of the contract will be evaluated under criterion No 1. The tenderer's methodology will be evaluated under criterion number 2 (see also clarification No 1).*

**Question 6:**

Reference: Tender specifications, section 3.1 – Task description, paragraph 3.1.9 – Events and exhibitions – Lot 9, page 6

According to our understanding, the assistance that may be required refers to the provision of personnel to support the registration activities and staff information points during the event. Please confirm.

**Answer 6:**

*Yes your understanding is correct.*

**Question 7:**

References:

- Tender specifications, section 9.3 – Award criteria, paragraph 9.3.4. Editing – Lot 4, point B. Price, page 15.
  - Tender specifications, section 9.2 – Selection criteria, paragraph 9.2.3 – Technical and professional capacity, page 11.
- (a) Given that we are expected to quote the prices only for the senior and junior consultant profiles, we understand that the provision of services will be undertaken only by senior and junior consultants and invoicing will be based on the unit prices for each profile, according to the Tenderer financial offer. Please confirm that our understanding is correct.
- (b) In case we are bidding for Lot 4, we understand that we should provide the CVs only for Senior and Junior Consultants. We are not expected to present CVs for Technical Assistants / Secretarial Support Staff in the Selection Criteria Section of the tender. Please confirm.

**Answer 7:**

(a) *Yes, your understanding is correct.*

(b) *Yes, your understanding is correct.*

**Question 8:**

References:

- Annex 3 to the tender specifications, Price quotation Lot 9 – Events and exhibitions services.
  - Tender specifications, section 9.2 – Selection criteria, paragraph 9.2.3 – Technical and professional capacity, page 11.
- (a) In case we are bidding for Lot 9 we understand that we should provide the CVs only for Senior Consultants and Support Staff. We are not expected to provide CVs of Junior Consultants and

Technical Assistant / Secretarial Support Staff under the Selection Criteria Section. Please confirm that our understanding is correct.

- (b) Could you please specify the minimum number of CVs of Support Staff that we are expected to present under the Selection Criteria Section for Lot 9?
- (c) In the frame of Lot 9: could you please specify the minimum experience that the Support Staff should have?

**Answer 8:**

- (a) *Yes your understanding is correct.*
- (b) *Minimum one CV.*
- (c) *Minimum one year experience.*

**Question 9:**

References:

- Contract notice, Section II – Object of the contract, point II.1.2, page 1.
- Annex 3 to the tender specifications, Price quotation.
- (a) According to our understanding, in the frame of Lot 4, all work will be performed at the Contractor's premises. Please confirm. Otherwise, please specify how we are expected to invoice for our services.
- (b) In case we are bidding only for Lot 4, we understand that we should provide the CVs only for Senior and Junior Consultants. We are not expected to present CVs for Technical Assistants / Secretarial Support Staff. Please confirm.

**Answer 9:**

- (a) *Yes, your understanding is correct.*
- (b) *Yes, your understanding is correct.*

**Question 10:**

Reference: Tender specifications, Section 9.2 – Selection criteria, paragraph 9.2.3 – Technical and professional capacity, page 11.

- (a) Could you please specify the minimum number of projects / contracts in the list of services that the Tenderers should present in order to pass the Selection Criteria?

- (b) Could you please clarify what will be considered as sufficient evidence of the Tenderer's capacity to deliver services and products in English? According to our understanding, a short description and a short list of services presenting our experience in projects related to the provision of services and products in English will be sufficient. Please confirm.

**Answer 10:**

- (a) *Please note that there is no numerical minimum number of projects/contracts set for passing the selection criteria. The number of projects carried out is only one parameter to assess if the requirements are met and the actual volume of the projects, their complexity and relevance are also important.*
- (b) *Yes, your understanding is correct.*

**Question 11:**

Reference: Annex 8, Description of sample task: Lot 9 – Events and exhibitions services.

- (a) Could you please clarify whether the Tenderers are expected to submit visuals based on EEA's graphical guidelines for the items that will have to be provided by the Contractor (both in the Event and Exhibition sample tasks)?
- (b) Could you please clarify whether the Contractor's travel expenses for attendance in preparatory meetings as well as presence in events/exhibitions are covered separately within the project's budget?
- (c) In all events and exhibitions, will the "participants/invitees lists" be submitted complete and updated by EEA to the Contractor?

**Answer 11:**

- (a) *For the sample event as well as for the sample exhibition, tenderers are merely expected to provide a proposal for a suitable merchandise item and a side activity and no layout sketch is required. However, for the back wall poster tenderers are requested to provide an actual layout sketch following the EEA's graphic design guidelines, to be developed as part of the sample task.*
- (b) *Please refer to section 6 of the tender specifications where it is stated that the price quoted shall be **all-inclusive** (inter alia of administrative and travel costs) and expressed in euro. Hence, the travel expenses for attendance in preparatory meetings or for attendance in events/exhibitions are not covered as a separate cost item under the contract's budget.*
- (c) *Yes.*

**Question 12:**

Could you please specify whether the tenderer should sign each page of the submitted offer or it is sufficient to provide solely a signed cover letter and any other form and statement that is required?

**Answer 12:**

*It is sufficient that the offer be signed by the tenderer or his duly authorised representative on the cover page and be accompanied by duly signed and dated declarations and forms as required in the tender specifications.*

**Question 13**

Reference: Tender specifications section 9.2.3 – Technical and professional capacity, page 11.

It is our understanding that the selection criteria for both the economic and financial capacity as well as the technical and professional capacity will be applied at the level of the consortium/group of tenderers submitting a joint offer. Evidences should be provided by each provider involved in the joint offer in order for the consortium/group of tenderers as a whole to meet the tender criteria. Please confirm that our understanding is correct.

To our understanding, one partner may not submit project references or any other selection criterion in the case the consortium as a whole meets the criteria. Please confirm.

**Answer 13:**

*Yes, your understanding is correct. Please refer to section 10 of the tender specifications, third and fourth indents where it is stated that tenders from consortia of firms or groups of service providers shall specify the role, qualifications and experience of each of the members of the consortium or of the group and contain declaration on exclusion criteria and documents on selection criteria from each member of the consortia of firms or groups of service providers submitting a single tender.*

*Furthermore, tenderers shall pay attention to the conditions for participation in the tendering procedure set under section 4 of the tender specifications, and in particular the last paragraph which provides that each member of the consortium or group of service providers must fulfil the conditions for participation mentioned in section 9.1 and 9.2 and provide the required documents listed in the tender specifications. Therefore, each member of the consortium or group of service providers shall specify his role, qualifications and experience.*

**Question 14:**

When it is mentioned in the tender specifications on page 21 that the technical offer and the financial offer for one lot must be two different sections, submitted separately, do you mean that:



1. Tenderers must clearly separate two sections under the submitted document (meaning two different paragraphs under the same word document, or
2. Tenderers should submit two completely separate documents, to be inserted into two different internal envelopes, to mark clearly that they are separate?

**Answer 14:**

*Please refer to section 3, last paragraph and section 10, first indent of the tender specifications (pages 2 and 21) where it is stated that tenderers may place an offer for one or more lots, but a separate bid should be submitted for each individual lot, specifying the number and subject of the lot and comprising for each individual lot a section giving the technical offer on the one hand, and a section giving the financial offer, on the other hand. As the section giving the financial offer shall be drawn up in accordance with the price quotation attached as annex 3 to the tender specifications, tenderers may prefer presenting these two sections in two separate documents clearly labelled.*

**Question 15:**

In the tender specifications, paragraph 9.2.2 – Economical and financial capacity, three different methods of proof of eligibility are specified. Is this to be interpreted as:

According to (a) proof of risk indemnity assurance makes an entity eligible to tender?

According to (b) proof of at least two years of operations makes an entity eligible to tender?

According to (c) proof of contracts with descriptions of turnover regarding these contracts makes an entity eligible to tender?

And also, according to your description, one or more of the above mentioned is necessary to be eligible but not all of the above? Thus a company that has existed for two years is allowed to participate or does (c) has to be fulfilled, alas a company must have existed for more than two years?

**Answer 15:**

*The list indicated under section 9.2.2 of the tender specifications concerning the proof of economic and financial capacity to be provided by tenderers is not cumulative; tenderers may choose to demonstrate their economic and financial capacity by means of one or more of the documents listed under (a), (b) and (c). Please refer in addition to section 9.2.2, second paragraph of the tender specifications where it is stated that when the tenderer cannot provide the reference(s) requested, he may prove his economic and financial capacity by any other means available to him (e.g. a copy of the approved annual budgets and/or financial reports; for a newly established entity which does not have yet balance sheets and/or profit and loss accounts available, a copy of its business plan, or a declaration on honour, etc ...) and explain why he cannot present he requested information.*

**Question 16:**

Regarding the bank statement referred to in section 9.2.2 (a) of the tender specifications, what exactly are you looking for? Could you please provide an example?

**Answer 16:**

*The appropriate statements from banks referred to in section 9.2.2 (a) of the tender specifications shall give evidence of the tenderer's financial and operational capacity at the time of the submission of the offer and also demonstrate that the tenderer would have stable and sufficient sources of funding to maintain its activity throughout the duration of the contract.*

**Question 17:**

In the tender specifications, paragraph 9.2.3, it is stated that tenderers shall provide for three CVs minimum per level of competence. Is this CV applicable to all tendered lots or do you intend tenderers to enclose one new CV aimed at each lot tendered?

Example: If the tenderer offers three consultants at each level and three staff members equaling nine CVs in total, and all these three senior consultants are competent to provide services for three more lots. Shall the tender add three CVs for these consultants with slight changes to each CV depending on the lot or would one CV per consultant be acceptable with readily and understandable descriptions of competence concerning each lot?

**Answer 17:**

*Please refer to section 3 of the tender specifications, last paragraph (page 2), where it is stated that owing to the variety of profiles and services required, tenderer may choose presenting the evidence related to their technical and professional capacity in one or more sub-sections for each lot for which they want to submit an offer.*

*While the CVs should demonstrate sufficiently the level of educational and professional qualifications of the person who will be responsible for providing the services relevant for the lot, tenderers should however bear in mind the environmental considerations highlighted in section 11 of the tender specifications and in particular the recommendation to limit attachments to what is required in the technical specifications.*

**Question 18:**

May a company established in Montenegro participate in this tendering procedure, and if so shall it be part of a consortium of firms or group of service providers or could it directly participate on its own?

**Answer 18:**

*In accordance with Article 106 of the applicable Financial Regulation (EC, Euratom), No 1605/2002 as amended by Regulation (EC, Euratom) No 1995/2006 (<http://eur-lex.europa.eu/LexUriServ/site/en/consleg/2002/R/02002R1605-20070101-en.pdf>) , participation in tendering procedures is open on equal terms to all natural and legal persons from one of the EU Member States and to all natural and legal persons in a third country which has a special agreement with the European Union in the field of public procurement on the conditions laid down in that agreement.*

*This provision implies that suppliers established in third countries have the right to participate in tendering procedures if an international agreement in the field of public procurement grants them the right to do so.*

*In this respect, the European Communities and their Member States on the one part and the Republic of Montenegro on the other part have concluded a Stabilisation and Association Agreement (SAA) which entered into force on 29 March 2010 and under which "Montenegrin companies, whether established or not in the Community, shall be granted access to contract award procedure in the Community pursuant to Community procurement rules under treatment no less favorable than that accorded to the Community companies as from the entry into force of the [SAA]" (Article 76.2 first paragraph of the SAA of 29.3.2010, OJ L 108/1 of 29.4.2010). It derives from the above that a tenderer established in Montenegro may submit an offer in response to this call for tenders on its own.*

*Pursuant to section III.2.1 of the contract notice, tenderers shall prove that they are authorized to perform the contract and present the supporting evidence acceptable under their national law.*

*As stated in the contract notice under section III.1.3, tenders may be submitted by consortia of economic operators; however, each consortium member must fulfil the conditions for participation referred to above, notably the eligibility rules.*

**Question 19:**

Are there any restrictions on where the successful applicant must be resident? Would the fact that an organisation is based in Cape Town, South Africa, preclude it from being considered for this contract, or make it highly unlikely that it would be considered?

**Answer 19:**

*In accordance with Articles 106 and 107 of the applicable Financial Regulation (EC) No 1605/2002 as amended by Regulation (EC, Euratom) No 1995/2006 (<http://eur-lex.europa.eu/LexUriServ/site/en/consleg/2002/R/02002R1605-20070101-en.pdf>), participation in tendering procedures is open on equal terms to all natural and legal persons from one of the EU Member States and to all natural and legal persons in a third country which has a special agreement with the European Union in the field of public procurement on the conditions laid down in that*

agreement (i.e. at this moment, Croatia, FYROM and Albania; Iceland, Norway and Liechtenstein; Mexico and Chile).

Furthermore, where the Multilateral Agreement on Government Procurement concluded within the World Trade Organisation applies, the contracts shall also be open to nationals of the States which have ratified this agreement (i.e. Canada, the EU with regard to its 27 Member States, Honk Kong, China, Iceland, Israel, Japan, Korea, Liechtenstein, the Netherlands with respect to Aruba, Norway, Singapore, Switzerland, Chinese Taipei, the United States) under the conditions laid down in that agreement. For more information on the WTO GPA, please refer to [http://www.wto.org/english/tratop\\_e/qproc\\_e/memobs\\_e.htm](http://www.wto.org/english/tratop_e/qproc_e/memobs_e.htm).

Please note that according to section II.1.7 of the contract notice, the contract at issue is not covered by the Government Procurement Agreement (GPA).

Pursuant to section III.2.1 of the contract notice, tenderers shall prove that they are authorized to perform the contract and present the supporting evidence acceptable under their national law. As stated in the contract notice under section III.1.3, tenders may be submitted by consortia of economic operators; however, each consortium member must fulfil the conditions for participation referred to above, notably the eligibility rules.

**Question 20:**

Reference: Annex 6 – Sample task editing

1. Which approach would be correct in editing and proofreading the text?
  - (a) Editing the text and afterwards proofreading the edited version (resulting in one edited and proofread article);
  - (b) Editing the text and proofreading the original text (resulting in two versions of the text: one proofread but not edited version, and one edited version).

Reference: Environmental policy of the tenderer

2. Would it be sufficient to enclose the environmental policy of the tenderer (only once) in the administrative section, or should it be enclosed for each lot, as specified in the award criteria tables?

**Answer 20:**

1. Approach (a) would be preferable, i.e. delivering one edited and proofread text.
2. Tenderers may include the information concerning their environmental policy in the administrative section, provided that they make clear reference to where it can be found in their response to the award criteria for the various lots for which they want to place and offer.

**Question 21:**

In order to fulfil the mandatory requirements for the technical offer, a question has arisen regarding CVs documenting the experience of the staff designated to perform the work: will it be acceptable to attach a combination of CVs from both the tenderer and a subcontracted partner in the tender?

**Answer 21:**

*Please refer to section 9.2.3 of the tender specifications, selection criterion 2: Technical skills necessary to deliver the requested services, second bullet, last indent, where it is stated that if subcontracting of certain services/products is envisaged, tenderers shall provide a description of subcontractors already selected, including CVs demonstrating their educational and professional experience.*

**Question 22:**

The task description for lot 8 page 5 in the tender specifications includes the following task *"provide visual elements, mock-ups, prototypes and final implementation; Carry out functional testing and user testing"*.

To what level does the EEA require "final implementation"?

1. Implementation of visual elements using CMS content editors
2. Implementation of design from mock-ups to final designs (PSD-files)
3. Slicing and HTML implementation of design
4. Implementation of design in existing CMS templates using a template editor in the CMS
5. Implementation of design in new CMS templates
6. Scripting of new functionality within the CMS framework
7. Programming of new functionality of the CMS

**Answer 22:**

*The contractor will only be asked to carry out a very limited amount of final implementation. To the degree that this will be required, it will be for items 1, 2, 3 and 4 in the list above, though the EEA currently takes care of item 1 in-house.*

**Question 23:**

Reference: CVs of staff designated to perform the work:

1. Is there any specific format requirement as per the CVs of staff to be submitted? Would e.g. Europe-Aid format do?
2. In the event of the tenderer bidding for more than one lot, could the same CVs of experts be proposed under these two or more lots?

Reference: Sample task for Lot 9 – Events and exhibitions services; sample task **event**

3. Is the conference bag to be proposed by the tenderers, as merchandise item (as requested in the creative input assignment), the one that is to contain the conference info pack, as described in the 6<sup>th</sup> bullet point of the preparation, i.e. “[...] Prepare and produce info packs for 120 participants containing name badge with EEA logo in three colours, three background documents, each consisting of 50 double-sided photocopied b/w pages + colour front cover (electronic originals delivered by the EEA), canvas carrying bag big enough for A4 documents with imprint on one side in four colours [...]”, or are these two bags irrelevant to each other?
4. Could the canvas carrying bag be made of material other than cotton?

Reference: Cost estimates for sample task for lot 9 – Events and exhibitions services

5. If for the two assignments mentioned under creative input (description of sample task for lot 9 – events and exhibition services), apart from presenting concrete proposals, that the tenderer is to develop as part of the sample task, the tender’s input should be quoted (expressed in fees) in the two cost estimates for the event and the exhibition?
6. Regarding the sample task – event, should the cost of transportation of 120 info packs to the conference venue be quoted in the cost estimate? If so, will a fair treatment of tenderers be secured? We refer to bids coming from non-Brussels-based tenderers as opposed to those coming from Brussels-based tenderers.

**Answer 23:**

1. *There is no specific format required for the CVs.*
2. *This is entirely up to the tenderer to decide which staff members he select for the various lots. Please refer to section 3, last paragraph of the tender specifications (page 2) where it is stated that owing to the variety of profiles and services required, tenderer may choose presenting the evidence related to their technical and professional capacity in one or more sub-sections for each lot for which they want to submit an offer.*
3. *The conference bags mentioned in the sample tasks are to be of a size big enough to contain the described info pack.*
4. *The tender specifications refer to “canvas” as material for the conference bags without further specifications. Furthermore, tenderers shall bear in mind the environmental considerations highlighted under section 11 of the tender specifications.*
5. *The creative input is to consist of just content proposal, whereas costs related to this (i.e. selecting suitable merchandise item and side activity and drafting creative proposal for back wall poster) are to be included in the overall cost estimate for the event/exhibition. Costs related to the actual production of merchandise item and arranging of side activity are not to be included in the cost estimate, as these costs are dependant on what is actually proposed.+*

6. *As spelled out in the task description, transport of the material to the venue is part of the sample task. If transport cost is a concern, bidders may choose to opt for other solutions, such as having the duplication done in the city where the event is to take place.*

**Question 24:**

In section 9.2.3 (technical and professional capacity) in selection criterion 1, tenderers are asked for a 'description of the tenderer's capacity to deliver services and products in English'. Is it correct to assume that the 'description' in this context can be interpreted as an additional list of EN editing tasks undertaken or is a signed declaration needed or even a further element?

**Answer 24:**

*"The tenderer's capacity to deliver services and products in English" can be demonstrated by listing contracts where the tenderer has edited texts in English and where the communication with the client has taken place in this language. Obviously, the more recent the contract, the more plausible it will be that the tenderer still has this capacity. It can also be further documented by highlighting the competence and experience in EN editing of the individual staff members in their respective CVs. This would be particularly important to detail if part of their relevant experience stems from the period before they started working for the tenderer.*

**Question 25:**

Reference: Lot 4 – Editing

Could you please specify how award criterion 2 (proven track record of work with technical/scientific issues) should be satisfied? And by technical/scientific issues are you referring to subject matter for editorial tasks or likely technical problems encountered during implementation of contracts?

**Answer 25:**

*The wording "technical/scientific issues" primarily refers to the subject matter of the texts edited. Documentation of award criterion 2 can be in the form of a description of the editing of such texts that the tenderer has undertaken over the last years, indicating the contract volume.*

**Question 26:**

Reference: Lot 5 – Creative film production

Is it correct that there is – in comparison to lot 7 – no sample task to be handed in?

**Answer 26:**

*Yes, the list of award criteria for lot No 5 – Creative film production – is complete and exhaustive, i.e. no sample task is required for this lot.*

**Question 27:**

1. Concerning the final date referred to in the invitation to tender, page 1: is it correct that it is sufficient if the application is stamped by the post office on the day of 30 September 2010?
2. With reference to section 9.2.3 of the tender specifications, criterion 1: If one main tenderer is planning to apply for one lot jointly with a subcontractor, how many CVs should be submitted?
3. With reference to section 9.3.3 of the tender specifications, could you please clarify the difference between award criteria No 1 and No 4; is the main difference that criterion No 1 is merely a list and criterion No 4 a presentation?

**Answer 27:**

1. *The time limit set in the invitation to tender for submission of offers by post or courier refers to the date of dispatch of the offer and not the date of receipt by the EEA. In order to be eligible, tenders have to be handed over to either the post services or a private courier at the latest on 30 September 2010 as evidenced by the postmark or the date of the deposit slip.*
2. *The tenderer shall provide the required CVs according to the instructions laid down in the tender specifications, i.e. at least the minimum number of CVs required per profiles relevant for the lot. Please refer in addition to section 9.2.3 of the tender specifications, selection criterion 2: Technical skills necessary to deliver the requested services, second bullet, last indent, where it is stated that if subcontracting of certain services/products is envisaged, tenderers shall provide a description of subcontractors already selected, including CVs demonstrating their educational and professional experience.*
3. *Under criterion 1 the tenderer is to document experience in strategic conceptualisation, creative content development, implementation and maintenance of successful social media campaigns/initiatives with a focus on measuring their effectiveness whereas criterion No 4 seek to assess the quality of the relevant professional experience through a short presentation of selected social media projects carried out by the tenderer in the last few years.*

**Question 28:**

With reference to award criterion 4 for lot 6 – Corporate branding and layout: 3 to 5 project samples are requested; do these need to be 'real' samples (for example USB sticks, CD covers, etc ...) or can they be discussed, analysed in print based on high-resolution images of the final products?



**Answer 28:**

*There are no particular requirements with regards to the format to be chosen for presenting the tenderer portfolio of previous work. The main thing is that this presentation contains what is necessary to enable the EEA to judge properly the quality and relevance of the tenderer's previous work in relation to the subject matter of the lot.*

**Question 29:**

What is exactly meant when it says in the tender specifications that "tenderers are requested to submit a financial offer giving the daily rate"? Our offices only operates in hourly rates, so we would like to know exactly how many working hours is implied in a "day"?

**Answer 29:**

*A working day is defined as 7,5 hours.*

**Question 30:**

1. The day rate shall be all-inclusive. Does this also include potential travel costs?
2. If travel costs have to be included, can you please give us an estimation (e.g. percentagewise) how many work will have to be done: (a) at the contractor's premises, (b) at the EEA premises in Copenhagen, and (c) other venues?
3. Alternatively, is it possible to state different daily rate, e.g. (a) daily rate at contractor's premises and (b) daily rate at the EEA premises or other venues?

**Answer 30:**

1. *Yes, that is correct. For further details please see section 6 of the tender specifications, specifically the second last paragraph where it is stated that the price quoted shall be all-inclusive (inter alia of all administrative and travel costs) and expressed in euro. Hence, potential travel expenses for attendance in preparatory meetings are not covered as a separate cost item under the contract's budget.*
2. *While it is difficult to indicate a percentage, past experience shows that the predominant part of the work will take place at the contractor's own premises. Work at the EEA will mostly be in form of planning meetings as a project is being initiated and sometimes in the form of presentations by the contractor of the finalised deliverables. For large or complex projects it could be necessary to meet face to face along the way as project milestones are reached, but such meetings take place just as often at the contractor's premises. For the lots 1, 3 and 8 it will rarely be necessary to carry out work at other locations.*

3. *Tenderers should follow carefully the instructions given for responding to the call for tender and not deviate from these. In the evaluation of the offers we will only take into consideration the responses to the listed exclusion, selection and award criteria. For further details, please see section 8 of the invitation to tender where it is stated that the submission of a tender implies acceptance of all the terms and conditions set out in the invitation to tender, the tender specifications and in the draft contract. Hence tenderers shall strictly follow the instructions provided in the tender documents and provide the required information.*