1. **Question:** are tenderers free in choosing the format for their financial offer for year 1, 2 and 3? And/or do you expected tenderers to submit a specific format?

**Answer:** There is no specific template for the presentation of the financial offer.

2. **Question:** How is it ensured that we receive requested and reliable data? Provided data can be generally cross-checked, but only in a limited matter. False data can lead to false judgements, which may cause problems and maybe even a punishment.

**Answer:** In its proposal, the tenderer shall have to demonstrate that he has a solid methodology to carry out the tasks defined in the present tender including for the collection of data. Once the Contract has been signed the contractor is responsible for putting in place adequate resources and appropriate organisation of the work in order to carry out the tasks listed in the Contract. Should the contractor fail to perform his obligations under the Contract, the Commission may apply measures as foreseen under the Contract (see Article II. 1).

3. **Question:** Is there a punishment for the project leader, if requested data are not being delivered by a certain country or an organization of that country? (e.g. a tenderer asks a car manufacturer about his involvement in EU funded projects, but the car manufacturer does not provide any answer and cuts down communication)

**Answer:** In its proposal, the tenderer shall have to demonstrate that he has a solid methodology to carry out the tasks defined in the present tender including for the collection of data. Once the Contract has been signed the contractor is responsible for putting in place adequate resources and appropriate organisation of the work in order to carry out the tasks listed in the Contract. Should the contractor fail to perform his obligations under the Contract, the Commission may apply measures as foreseen under the Contract (see Article II. 1).

4. **Question:** Are costs for certain required purchases, participation on exhibits and fairs, travel costs, products, hardware, software or sub-contracts being funded in addition or are they covered by the 375 man days?

**Answer:** The amount of work is assessed at 375 man-days per year. The financial offer must include all expenses necessary for the contract.

5. **Question:** In section I.2.5.5 of the tender specification a "smooth hand-over of the portal at the end of the contract" is mentioned. What does this mean in regards to industrial and intellectual properties?

**Answer:** The tenderer has to make sure that everything necessary for the operation of the portal is handed over to the next operator of the portal without charge.
6. **Question:** Page 8 references EEO partners. Please provide a detailed explanation about "EEO partners"?

**Answer:** This addresses the possibility to associate organization outside the tender consortium. It is up to the tenderer to use this possibility and define the partners he would include in case he is considering such approach.

7. **Questions:** What means "participating regions" under consideration of "participating projects"?

**Answer:** "Participating regions" means regions active in electromobility in which project data or other data will be collected as defined by the tenderer.

8. **Question:** What means "relevant" in the context of "relevant projects and regions/countries"?

**Answer:** Relevant means within the scope of the European Observatory as outlined in this chapter page 4/5.

9. **Question:** Projects and programmes to review: Have you determined any criteria to identify / determine the relevant projects and programmes to review? Criteria could include but not be limited to:
   - the timescale: Will the service provider have to review all existing projects and programmes or only those which have been started after a certain deadline (e.g. not pre 2011)?
   - the costs: Will the service provider have to review all existing projects and programmes or only those which have exceeded a certain investment volume (e.g. not less than EUR 3 mio. investment)?
   - the number of projects per country.

   *If the answer is yes, could you please indicate the relevant criteria and the specifications you determined?*

**Answer:** No criteria for reviewing project or programmes has been defined.

10. **Question:** Policies and recommendations for the EU: Will the research require review / collation of each country's specific policies?

   *If the answer is yes, have you determined any criteria / aspects to be reviewed in particular (e.g. emission levels, emission zones etc., or broader low carbon transport policy measures?) and could you please state the criteria / aspects that will be relevant for the review?*

**Answer:** The methodology for reviewing policies and recommendations to the EU is for the tenderer to specify.

11. **Question:** How does EU propose or expect to deal with IT infrastructure/ IT service costs that are an unavoidable and significant cost element to be funded as part of EEO implementation?

   *a) Are you expecting full provision for the essential IT functionality to be included as part of the Tenderer’s fixed price bid, which means the risk of underestimating or overestimating the actual IT costs is entirely left with the Tenderer?*
b) How do you see your answers to above questions relating to Tender Evaluation and the assessment of “quality/price” ratios, since a lower cost IT solution is not necessarily a better solution for EU’s purposes, and Tenderers should be aware of the EU’s preferred solution if such exists?

**Answer:**

a) Yes, full provision for the essential IT functionality should be included as part of the Tenderer’s fixed price bid. The risk of underestimating or overestimating the actual IT costs is left with the tenderer.

b) The quality of the IT tool will be evaluated under the criteria 2: "Efficiency and adequacy of the methodology for implementing the work". The overall tender cost will be also taken into account as mentioned in point b) of section IV.3.

12. **Question:** A fixed price for each of the 3 years must be quoted, the cumulative amount will count for the assessment of Tenderer’s “quality/ price” ratio. Please confirm that each 12 months period, the same time budget (375 days) is to apply. Is there any particular reason why the EU has not foreseen a higher time input requirement for the initial launch year?

**Answer:** 375 man-days/year is an estimated amount of work. It might be less for the second or the third year.

13. **QUESTION:** Which Web Portal Technology is planned to use? (i.e. Typo3, Joomla, Portal Server etc.) Who will do the maintenance and extension/updates after the One-Year-Period?

**Answer:** It is up to the tenderer to specify.

14. **QUESTION:** What is the complexity of the site (e.g. Restricted areas, number of information areas, etc.)

**Answer:** It is up to the tenderer to specify.

15. **QUESTION:** Style Guide (Corporate Design, Corporate Identity)? Do we receive this information from the EC?

**Answer:** No, It is up to the tenderer to specify.

16. **QUESTION:** Which number of users do you expect?

**Answer:** The number of users will depend on the target audience of the portal developed by the contractor. The portal should be developed to reach the objectives defined in the technical specifications in the most efficient way.

17. **QUESTION:** Is a SSL encryption planned?

**Answer:** It is up to the tenderer to specify.
18. **QUESTION:** Is there already a domain or is on the contractor?

   **Answer:** No, it is up to the tenderer to define it.

19. **QUESTION:** What is meant with video upload and integration? (From who do we receive videos in which format or do we integrate videos from an external platform like YouTube?)

   **Answer:** It is up to the tenderer to propose a tool which will allow reaching the objectives.

20. **QUESTION:** Is a connection/integration with social media for PR planned (Facebook, Twitter)?

   **Answer:** It is up to the tenderer to specify it.

21. **QUESTION:** In which formats or technology the integration of the Country Facts Sheets is desired or planned?

   **Answer:** It is up to the tenderer to specify it.

22. **QUESTION:** Which or how many languages the site should provide? Who is responsible for the translation? (only English or all official EU languages)

   **Answer:** It is up to the tenderer to propose an optimum number of languages which will allow reaching the objectives.

23. **QUESTION:** Which information from external EU/EC sites should be integrated or only linked?

   **Answer:** It is up to the tenderer to define it.

24. **QUESTION:** Can you more detail the point “Enhancing the EEO functionalities” from page 7?

   **Answer:** EEO functionalities include, for example, use and upload of videos, enhancing networking functionalities and user friendliness, improved display and prominence of case studies as mentioned on page 7 in the chapter Enhancing the EEO functionalities.

25. **QUESTION:** Who provides the content of the site, EC or Contractor? (Pictures, Images, Texts etc.) When on contractor side, who authorizes the content prior to publication?

   **Answer:** It is up to the tenderer to provide and specify it.
26. **QUESTION:** With whom contractor should define the acceptance criteria for the Portal?

**Answer:** With the European Commission at the inception phase.

27. **QUESTION:** On page 15 of the terms of reference, you state that for each category of staff, we must specify the total labour costs. Can you precise what you exactly mean by "labour costs"?

**Answer:** The total labour cost is the total daily rate multiplied by the total number of days (man/days)

28. **QUESTION:** Will the budget be based on Time and Materials or will it be a fixed price?

**Answer:** It should be an all-inclusive fixed price as indicated section III.2.3