

CONTENTS

ATTENTION	1
FAQ	2
ANNEX I.....	9

ATTENTION

By lapse, a section on "*Hosting, access and security costs (only for specific contracts under Task 1.1 in Lot 1)*" was absent from the price schedule sections of the original version of the Tender Specification (sections 4.3.2 – Estimate of resources for the Specific Contracts – and 4.3.3 – Price Schedule – of part 2).

The possibility for tenderers to grant a price reduction in the event of being awarded a contract either for all the lots or for a specified group of lots was removed from the original Tender Specification (part 2, section 4.3.1 – Price Offers for the Framework Contract).

Both changes have been implemented in an updated version of the Tender Specification, which is now published online¹.

Annex I to this FAQ contains the transcript of the amended version of these sections (sections section 4.3.1 – Price Offers for the Framework Contract; 4.3.2 – Estimate of resources for the Specific Contracts; and 4.3.3 – Price Schedule – of part 2), where the introduced changes are highlighted.

As a result of these changes, the deadline for submission of Tenders has been postponed by 7 days to November 29, 2013, and the date for opening of Tenders has also been postponed by 7 days to December 13, 2013. These dates can be found in a new version of the Invitation to Tender document, which is now also published online¹.

¹ <http://ec.europa.eu/digital-agenda/en/news/framework-contract-monitoring-public-sector-innovation-and-supporting-services-%E2%80%94-smart-20130072>

FAQ

Framework Contract for the Monitoring of Public Sector Innovation and supporting services – SMART 2013/0072

Q1. What has been changed in the new version of the Invitation to Tender document published on October 10, 2013?

A1: The only change concerns the validity of the tender, paragraph 7:

The previous paragraph:

"The period of validity of the tender, during which tenderers may not modify the terms of their tenders in any respect is months from the deadline for submission of tenders indicated in § (2)."

Should now read:

"The period of validity of the tender, during which tenderers may not modify the terms of their tenders in any respect is 9 months from the deadline for submission of tenders indicated in § (2)."

Q2. Could you please clarify what you expect to be included in the Technical Section? Page 29 of the Tender Specifications refers to this section as addressing all requirements laid down in Part 1, suggesting that tenderers reply with one comprehensive document. However, page 35 states, when referring to the price scenarios, that “these scenarios will play a key role in the evaluation of the technical award”. Is the price scenario to be included in the Technical Section, as a separate document, as well as in the Financial Section?

A2. Each received tender will be evaluated as a whole.

As referred in section 4.2 [Technical section] of Part 2 of the Tender Specification, the contents of the tender's Technical Section must address all the requirements laid down in Part 1 of the Tender Specification.

The content of section 4.2 [Technical section] of Part 2 of the Tender Specification does not exclude information from other parts of the Tender (other than the Technical Section) from contributing also towards the assessment on the basis of the technical award criteria. This is, in particular, the case of the Price Scenarios.

The Price Scenarios should be included in the Financial Section, despite the fact that they will serve a double evaluation purpose.

- They will be used to compare the financial offers of candidates under similar sets of requirements.
- They will also be used to evaluate how candidates understand the requirements, how they organise and manage the work, and what kind of deliverables are to be expected. In particular, Price Scenarios will be considered when evaluating points

2 (Technical quality of the tender) and 3 (Management) of the Technical award criteria laid out in section 5.3.1 [Technical award criteria] of the Tender Specification.

Q3. Where could we find Word version of Annexes 1-9?

A3. All the annexes are now available in Word format on the website.

Q4. The financial scenario includes a budget for:

“establish the necessary contacts to engage those stakeholders into participating in the Observatory”

This could be interpreted in many different ways for widely divergent prices - establishing contact could be limited to sending a single email to each identified stakeholder in order to later engage them in an ongoing conversation; or it could be considered as encompassing contacting, recruiting and engaging them in the Observatory for up to 3 years.

What tasks, precisely, are required for this activity within the price scenario?

A4. Please beware that, according to part 2, section 4.3.4 (Price scenarios) of the Tender Specification, the proposed scenario summaries *"cannot, in any way, be regarded as an indication of the priorities and the exact nature of future requests for services under the Framework Contract"*. Scenario summaries describe hypothetical cases, and the respective price scenarios submitted by tenderers *"should illustrate the tenderers understanding of the work required and illustrate how their price schedules will be applied in practice"*.

In line with the first objective of the price scenarios (illustrate the tenderers understanding of the work required), the Commission invites tenderers to present thoughtful and creative solutions to address the proposed challenges, as well as to use their best judgement in estimating the amount of engagement required by each task in order to achieve the desired outcome.

In this particular case, if the tenderer considers that a single email to each identified stakeholder is sufficient to achieve the stated objective of *"engaging [...] stakeholders into participating in the Observatory"*, then the price scenario should mention that this is what would be done to fulfil that objective and present the respective financial estimation. If on the other side, the tenderer considers that fulfilling the objective requires more engagement, or a different type of engagement (for instance, contact by phone, more emails, other means of communication), then that is what should be described and included in the tender's price scenario.

Evaluation of each tender will incorporate the submitted price scenarios, and will take into consideration two factors: the technical quality of each proposed solution and its potential to successfully accomplish the proposed tasks, according to the technical award criteria in part 2, section 5.3.1 (Technical award criteria) of the Tender Specifications; and the price proposed for each scenario. These two factors will be combined as described in part 2, section 6 (Award of the contract) of the Tender Specifications.

Q5. The financial scenario includes a budget for:

"procure via desk research and stakeholders an initial list of documents and references for the repository"

This could be interpreted in many different ways for widely divergent prices – from downloading some documents onto a USB stick to publishing detailed descriptions of them on the website for launch. What tasks, precisely, are required for this activity within the price scenario?

A5. Please beware that, according to part 2, section 4.3.4 (Price scenarios) of the Tender Specification, the proposed scenario summaries *"cannot, in any way, be regarded as an indication of the priorities and the exact nature of future requests for services under the Framework Contract"*. Scenario summaries describe hypothetical cases, and the respective price scenarios submitted by tenderers *"should illustrate the tenderers understanding of the work required and illustrate how their price schedules will be applied in practice"*.

In line with the first objective of the price scenarios (illustrate the tenderers understanding of the work required), the Commission invites tenderers to present thoughtful and creative solutions to address the proposed challenges, as well as to use their best judgement in estimating the amount of engagement required by each task in order to achieve the desired outcome.

As stated in the price scenario summary, the Observatory should sport a *"content management system that allows to store and make available documents and references annotated with metadata"*. What is understood by the requirement to *"procure via desk research and stakeholders an initial list of documents and references for the repository"* is, at a minimum, to obtain those documents and/or references and introduce each of them in the Observatory's content management system, thus procuring and filling in also the required metadata.

Q6. The financial scenario includes a budget for:

"implement the Observatory's CMS, with multiple user rights, allowing for annotation of uploaded content and user comments", and front-end functionalities as described

Please confirm that this covers the development and maintenance of the CMS over the full duration of the contract.

A6. Please beware that, according to part 2, section 4.3.4 (Price scenarios) of the Tender Specification, the proposed scenario summaries *"cannot, in any way, be regarded as an indication of the priorities and the exact nature of future requests for services under the Framework Contract"*. Scenario summaries describe hypothetical cases, and the respective price scenarios submitted by tenderers *"should illustrate the tenderers understanding of the work required and illustrate how their price schedules will be applied in practice"*.

For the purpose of the price scenario summary in question (Scenario Summary for Task 1.1: Development of the European Observatory on Public Sector Innovation, under part 2, section 4.3.4 – Price scenarios – of the Tender Specification), tenderers should consider that the required tasks concern the development of the content management system and the maintenance during the first year of operation.

Q7. One of the requirements is to integrate the Observatory with the existing online Digital Agenda Scoreboard (part of the Digital Agenda site) and ePractice.eu, while one of the options is to build the site on an existing platform such as ePractice.eu. (*"The contractor is expected to study and propose a solution ... which can range from the development of a new platform ... to the simple use of a pre-existing platform (e.g., the ePractice.eu platform)."*).

In the financial scenario, however, you ask for hosting requirements, although hosting does not appear in the technical requirements, and there is no way of providing the price in the price table:

"The contractor will provide hosting means (infrastructure, web presence, security) for the Observatory's online collaboration ... The Observatory should be available permanently and support at least 1 000 000 (one million) registered users overall, and at least 1 000 (one thousand) simultaneous users".

However, any offer which includes hosting by definition must be for a new site, not on an existing one. Only the ePractice incumbent operator can simultaneously propose using an existing site (ePractice) and cover the hosting requirements in their financial proposal.

If a tender opts to use an existing platform for the Observatory, how should the tenderer respond to the hosting requirements of the financial scenario?

A7. The requirement expressed in part 1, section 4.1.1 (Task 1.1: Development and maintenance of the European Observatory on Public Sector Innovation) is that the online collaborative platform *"should at least be linked to the ePractice.eu community and to the relevant section of the Digital Agenda Scoreboard website"*.

The actual form under which the online collaborative platform is to be implemented is not specified by the Commission in this section, leaving it instead for the contractor to *"propose a solution for the implementation of the online collaborative platform, which can range from the development of a new platform infrastructure (or customisation of an existing collaborative platform engine) to the simple use of a pre-existing platform (e.g., the ePractice.eu platform)"*. Hosting is not mentioned explicitly in the technical section, but it should be considered as a possibility within the above range, i.e., the contractor may propose a solution where the platform is not only developed but also hosted by the contractor.

The Scenario Summary for Task 1.1 (Development of the European Observatory on Public Sector Innovation) presents a specific case where the contractor would develop the Observatory's content management system, host it, and provide the necessary integration with the Digital Agenda Scoreboard. Again, scenario summaries describe hypothetical cases, and they *"cannot, in any way, be regarded as an indication of the priorities and the exact nature of future requests for services under the Framework Contract"*. By requesting a price scenario that involves a full development and hosting of the Observatory, the Commission seeks exactly to level the ground between possible tenderers that may have more or less experience/knowledge with the platforms mentioned (e.g., ePractice.eu). The contractor should respond to this price scenario, as well as provide a price schedule for *Hosting, access and security costs* (price schedule A.4), even if when responding to part 1 of the Tender Specification the proposed solution for the Observatory would be to use an existing platform.

Q8. Is the final study report for task 2.1 (lot 2) as mentioned in section 7.2.2.1 of the tender specifications merely a report of the data collected with a short summary per country or also a report with qualitative findings on the overall insights of all the data collected across all countries?

A8. The final study report for task 2.1 should provide a first layer of insight on the data collected in that task, comprising, for instance, a short summary per country, main descriptive statistics across countries, first cut graphs interpreting the collected data, or other first order analysis that tenderers wish to include in their proposals. The purpose of this report is to be a companion to the data set, which is the most important deliverable of task 2.1.

It is the intention of the Commission, under this framework contract, to separate the data collection activities (task 2.1 under lot 2), from activities concerning the extensive analysis of those data in order to gather quantitative findings and overall insights for all data collected across all countries, and compared to data collected in previous years (task 3.1 under lot 3).

Q9. Can you confirm that the travel, accommodation and daily allowance expenses of Member State representatives should be included in the costs of the workshops as outlined in section 7.2.4.1 and if so that this can be maximized at one representative per EU Member State?

A9. YES, travel, accommodation and daily allowance expenses of Member State representatives should be included in the costs of the workshops as outlined in section 7.2.4.1 (Deliverables) of part 1 of the tender specification, which states that "*the organisation of the workshop comprises arrangements necessary to allow relevant stakeholders to participate, in particular concerning the financing of participant travelling and accommodation expenses*". And according to sections 4.3.2 (Estimate of resources for the Specific Contracts) and 4.3.3 (Price Schedule) of part 2 of the Tender Specification, all travel, accommodation and subsistence costs (covering travelling and expenses of workshop participants that are not contractor's staff) must be fixed, all inclusive and presented in part A3.1 of the price schedule. Prices are per participant in this case, and no separate reimbursable expenses will be accepted. Prices will be multiplied by the number of actual participants required in each workshop, which will be defined on the request for services for the specific contract covering that particular workshop.

No, the costs cannot be maximised at one representative per EU member state. According to part 2, section 4.3.3 (Price Schedule) of the Tender Specification, "*prices for other workshop expenses (schedule section A3.2) must be also fixed and all inclusive, taking into account the workshop attendance predicted in the respective price scenario in section 4.3.4*". The corresponding price scenario summary (Scenario Summary for Task 2.3: Workshops) specifies a number of participants of 40 (excluding contractor's staff and European Commission staff). Therefore, prices stated in section A3.2 of the price schedule should take into consideration a maximum of 40 participants (excluding contractor's staff and European Commission staff), which the Commission will respect.

Q10. In case an offer is made for all three lots, is one technical, one financial and one administrative proposal required PER lot or can one integral proposal (divided into a technical, financial and administrative proposal) for all three lots be provided?

A10. There should be one proposal for each lot for which the tenderer wishes to make an offer. So, an offer for all three lots should actually correspond to three proposals, one for each lot, and each incorporating the technical, financial and administrative sections.

Q11. The scenario for task 2.2 as outlined on page 38 of the tender specifications highlights that the pilot should be run with two e-Government services (second bullet). Does this mean two services in any number of countries (e.g. two services in one country, one service in two countries) or is there also a requirement in terms of number of countries that should be involved?

A11. Please beware that, according to part 2, section 4.3.4 (Price scenarios) of the Tender Specification, the proposed scenario summaries "*cannot, in any way, be regarded as an indication of the priorities and the exact nature of future requests for services under the Framework Contract*". Scenario summaries describe hypothetical cases, and the respective price scenarios submitted by tenderers "*should illustrate the tenderers understanding of the work required and illustrate how their price schedules will be applied in practice*".

What is meant by "*Procure two eGovernment services willing to participate in the pilot and allow online data collection from their users*" in the Scenario Summary for Task 2.2 is two service-country pairs. These can be two different services in the same country (for instance, one finance ministry service and one justice ministry service in France), the same service in two different countries (for instance, one finance ministry service in France and the same service in the Netherlands), or two different services in two different countries (for instance, one finance ministry service in France and one justice ministry service in the Netherlands).

Q12. The overall description of lot 1 of the tender mentions the open possibility to use ePractice or to develop a new platform, yet the scenario requires ECAS authentication which is not provided by ePractice. Does this mean that for the scenario, we should already assume that a new platform should be developed? Moreover, is there any requirement that the new platform (in case it will be developed) should be hosted on the "Europa" servers?

A12. Please beware that, according to part 2, section 4.3.4 (Price scenarios) of the Tender Specification, the proposed scenario summaries "*cannot, in any way, be regarded as an indication of the priorities and the exact nature of future requests for services under the Framework Contract*". Scenario summaries describe hypothetical cases, and the respective price scenarios submitted by tenderers "*should illustrate the tenderers understanding of the work required and illustrate how their price schedules will be applied in practice*".

According to the Scenario Summary for Task 1.1 (Development of the European Observatory on Public Sector Innovation), the "*contractor will implement the Observatory's content management system*", which "*comprises both the data infrastructure to maintain the documents and user input as well as the web front-end*

supporting consultation and interaction with users". Furthermore, the contractor "will provide hosting means (infrastructure, web presence, security) for the Observatory's online collaboration platform". Hence, for the purposes of this price scenario, it should be assumed that a new platform will be developed, but that the platform will not be hosted on the Europa servers.

Clarification 1: The overall description of Lot 1 in part 1, section 4.1.1 (Task 1.1: Development and maintenance of the European Observatory on Public Sector Innovation) states that the "*contractor is expected to study and propose a solution for the implementation of the online collaborative platform, which can range from the development of a new platform infrastructure (or customisation of an existing collaborative platform engine) to the simple use of a pre-existing platform (e.g., the ePractice.eu platform)*". This does not imply a strict choice between developing a new platform and using ePractice.eu. This implies that the contractor is expected to propose a solution in the range between developing a completely new platform and just making use of an existing platform. ePractice.eu is offered as an example of the latter.

Clarification 2: the Scenario Summary for Task 1.1 (Development of the European Observatory on Public Sector Innovation) does not explicitly require ECAS authentication, ECAS is mentioned as an example of an existing sign-on infrastructure that can be used.

Q13. It is stated that a price reduction can be offered in case more lots are awarded. What price will be used as the basis of the evaluation of the tenders, the price with or the price without price reductions in case more lots are awarded?

A13. The possibility for tenderers to grant a price reduction in the event of being awarded a contract either for all the lots or for a specified group of lots was removed from the original Tender Specification (part 2, section 4.3.1 – Price Offers for the Framework Contract).

Q14. In section 4.3.3, the following classification is mentioned:

- Category I: Highly qualified member of personnel, having assumed important responsibilities in his/her profession recruited for his/her management/supervisory, thought and creativity skills as regards professional practice. He/she must have at least 15 years professional experience of which at least 7 must be connected with the professional sector concerned and the type of tasks to be performed.
- Category II: Highly qualified member of personnel having assumed responsibilities in his/her profession recruited for his/her management/supervisory, thought and creativity skills as regards professional practice. He/she must have at least 10 years professional experience of which at least 4 must be connected with the professional sector concerned and the type of tasks to be performed.
- Category III: Certified member of personnel having received a high-level training in his/her profession recruited for his/her thought and creativity skills as regards professional practice. He/she must have at least 5 years professional experience of which at least 2 must be connected with the professional sector concerned and the type of tasks to be performed.
- Category IV: Junior member of personnel, newcomer to the profession but with

a training related to the professional sector concerned and to the type of tasks to be performed.

However, in section 5.2.3, the following classification is suggested:

- Category I: Demonstrated experience should be of at least 10 years,
- Category II: Demonstrated experience should be of at least 7 years
- Category III: Demonstrated experience should be of at least 2 years (see category descriptions in the Explanatory note in section 4.3.3 of part 2).

Could you provide us with further information regarding which categorisation is the correct one to follow?

A14. The number of demonstrated years of experience requested in part 2, section 5.2.3 (Technical background) contains two typos concerning categories I and II. The demonstration of experience should be in accordance with the requested years of experience connected to the concerned professional sector as stated in part 2, section 4.3.3 (Price Schedule).

Hence, in part 2, section 5.2.3 (Technical background), where the text reads:

Concise but informative curricula vitae of all team members, demonstrating professional experience in the required fields. Demonstrated experience should be of at least 10 years for team members of category I, 7 years for team members of category II and 2 years for team members of category III (see category descriptions in the Explanatory note in section 4.3.3 of part 2).

It should read instead:

*Concise but informative curricula vitae of all team members, demonstrating professional experience in the required fields. Demonstrated experience should be of at least **7 years** for team members of category I, **4 years** for team members of category II and **2 years** for team members of category III (see category descriptions in the Explanatory note in section 4.3.3 of part 2).*

Q15. "Public Sector Innovation"

Public Sector Innovation is a much broader concept than eGovernment or ICT enabled public sector innovation. In the context of this tender, can we interpret Public Sector Innovation as concerning primarily ICT driven innovation or do we have to discuss Public Sector Innovation in general?

A15. According to the Tender Specifications, part 1, section 1 (Content), *"in a context where open data, open services, and open decision practices are not only the policy aim, but are starting to be implemented at all levels of public administration, it is imperative that the benchmarking methodology continues to evolve in order to remain sustainable and able to assess Innovation in the Public Sector, in particular concerning increasingly open, distributed and locally-provisioned eGovernment services. [...] this contract will provide a framework to monitor innovation in the Public Sector, namely by supporting the evolution of eGovernment benchmarking exercises into a more general Public Sector Innovation monitoring framework, which relies on innovative, open, and ultimately more sustainable methodologies, possibly making use of the Internet as data source. [...] engage Public Sector stakeholders to increase the visibility of the outputs and*

methodologies of monitoring exercises and encourage sharing of best practices [...] to derive deeper insight about the modernisation of the Public Sector."

In the context of this contract, it is fair to interpret Public Sector Innovation as concerning **primarily** (but not exclusively) ICT-related innovation. The scope of this contract is meant to be broader than simply monitoring the development, deployment, utilization of, or satisfaction with eGovernment ICT services/tools. Given the context laid out in the Tender Specification (transcribed above), this contract is primarily focused on ICT-related Public Sector Innovation, but it also aims to allow the European Commission to explore new directions in which the Public Sector is innovating and modernising itself. So, most research will focus on ICT aspects of Public Sector innovation, but that does not mean that the Commission will not seek to investigate other aspects that do not strictly fall under the ICT umbrella, but that are ICT-related or contiguous.

Q16. Q&A on "Unit of Analysis (LE and URLs) for task 2.1 scenarios"

From the publicly available dataset with the results of the 2012 mystery shopping on 3 Life Events, we calculated that Capgemini screened about 1500 URLs in total. We perfectly understand that for each edition the total number of URLs will be decided as a result of landscaping and interaction with Member States. Since we cannot do this exercise in preparation of the offer, can we use the value of 1500 URLs for the costing of Task 2.1 scenario, which requires exactly the same 3 Life Events considered in 2012?

A16. Yes, for the purpose of pricing the scenario for Task 2.1, considering that it may not be possible for the tenderer to undertake the necessary landscaping efforts in order to assess the number of URLs necessary to cover the proposed life events, it is possible to estimate the effort based on previously performed instances of the same type of research. In particular, it is fair to assume a similar number of URLs to the one used in the past for the mystery shopping.

Q17. Longitudinal time series for price scenario task 3.1

For task 3.1 price scenarios, the ToR require "Integration of the observations and evidence, collected in Task 2.1 for a particular year, into the time-series of eGovernment benchmarking evidence collected over time". We assume the time-series refer to the measurements 2010, 2012, and 2013, since those between 2001 and 2009 are already no longer comparable with the results of the new method with Life Events and mystery shopping. Is this interpretation correct?

A17. One of the purposes of task 3.1 (Studies focusing on In-depth Analysis of Public Sector Innovation monitoring Data and other Relevant Subjects) is to provide in-depth sound analysis of the data collected in the benchmarking in a way that is informative and useful for policymaking, strategic decision making, public dissemination, and implementation, both by the Commission as well as by other stakeholders (in particular those concerned with the modernisation of the public sector in the Relevant Countries).

To that extent, analysis of subsequent benchmarking data must always be performed in light of results from previous years. **Quantitatively, future monitoring results should extend the current time series, which started in 2010 with the change of monitoring methodology (Life events and Mystery shopping).** However, that does not preclude qualitative analysis and narrative from drawing information from earlier results.

Q18. Q&A on “no indication of duration for lot 1, Lot 2 Task 2.3 & Lot 3”

The ToR indicates for Lot 2 task 2.1 scenario a duration of 9 months and for Lot 2 task 2.1 scenario a duration of 6 months, but there is no indication of duration for Lot 1 scenario, for Lot 2 task 2.3 scenario, and for Lot 3 scenarios. Which are the implications? Could you answer to our questions below?

- Lot 1 scenario: do you want a quotation of all 4 years for set up and running, or just for the first year set up and running?
- Lot 2 Task 2.3: No duration makes more sense here for it is a punctual event, yet you are asking us a quotation for one workshop, but ToR state up to 4 per year, which makes 16 over four years. In making the quotation, should we consider budget compatibility and use as certain that there will be 16 workshops in total?
- Lot 3: since the scenario is only for Type A study, can we assume that every year there could be 3 studies, each for a duration of four months?

A18.

For the price scenario for Task 1.1 - Development of the European Observatory on Public Sector Innovation:

Tenderers should assume that the task always includes the initial development of the Observatory. Concerning hosting and maintenance, since there is no mention of duration in the scenario summary, tenderers can assume a number of years at choice between 1 and 4, and state the chosen number in the submitted scenario. Bear in mind that maintenance and hosting costs are requested per year in the price schedule (part 2, section 4.3.3 – Price Schedule, schedule A4). This facilitates price comparison between tenders, since the price of hosting and maintenance quoted for the scenario in different tenders can always be scaled to a common ground time period.

For the price scenario for Task 2.3 – Workshops; and the price scenario for Task 3.1 – Studies focusing on In-depth Analysis of Public Sector Innovation monitoring Data and other Relevant Subjects:

Please beware that, according to part 2, section 4.3.4 (Price scenarios) of the Tender Specification, the proposed scenario summaries "*cannot, in any way, be regarded as an indication of the priorities and the exact nature of future requests for services under the Framework Contract*". Scenario summaries describe hypothetical cases, and the respective price scenarios submitted by tenderers "*should illustrate the tenderers understanding of the work required and illustrate how their price schedules will be applied in practice*". Furthermore, according to part 1, section 2 of the Tender Specification (Nature of the contract), "*signature of the Framework Contract does not commit the Commission to placing orders and does not give the contractor any exclusive rights to the services covered by the Framework Contracts. In any case, the Commission reserves the right, at any time during the Framework Contract, to cease placing orders without the contractor thereby having the right to any compensation*". Finally, according to part 2, section 4.3.1 (Price Offers for the Framework Contract), "*prices shall be firm and not subject to revision. However, they can be subject to price indexing according to the provisions of article I.3.2 of the model framework contract attached to the invitation*". **Hence, the budgeting of a price scenario should assume no more than the tasks requested under that scenario**, in particular, it should not assume any repetition or periodicity of requested tasks.

Q19. Q&A on “how to quote users survey costs and incentives for Lot 2 task 2.2”
Surveys usually are not quoted in terms of work-days. They are quoted in terms of cost of recruitment (sampling), CPI (cost per interview), costs of translation, costs of programming of online questionnaire. For lot 2 Task 2.2 (crowdsourcing) incentives must be paid to users who accept to answer questions after they have used an eGovernment service. The ToR only foresees labour costs and travel and other workshop related expenditure. Does this mean that we have to transform all users survey costs and incentives into work days?

A19. According to the Tender Specification, part 2, section 4.3.3 (Price Schedule), "*the unit prices for professional fees must be fixed and include all costs (project management, training of the contractor's staff, support resources, etc.), and all expenditure (management of the firm, secretarial services, social security, salaries, etc.) incurred directly and indirectly by the contractor in performance of the tasks which may be entrusted to him. All references to prices for additional costs of co-ordination, general administration, etc. will be ignored – such costs must be included as part of the unit prices in the Table of Unit Prices*". This implies that all costs in all price scenarios, if not specifically covered by schedules A2, A3, or A4, should be included as multiples of unit prices under schedule A1.

ANNEX I

Amended version of sections 4.3.2 (Estimate of resources for the Specific Contracts) and 4.3.3 (Price Schedule) of part 2 of the Tender Specification

4.3.1 Price Offers for the Framework Contract

For the purpose of awarding these multiple framework contracts, the tenderers are requested to complete the table here below (see "Price Schedule" and "Explanatory note for Price Schedule" in Section 4.3.3), and to submit a price offer in EUR, based on the price scenarios in Section 4.3.4.

Tenderers must submit a separate price quote for each lot for which they are tendering.

[Removed paragraph]

Tenderers may also make their tender conditional on being awarded all the lots in the framework contract or a specific subset of them.

Prices shall be firm and not subject to revision. However, they can be subject to price indexing according to the provisions of article I.3.2 of the model framework contract attached to the invitation.

The European Commission, pursuant to the provisions of Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Union, is exempt from all duties, taxes and dues, including value added tax (VAT). Such charges may not therefore be included in the calculation of the price quoted; VAT exemption is granted to the Commission by the governments of the Member States, either through refunds upon presentation of documentary evidence or by direct exemption.

For those countries where national legislation provides an exemption by means of reimbursement, the amount of VAT is to be shown separately. In case of doubt about the applicable VAT system, it is the tenderer's responsibility to contact his or her national authorities to clarify the way in which the European Commission is exempt from VAT.

4.3.2. Estimate of resources for the Specific Contracts

For each specific contract, tenderers will be requested to submit a price offer which will include a total fixed price expressed in EUR.

For each specific contract, the Contractor will be requested to submit an estimate of resources which will include the following elements:

- A total fixed price expressed in EUR, which shall be broken down into:

- a. Fees for personnel: fees determined in accordance with the Price Schedule (A1) submitted with the tender and annexed to the Framework Contract (see Section 4.3.3 below). The price is to be based on the request for services for the specific contract.
- b. Travel and subsistence cost determined in accordance with the Price schedule (A2) submitted with the tender and annexed to the Framework Contract (see Section 4.3.3 below), considered necessary for the execution of the tasks of the specific contract according to the request for services. Contractors must also indicate how many travels are planned and to what destinations. The travel and subsistence costs will be paid as a lump-sum as part of the total price of the specific contract.
- c. Workshop organisation costs (only for specific contracts under Task 2.3 in Lot 2) in accordance with the Price schedule (A3) submitted with the tender and annexed to the Framework Contract (see Section 4.3.3 below). The price is to be based on the request for services for the specific contract. The workshop costs will be paid as a lump-sum as part of the total price of the specific contract.
- d. Hosting, access and security costs (only for specific contracts under Task 1.1 in Lot 1), in accordance with Price schedule (A4) submitted with the tender and annexed to the Framework Contract (see Section 4.3.3 below). The price is to be based on the request for services for the specific contract. The hosting, access and security costs will be paid as a lump-sum as part of the total price of the specific contract.

The type of costs included in the price must fall within the scope of each specific request for services.

In specific contracts where workshops are required (Lot 2 – Task 2.3), the price offer will also include all workshop organisation expenses. These comprise the following costs, which must be borne by the contractor and included in the price (price schedule A3):

- Setting the workshop agenda in cooperation with the Commission;
- Identifying participants and speakers in cooperation with the Commission;
- Inviting speakers and participants;
- Managing the travel and accommodation arrangements each participant;
- Financing the travel and accommodation expenses for each participant;
- Any speakers' fees;
- Cost of providing catering during the workshop;
- Printing and distributing relevant information material for participants.

The costs of attendance of the contractor's own representative(s) at the workshops are included in the travel and subsistence costs mentioned under 4.3.2.b (price schedule A2).

In specific contracts where hosting, access and security services are required (Lot 1 – Task 1.1), the price offer will also include all expenses with hosting, Internet connectivity, setup, maintenance, storage, backup, data protection and integrity, data breach avoidance and recovery and security incident avoidance and recovery. These costs must be borne by the contractor and included in the price (price schedule A4).

The part of each specific contract that the tenderer intends to subcontract shall be precisely indicated and detailed.

4.3.3. Price Schedule

The Price Schedule for the Personnel Fees, travel and subsistence costs and workshop costs (table of unit prices A1, travel and subsistence costs A2, and workshop costs A3), to be filled in by the tenderers, will constitute the future contractual basis for the pricing for the “specific contracts”. The prices set out in the price schedule A1 constitute the maximum unit prices (man-days) per category of personnel that can be offered for the specific contracts, price schedule A2 contains maximum unit prices for travel and subsistence costs for contractor's staff, and price schedule A3 (which applies only to Task 2.3 under Lot 2) contains maximum unit prices for travel and subsistence of workshop participants (that are not contractor's staff) and for workshop organisation expenses (such as catering).

In this regard, it will be integral part of the Annex II (Contractor’s Tender) to the Framework Contract. Accordingly, the financial section must be completely filled in. **Any incomplete tender will be excluded from the evaluation procedure.**

Tenderers must provide the fees for each professional profile, travel and subsistence costs and workshop costs as defined in the explanatory note below. The unit prices for professional fees must be fixed and include **all costs** (project management, training of the contractor's staff, support resources, etc.), and **all expenditure** (management of the firm, secretarial services, social security, salaries, etc.) incurred directly and indirectly by the contractor in performance of the tasks which may be entrusted to him. All references to prices for additional costs of co-ordination, general administration, etc. will be ignored – such costs must be included as part of the unit prices in the Table of Unit Prices. The prices for travel and subsistence cost (schedule sections A2.1, A2.2 and A3.1) must be fixed and all inclusive. The prices for other workshop expenses (schedule section A3.2) must be also fixed and all inclusive, taking into account the workshop attendance predicted in the respective price scenario in section 4.3.4.

Tenderers must leave the presentation of this price schedule unchanged. If the table is reproduced using word-processing facilities one must ensure that all the fields from the original schedule are included in this reproduction. Omissions or changes to the original table may lead to elimination.

Price Schedule (Table of Prices of Fees for Personnel) to be filled in for each Lot:

Price schedule to be filled in for each lot (Table of Prices of Fees for Personnel A.1, of travel and subsistence A.2 and workshop costs A3):

Prices	Unit Price in EUR (€) (fixed prices, excluding VAT)	VAT (for countries where national legislation provides an exemption by means of reimbursement, the amount of VAT is to be shown separately)	Type of Unit
<p><u>A1 Fees of members of personnel</u></p> <p>(to be specified for each category)</p> <p>Category I</p> <p>Category II</p> <p>Category II</p> <p>Category IV</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>		<p>w.d. - working day</p> <p>w.d.</p> <p>w.d.</p> <p>w.d.</p>
<p><u>A2 Travel and Subsistence costs</u></p> <p><u>A.2.1 Travel costs</u></p> <p>(Cost of return travel for one member of contractor's staff from contractor's location to the field work place)</p> <p>Austria</p> <p>Belgium</p> <p>Bulgaria</p> <p>Croatia</p> <p>Cyprus</p> <p>Czech Republic</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>		<p>Per trip</p> <p>Per trip</p> <p>Per trip</p> <p>Per trip</p> <p>Per trip</p>

Denmark		Per trip
Estonia		Per trip
Finland		Per trip
France		Per trip
Germany		Per trip
Greece		Per trip
Hungary		Per trip
Ireland		Per trip
Italy		Per trip
Latvia		Per trip
Lithuania		Per trip
Luxembourg		Per trip
Malta		Per trip
Poland		Per trip
Portugal		Per trip
Slovakia		Per trip
Slovenia		Per trip
Romania		Per trip
Spain		Per trip
Sweden		Per trip
The Netherlands		Per trip
United Kingdom		Per trip
		Per trip
<u>A.2.2 Daily Subsistence allowance</u>			
Austria			
Belgium			
Bulgaria		Per day

Croatia		Per day
Cyprus		Per day
Czech Republic		Per day
Denmark		Per day
Estonia		Per day
Finland		Per day
France		Per day
Germany		Per day
Greece		Per day
Hungary		Per day
Ireland		Per day
Italy		Per day
Latvia		Per day
Lithuania		Per day
Luxembourg		Per day
Malta		Per day
Poland		Per day
Portugal		Per day
Slovakia		Per day
Slovenia		Per day
Romania		Per day
Spain		Per day
Sweden		Per day
The Netherlands		Per day
United Kingdom		Per day
		Per day
		Per day

<p><u>A.3 Workshop Costs</u> (applies only to Task 2.3 under Lot 2)</p> <p><u>A3.1 Travel, accommodation and subsistence</u> (covering travelling and expenses of workshop participants that are not contractor's staff)</p> <p><u>A3.2 Organisation costs</u> (including catering and other costs possibly incurred in the organisation of the workshop)</p>	<p>.....</p> <p>.....</p>		<p>Per participant</p> <p>Per workshop</p>
<p><u>A.4 Hosting, access and security costs</u> (applies only to Task 1.1 in Lot 1)</p> <p><u>A4.1 For the Observatory online collaborative platform</u> (covering all costs of maintaining the Observatory online supporting up to 1000 simultaneous users)</p>	<p>.....</p>		<p>Per year</p>

N. B.: A “w.d.” is considered to be 1 working day for 1 Contractor’s member of personnel; for a given w.d., the hours worked beyond normal daily work time shall not be payable; normal work time is understood as respecting the law and regulations in force in the country where the Evaluation Services are to be performed.

Explanatory note for the above table

Part A.1 – Fees for Personnel

Specify the offered unit prices per working day for each level of qualification of Personnel (from Category I to IV)

The definition of personnel shall be done according to the following categories:

Category I: Highly qualified member of personnel, having assumed important responsibilities in his/her profession recruited for his/her management/supervisory, thought and creativity skills as regards professional practice. He/she must have at least 15 years professional experience of which at least 7 must be connected with the professional sector concerned and the type of tasks to be performed.

Category II: Highly qualified member of personnel having assumed responsibilities in his/her profession recruited for his/her management/supervisory, thought and creativity skills as regards professional practice. He/she must have at least 10 years professional experience of which at least 4 must be connected with the professional sector concerned and the type of tasks to be performed.

Category III: Certified member of personnel having received a high-level training in his/her profession recruited for his/her thought and creativity skills as regards professional practice. He/she must have at least 5 years professional experience of which at least 2 must be connected with the professional sector concerned and the type of tasks to be performed.

Category IV: Junior member of personnel, newcomer to the profession but with a training related to the professional sector concerned and to the type of tasks to be performed.

The unit price is expected to cover the salary costs and ALL associated administrative and overhead expenses for the members of personnel.

Part A.2 – Travel and subsistence costs

Travel costs are the costs of return travel for one member of staff from the contractor's location to the field work place required in the corresponding request for service. Journeys should be carried out by the most direct and economic route.

Daily Subsistence Allowance covers all the subsistence costs (hotel/meals/local transport/etc.) for one member of personnel on mission for a one day of field work.

As for travel costs, the costs of daily subsistence allowance in countries outside the EU shall be determined by the contractor in each estimate of resources for each request of service.

Part A.3 – Workshop costs

Catering service for workshops shall consist of two coffee break services (morning + afternoon) and one sandwich lunch service per workshop day.

Prices for specific contracts will be presented broken down on the basis of the expert fees, fixed travel and subsistence costs and workshop costs established according to the price schedule. NO separate reimbursable expenses will be accepted.

Tenders involving more than one legal entity, either as partner or subcontractor (including external experts) must specify the categories above for each legal entity.

The Commission will reject tenders where no financial offers are proposed.

Prices must be fixed and not subject to revision for orders placed during the first year of performance of the Framework Contracts.

From the beginning of the second year of duration of the Contracts, price revision may be applied in accordance with Article I.3.2 of the model Framework Contract.