



23 September 2010

**Clarification No 3 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**

In Annex 3 to the tender specifications concerning the price quotation, the title for Lot No 6 shall read as “Corporate branding and layout” instead of “Layout and web design”.

For convenience sake a consolidated version of Annex 3 to the Tender specifications including the above modification is available on <http://www.eea.europa.eu/about-us/tenders/eea-com-10-001-2013>.

**Question 1:**

Reference: Tender specifications, section 9.3.6, corporate branding and layout (lot 6), page 17

1. Could you please clarify what is the distinction between “corporate design development” (as mentioned under award criterion 1) and “corporate branding and layout” (as mentioned under award criterion 4)?
2. Will points also be awarded for the graphic presentation of references under criteria 1, 2 and 4, or merely for the quality and relevance of the reference?

**Answer 1:**

1. While “corporate design development” refers to development of more overall design guidelines and templates for the EEA, “corporate branding and layout” deals more with graphic profiling and layout of specific key products.
2. It is the quality and relevance of the reference that will be evaluated.

**Question 2:**

In Article II.4.2 of the draft framework contract attached as Annex 4 to the tender specifications a reference is made to an Annex I. Could you please clarify which annex it is?

**Answer 2:**

*Please note that the reference to Annex I in Article II.4.2 of the draft framework contract is actually a reference to the tender specifications which will constitute Annex I to the framework contract and form an integral part of it. With regard to the payment schedule, the contractor to whom the framework contract is to be awarded should pay attention to Article I.5 of the draft framework contract and in particular its last paragraph where it is stated that the payment periods shall be*

*further detailed in each specific contract, to be concluded for implementation of the framework contract, according to the particularities of the services concerned. Hence depending on the work programme, the total amount to be paid under a specific contract may be broken down in several installments (advance, interim and final payment).*

**Question 3:**

Reference: Tender specifications, section 4.3, sub-contracting

A question was received as to the level of information and documentation to be provided under this section.

**Answer 3:**

*There is no numerical minimum or maximum requirement as regards the potential involvement of subcontractors, however tenderers shall provide an indication of the proportion of the work they intend to subcontract, expressed for instance as a percentage of the work to be carried out.*

*Pursuant to the selection criteria listed under section 9.2 of the tender specifications, tenderers shall provide evidence of their financial and economic, technical and professional capacity to provide the requested services and demonstrate that they will have at their disposal the necessary resources for performance of the contract. In the event where one or more subcontractors would be involved in the tender, then each of them shall have and possess the professional and technical capacity to perform the tasks assigned to them and each shall supply the requested information and documentation on the exclusion and selection criteria.*

**Question 4:**

Reference: Tender specifications, section 9.3.5, creative film productions (lot 5)

Could you please clarify what is meant by "access to editing service in the EEA vicinity"?

**Answer 4:**

*"Access to editing services in the EEA vicinity" means access to a video editing studio in or nearby Copenhagen.*

**Question 5:**

Is a general methodology of the fulfillment of the lots requested?

**Answer 5:**

*To the extent where "methodology of fulfillment of the lots" refer to the replies to the award criteria listed in the tender specifications, please note that there is no formal requirement in this respect as long as the technical offer(s) address all the mandatory requirements and the points included in the selection and award criteria, as the aim for the tender is to score as many points as possible.*

**Question 6:**

Are recommendation letters of our clients requested and/or favoured?

**Answer 6:**

*Tenderers may attach such letters as part of the documentation of past experience and of the quality of the services and/or product delivered, although they should not replace the requested evidence of technical and professional capacity of the tenderer to be provided pursuant to section 9.2.3 of the tender specifications.*

**Question 7:**

Reference: Tender specifications, section 9.2.1 and 9.2.2

Is it correct that subcontractors are also requested to provide the documents mentioned in these sections?

**Answer 7:**

*Subcontractors are requested to provide evidence of their legal capacity by means of one of the documents referred to under section 9.2.1 of the tender specifications but do not need submit proof of their economic and financial capacity. However, a tenderer shall provide evidence that he will have at its disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of the subcontractors to place those resources at its disposal. Subcontractors shall also submit a declaration on exclusion criteria (annex 1 to the tender specifications) duly filled in and signed.*

**Question 8:**

A question was received as to the documentation to be provided in response to the requirement for legal capacity, section 9.2.1 of the tender specifications.

**Answer 8:**

*The purpose of this selection criterion is to ensure that the tender comes from an economic operator authorized under national law to carry out the services in question. As stated under section 9.2.1, this verification is to be in the form of a signed identification sheet (annex 2 to the tender specifications) accompanied by a copy of inscription in a trade register and/or a copy of inscription in VAT register, where applicable. In this respect, a duly filled in and signed identification sheet and a copy of the CVR-registration at the Danish "Erhvervs- og Selskabsstyrelsen" would be considered adequate evidence.*

**Question 9:**

With reference to the annex 1 to the tender specifications, Declaration on exclusion criteria, could you please clarify the difference between "natural person" and "legal person"?

**Answer 9:**

*Legal person refers to any entity created under national law of its place of establishment, Union law or International law, which has legal personality and which, acting under its own name, may exercise rights and be subject to obligations.*

*For legal persons, the declaration on exclusion criteria (annex 1) shall be filled in and signed by the person representing the legal person, whereas for individuals and for legal persons that does not have legal personality, the declaration on exclusion criteria shall be signed by the individual in his own name and the person who has powers of representation, decision making or control over the entity respectively.*

**Question 10:**

A question was received as to the substance and the form of the information to be provided in response to selection criterion 1 concerning the previous expertise and experience in carrying out the requested services.

**Answer 10:**

*The purpose of this selection criterion is to establish that the tenderer has sufficient professional capacity, expressed as a body of relevant experience and staff with the necessary qualifications, to carry out the tasks in question. In this selection criterion, as elsewhere in the tender criteria (section 9 of the tender specifications) it is paramount that the tenderer's reply addresses all the questions asked, however there is no standardized format for structuring of the response.*

**Question 11:**

Reference: Tender specifications, section 11 – Environmental considerations, page 22

Could you please specify if it is mandatory for tenderers to follow a continuous page number in their offers? Will all type of tender page numbering be accepted? Should document separators, index tags, dossier covers, cover letter, etc... also be included in the continuous page numbering?

**Answer 11:**

*Please bear in mind that your tender should be self-explanatory and easy to read and understand. Its assessment will be based on your descriptions, not taking into account any information elsewhere (e.g. websites). It is in your interest to keep your tender concise and well structured; in this respect, the tenderer is free to choose the page numbering which he considers best.*

*Maximise your chances: edit your tender tightly, strengthen or eliminate the weak points. Put yourself in the position of an evaluator who has only a few hours to assess each tender. Remind yourself again of the selection and award criteria given in the tender specifications.*

**Question 12:**

Reference: Tender specifications section 3.1.4 – Editing (lot 4), page 3

Would it be possible to provide further specification of the possible format type of manuscripts (e.g. handwritten-manuscripts, hardcopies, electronic format), as this information is essential for the processing of relevant requests?

**Answer 12:**

*Manuscripts will almost exclusively be provided as electronic files in MS Word format.*

**Question 13:**

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

1. Our understanding is that last 3 years refers to projects carried from 2007 onwards. Please confirm.
2. Could you please clarify whether these projects should be completed by the time of the submission of the offer or they may be on-going projects?

**Answer 13:**

1. Yes, your understanding is correct.
2. They may be on-going projects as well as completed ones.

**Question 14:**

Reference: Tender specifications, Annex 8, section 3 – Sample task – Exhibition, creative input – concrete proposals to be developed as part of sample task

1. Could you please clarify whether the image should be procured from Istockphoto image gallery as mentioned in the preparation section?
2. Could you please clarify whether the layout sketch for the back wall poster should be delivered in digital format with actual size dimensions, or a scaled down printed version?

**Answer 14:**

1. Yes.
2. The sketch could be delivered in an electronic format such as PDF or JPG.

**Question 15:**

Under section 6 of the tender specifications concerning price, and with reference to question and answer 30 in clarification No 2 to the tender specifications, it is clearly stated that all expenses and travel costs need to be included in the price. Annex 5 however gives a description of reimbursement amounts for travel expenses and daily allowances. Could you explain under which conditions Annex 5 will be applicable?

**Answer 15:**

*With reference to section 6 of the tender specifications, the price quoted shall indeed be all-inclusive inter alia of travel costs. Annex 5 to the tender specifications does not actually apply in the context of this call for tenders and should therefore be disregarded.*

**Question 16:**

The execution of services requested under lot 6 requires to our opinion the intervention of a dedicated account manager. Do these services need to be integrated on top of and included in the overall daily rates (i.e. estimated average of total time for support staff + account management), or are the account management services considered separately and will they also be quoted separately according to the daily rates for either senior consultant or support staff?

**Answer 16:**

*Economic operators responding to the call for tenders are requested to provide the information specified under the various criteria stated in the tender specifications. It is on the basis of this information that the evaluation and award of framework contracts will be done. Information provided beyond what is requested in the call for tender on pricing or other issues will not be taken into account in the evaluation process.*

