



2 February 2015

## Clarification No 2

**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

Describe how assessment reviews are carried out at the moment?

#### **Answer 1**

*The assessment is carried out on a qualitative basis which is based on annual appraisal dialogues.*

### Question 2

Describe the ideal method of carrying out an assessment review moving forward?

#### **Answer 2**

*It is entirely up to tenderers to propose the methodology they can offer for the prices quoted bearing in mind that their tender will be assessed in terms of their understanding and appreciation of the scope of and the level of services to be provided, in pursuance with the detailed award criteria specified under section 9.3.1 of the tender specifications.*

### Question 3

The RFP describes the use of 360, can you elaborate which parts of a 360 tool is desired?

#### **Answer 3**

*It is entirely up to tenderers to propose what they can offer for the prices quoted bearing in mind that their tender will be assessed in terms of their understanding and appreciation of the scope of and the level of services to be provided, in pursuance with the detailed award criteria specified under section 9.3.1 of the tender specifications.*

#### Question 4

- a) Do job descriptions exist for all posts at EEA and the task is to supplement the job descriptions with required competencies? Or
- b) Is there need to set up job descriptions?

#### Answer 4

*Job descriptions exist for some posts but not for all. According to section 6.2 of the tender specifications, Services to be provided (page 6 of 17), there is a need to (re)define job families, job descriptions (functions/tasks and responsibilities) and competencies (knowledge, skills and abilities) for all posts.*

#### Question 5

Related to page 5 of Annex I – tender specifications.

It is mentioned that EEA disposes already of a competencies' taxonomy and the "EEA Key Leadership Competencies".

- a) Could we dispose of some more information on this (which model used, a possible example)?
- b) Is the competence management system to put in place for both professional and technical competencies?

#### Answer 5

- a) *The EEA Key Leadership Competencies are only meant for internal use of the Agency. We will surely share the document with the successful tenderer.*
- b) *Yes.*

#### Question 6

Related to paragraph 6.5 on page 8 of Annex I – tender specifications.

- a) For the supporting services not related to training, what is EEA's position on having some follow-up meetings via conference call?
- b) What is EEA's price policy if we mobilise some of our Belgian resources to support services at the EEA in Copenhagen?

#### Answer 6

- a) *The EEA makes efforts in line with its EMAS policy to replace meetings by video conferences or conference calls wherever this is possible, therefore, the EEA recognises the need to give priority to minimising the environmental impacts.*
- b) *It is entirely up to tenderers to propose what they can offer for the prices quoted bearing in mind the potential use of subcontracting or similar, in which case we refer to section 4.3 of the tender specifications, Sub-contracting (page 4 of 17). As stated in section 8 of the tender specifications, the price quoted shall be all-inclusive (i.e. inclusive of all costs involved in the performance of the services (management, administrative and travel*

*costs with the exception specified in section 6.5 as regards training activities taking place outside the “Great Copenhagen” area which would be reimbursed in accordance with the EEA’s standard rules and rates)).*

#### **Question 7**

Related to paragraph 6.2 on page 6 and 9.3.2 on page 15 of Annex I – tender specifications. Could we receive some additional information on the integration with EEA applications? (other than Sharepoint)

#### **Answer 7**

*The key application at stake is the “Career Development Cycle” system, where annual objectives, performance indicators and appraisals are entered. This is developed in ASP.NET and uses SQL server (2008). To some degree SharePoint 2013 is also used for this sake, in connection with the learning and development site.*

*Sharepoint is mainly the basis for the EEA appraisal system as well as the EEA applications.*

#### **Question 8**

Do you accept any proposals which would include an IT solution provided by a third party? We will state the vendor in our proposal and our fees will also include the respective costs. However, for this part of the requested services you would directly enter into a contract with a EU based cloud software provider. This service provider would also be your contact for any ongoing support and maintenance. The solution is a world class solution and would fit fully to your requirements.

#### **Answer 8**

*As stated in section III.1.3 of Contract notice 2014/S 251-445671 of 31.12.2014, tenders may be submitted by consortia of economic operators, provided that the conditions for participation specified in section III.2 of the said contract notice are complied with.*

#### **Question 9**

Competency framework

- a) How many job profiles/competencies do you intend to create?
- b) How do you intend to identify the new competencies required for the new job profiles?
- c) When designing the competency framework are you designing them for the future state?
- d) Are the frame works solely behavioural or are they a mix of behavioural and technical skills?
- e) How do you intend to provide all managers with training on how to interpret and assess people against the new profiles/framework?

**Answer 9**

- a) *The EEA currently employs approx. 215 staff members. There should be job profiles for (at least) all existing posts.*
- b) *It is entirely up to tenderers to propose the adequate method to identify the new competences, bearing in mind that their tender will be assessed in terms of their understanding and appreciation of the scope of and the level of services to be provided, in pursuance with the detailed award criteria specified under section 9.3.1 of the tender specifications.*
- c) *It is desirable that the competency framework stands for as long as possible. In that scenario, features allowing regular updating are welcomed.*
- d) *We expect a combination of both behavioural and technical skills.*
- e) *It is entirely up to tenderers to propose the adequate method to train managers on how to interpret and assess people under the new competency framework, bearing in mind that their tender will be assessed in terms of their understanding and appreciation of the scope of and the level of services to be provided, in pursuance with the detailed award criteria specified under section 9.3.1 of the tender specifications.*

**Question 10**

360

- a) A question was received as to the preferred use of an existing IT solution for the performance of the 360 assessment.
- b) How do you envision providing feedback to the managers following the 360 assessment?

**Answer 10**

*For both questions a) and b): We do not exclude a priori any particular solution in this regard. It is entirely up to tenderers to propose any approach that sounds adequate to the performance of the services, bearing in mind that their tender will be assessed in terms of their understanding and appreciation of the scope of and the level of services to be provided, in pursuance with the detailed award criteria specified under section 9.3.1 of the tender specifications.*

**Question 11**

Is it correctly understood that the tenderer besides the consultancy hours must carry all costs related to purchasing, implementing and integrating an HR system relevant to handle the proposed competency framework to EEA's current IT systems?

My concern is that the number of hours spend on the technical integration is very difficult to predict, as this is much related to the kind and number of systems the EEA wish to integrate to.

**Answer 11**

*Assuming that the question relates to, the provision of ancillary HR-related services under lot 3, tenderer shall note that as stated in sections 6.2 and 7 of the tender specifications,*

*the provision of these services will be decided on an ad-hoc basis following the primary delivery of the services described under lots 1 and 2 and in volumes of no more than EUR 20.000 per year. The Agency may not provide at this point in time an accurate estimate of the services anticipated to be requested under this lot and tenderers are therefore required to quote a daily rate for the provision of these services under P<sub>6</sub>.*