

**CLARIFICATION
to call for tender
ENV.G.4/SER/2009/0027**

Questions regarding Task 1.3. Awareness events

As general background to questions 1,2,3 see:

4. Experience required of the Contractor

- *Capability to work and analyse reports in at least English, French and German.*

Question 1:

Is it correct that the contractor shall bear the burden for all effort connected with the provision of the language regime?

Answer 1:

In addition to the general point above See: 1.3 d)

The contractor shall endeavour to arrange for a language regime that fosters highest efficiency for each meeting. The use of national language in oral contributions and written materials should be envisaged as feasible if this contributes essentially to the effectiveness of the event.

Also 1.3 c)

The selection of the location of the event and the specific topic for each event shall be discussed with the contractor and agreed with the Commission within four weeks of signature of the contract.

Thus the degree of effort connected with language regime and the organisation of an event may vary depending on specific situations. Thus a best estimate proposal should be made bearing in mind the constraint of 15 events required and the indicative 20% resource allocation for this task.

Question 1.1:

Does this mean that all slides of the presentations have to be provided in national language and the translation expenditures are to be covered by the contractor?

See Answer 1 above

Question 1.2:

Does it mean that all oral communication shall be performed in national language and simultaneous interpreters are required for non-national participants e.g. from DG.ENV or the contractor?

See Answer 1 above

Question 2:

Who will be in charge for the provision / lease of the location and services for coffee break and lunch? Are related expenditures to be covered by the contractor?

A2: See Answer 1 above

Question 3:

For several countries it is a common approach to cover the travel and overnight expenditures of national experts (scientists and civil servants). Are the potentially related expenditures to be covered by the contractor?

Answer 3: Normally the costs of national experts attending these events are not covered by the contractor

Question 4:

Is it envisaged that staff from DG.ENV will participate or make a presentation at each awareness event? If DG.ENV staff is the only non-national language speaker, is the contractor obliged to provide (simultaneous) interpreter for the entire event or might be a sequenced interpreter be sufficient.

Answer 4: It is not decided that DG ENV Staff will attend and make presentations at each event.

The exact choice of topics shall be discussed with the contractor and agreed with the Commission within four weeks of signature of the contract.

Questions regarding Task 2.2 Help Desk

The specification state: “The information tool to be used should be a Commission hosted “CIRCA” site.”

According to our experience CIRCA is a tool more for expert groups to exchange documents e.g. to be downloaded before and after meeting and similar, but less for direct communication as for instance in a blog. A more appropriate tool is provided by the Commission called epractice (<http://www.epractice.eu> <<http://www.epractice.eu/>>) were it is possible to establish new communities. How to establish such new communities is explained in the following guide line:

http://www.epractice.eu/community/upload/community_documents/The_ePractice_Community_Facilitators_Guide.pdf

Questions 5:

* Is the use of the epractice platform for the purpose of the help desk allowed in addition to the CIRCA site?

* Is the use of external server environment (not hosted by the commission) allowed to provide helpdesk functionality?

* Is the use of software, not provided / hosted by the commission allowed to provide helpdesk functionality?

Answer 5: The proposed solution should include CIRCA, but need not be limited to only that. In fact the Terms of Reference state:

The tenderer should propose at least two options for setting up this service, fulfilling the functions described above.

And that: Content/detailed description of tasks: Set up the helpdesk service, in agreement with the Commission services, within 6 months after the signature of the contract.