



16 January 2015

Clarification No 1

Reference: Open call for tenders No EEA/ADS/14/006

Title: *Framework contract for the setting-up of the EEA Competence based management system – 3 lots*

Question 1

Regarding quality control that tender states: "tenderers shall provide details of any quality assurance accreditation that they hold. If no accreditation held, tenderers shall provide an outline of any quality assurance policy specifying status of implementation, and details of any quality assurance accreditations for which they have applied." Does this mean that you only accept official certifications or will internal quality guidelines suffice?

Answer 1

With reference to section 9.2.3. of the tender specifications, Technical and professional capacity, Quality control, page 13 of 17, there are no compulsory requirements regarding the contents of the quality control policy, as long as it is focused on providing a description of measures taken to ensure that quality standards will be fulfilled(i.e. a description of any quality control certification that tenderers currently hold, of any accreditations applied for and their current status, or in the case where no accreditations are held, an outline of their quality assurance policy).

Question 2

Are there any limitations to the way the managerial staff and consultants responsible for providing the services are employed? Can they be outsourced/contract workers?

Answer 2

There are no particular requirements as to the employment conditions for the human resources available to the tenderer. Tenderers shall bear in mind that they will be assessed in term of their technical and professional capacity to provide the required services by reference to the criteria listed in section 9.2.3 of the tender specifications, among which their organisational structure. The purpose of these selection criteria is to establish whether tenderers possess the relevant expertise and adequate experience and offer sufficient protection to the EEA's contractual interests in terms of the resources made available to them. In this context, preference should be given to tenderers who ensure

that the main members of staff directly or indirectly involved in provision of the services required by the EEA are part of a well-structured organisation.