FREQUENTLY ASKED QUESTIONS

Invitation to tender No MOVE/A1/2012-419-1

"Provision of assistance and services related to the organisation of conferences, exhibitions and other events in the field of mobility and transport policies"

Contract notice JO S 94-154454
published on 18 May 2012

Last update: 29 June 2012

Question 1:
Le présent appel d'offres émane de la DG MOVE; or dans l'introduction des spécifications (page 3), il est indiqué que le contrat cadre couvrira également les besoins de la DG ENER et de l'EACI. Cela signifie-t-il que le soumissionnaire doit également démontrer dans son offre sa capacité à maîtriser et traiter les thématiques liées aux problématiques énergétiques?

Answer 1:
Le contrat cadre couvrira en particulier les besoins de la DG Mobilité et Transport, la DG Energie ainsi que de leurs agences. Néanmoins, l'objet du contrat est l'organisation d’événements.

Question 2:
Tender Specifications page 19:

“Criterion 1: The tenderer shall have the experience in carrying out the requested services: at least three events during the last three years, similar to those described in Annex 7, case studies 3 and 4, located in at least, two different Member states of the European Union.”

Please clarify whether you mean Annex 8, case studies 1 and 2 or Annex 7 (price list), standard-type events 3 and 4.

Answer 2:
Point IV.2.2. of the terms of reference for criterion 1 should read instead: “The tenderer shall have the experience in carrying out the requested services: at least three events during the last three years, similar to those described in Annex 7, **standard-type events** 3 and 4, located in at least, two different Member states of the European Union.”
**Question 3:**

Tender Specifications, Terms of Payment

We are wondering about the rationale of the apparent recent trend of EC framework contracts not to allow interim payments anymore. Depending on the length of the project and the amount to be contracted, the contractor often has to bear significant interest costs over a period of several months, which can significantly affect the profitability of these contracts, even for companies which fulfil the requested financial regulations. Are there any plans to alter this practice to make such contracts more viable for European SMEs?

**Answer 3:**

With regard to payment, please refer to point II.6 of the tender specifications and to article 1.4 of the special conditions of the Framework Contract, Annex 6.

**Question 4:**

Can you please confirm that the differences between standard events 2 and 4 are the following:

- 0,5 - 1 extra days in event 4
- The catering is to be included in the budget for event 4, and not in event 2? (this is not specified for 4)
- Material for the registration of participants onsite is to be provided for event 2

And that the differences between standard-type events 3 and 1 are as follows:

- 0,5 – 1 extra days in event 3
- The possible travel and accommodation costs for the contractor's presence on-site during the event and during set up are only mention in event 1, are these also to be included in the budget for event 3?
- The possibility for participants' registration on-site is only included in event 1, and not in event 3.
- The catering is to be included in the budget for event 3, and not in event 1? (this is not specified for 3)

**Answer 4:**

Difference between standard type event n°2 and 4:

The difference is indeed the length: standard type event n° 4 lasts 2 days, standard type event n°2 lasts from 1 to 1.5 days.

The price for catering should NOT be included, neither for standard type event n°2 nor for standard type event n°4. The catering will be provided by the Commission’s contractor.
Material for registration on-site should be provided for all standard type events (n°1 to 4). Last minute registration should always be foreseen.

**Difference between standard type event n°3 and 1:**

The difference is indeed the length: standard type event n°3 lasts 2 days, standard type event n°1 lasts from 1 to 1.5 days.

Possible travel and accommodation costs for the contractor should be included in the total price for all standard-events. A total and all-inclusive price is requested. For further details, please also refer to point I.3.3. of the Tender specifications “Place of performance”: “The attention of tenderers is also drawn to the fact that, for any tasks to be implemented by the contractor in Brussels or in the City of Luxembourg for which travel, accommodation or per diem expenses could be necessary, the contractor will not be entitled for any reimbursement for his personnel and for the personnel of its sub-contractors. These expenses should be included in the unit prices for the services at stake. Tenderers must work on the basis of fixed costs. However, reimbursement for other participants to the event pre-financed by the contractor can be reimbursed.”

Material for registration on-site should be provided for all standard type event (n°1 to 4). Last minute registration should always be foreseen.

The price for catering should NOT be included, neither for standard type event n°2 nor for standard type event n°4. The catering will be provided by the Commission’s contractor.

**Question 5:**

Price schedule – page 79: Is the venue rental fee to be included in the flat price given?

**Answer 5:**

The venue rental fee should not be included in the price.

**Question 6:**

Price schedule: p.75/76 - standard type events no. 1-4

a) It is stated ‘catering to be provided by the Commission’s contractor’. Is our understanding correct that this refers to a different contractor and that the costs of catering are not to be included in the flat fee for any of these four events?

b) Could you please clarify what is included in the ‘provision of name badges’ and name plates? Does this refer to the production of name badges and plates completely without design (just name in black on white background)? Or does this refer to the creation of a graphic
design including final artwork & production handling? Or does this refer to both complete graphic design and production of all named items?

c) Is our understanding correct that travel, accommodation and DSA costs for contractor’s staff for events in Brussels and Luxembourg are to be included in the all-inclusive prices for the core tasks and that these cannot be budgeted separately?

**Answer 6:**

a) Correct. The catering will be provided by another contractor (contractor in charge of the catering in the Commission’s premises) and the price for catering should not be included in the requested total price. (See above answer 4)

b) Name badges and name plates should be delivered as a final product with the logo of the Commission, event identification printed in colour as well as with the names printed on them.

c) Correct as stated by article I.3.3 “Place of performance” : The attention of tenderers is also drawn to the fact that, for any tasks to be implemented by the contractor in Brussels or in the City of Luxembourg for which travel, accommodation or per diem expenses could be necessary, the contractor will not be entitled for any reimbursement for his personnel and for the personnel of its sub-contractors. These expenses should be included in the unit prices for the services at stake. Tenderers must work on the basis of fixed costs. However, reimbursement for other participants to the event pre-financed by the contractor can be reimbursed.

**Question 7:**

Re: Price schedule: p. 79:

Does the position ‘Venue’ include the costs of venue rental and catering or does this only refer to the coordination fee (contractor’s man-days) for these services?

**Answer 7:**

The position “Venue” on p. 79, price list, only refers to the coordination fees of the contractor. The rental cost and the catering should not be included in this price. (See above answer 5)

**Question 8:**

Case Study 1: L'introduction du cas n°1 stipule "The conference will be attended by stakeholders, representatives of national and local authorities responsible for the planning and construction of this core transport network in Europe". Devons-nous comprendre que:
La conférence est destinée à l'ensemble des stakeholders de la DG MOVE concernés par les réseaux trans-européens de transport, **ET EN PARTICULIER** les représentants des autorités nationales et locales en charge de ces problématiques.

Ou que la conférence est destinée **UNIQUEMENT** aux représentants des autorités nationales et locales en charge des réseaux trans-européens de transport.

La réponse à cette question est essentielle afin de nous permettre de déterminer avec précision les publics cibles et donc la stratégie de promotion de cet événement.

**Answer 8:**

La conférence est destinée à l'ensemble des stakeholders de la DG MOVE concernés par les réseaux transeuropéens de transport, *inter alia* associations européennes, représentants de l'industrie, organisations des consommateurs, etc., et en particulier, les représentants des autorités nationales et locales en charge de ces problématiques.

**Question 9:**

Re: Case Study 1 and Case Study 2:

a) Case Study 1 - Newsletter: Should the first page of the newsletter be provided with placeholder text, or should the tenderer include real editorial content? If so, is there any preference regarding the content on the first page (the 4000 characters article or the news items, or a combination of both) or are the tenderers free to decide to include whatever they find suitable?"

b) Case Study 1 - For the ‘promotional items (post-its quadri, 75 x 75 mm with hard cover and key chains, 2000 units per item)’, are there any specific requirements regarding branding, number of colours etc. or is the tenderer free to make a suggestion?

c) Case Study 1 and 2 – Is our understanding correct that hostesses should be proficient in Greek and English or are there additional language requirements?

d) Case Study 2 - Are we assuming correctly that while transport tickets, accommodation, conference rooms and facilities as well as renting of exhibition space are not to be included in the cost estimate, technical equipment and catering prices should be included?

e) Case Study 2 - For the ‘Presence of a person proficient in English, French and Greek on the stand who would present the policies and activities of Transport and Mobility DG’, should this be an external consultant from outside of the European Commission sphere? Also, would it be acceptable to propose a consultant with an interpreter to cover all languages?

**Answer 9:**

a) For the first page of the newsletter it is preferable to include real editorial content. In this case, the tenderers are free to decide to include whatever they find suitable.
b) The tenderer is free to make suggestions.

c) See Annex 7 "Price list", page 78 "Hostess/steward, wearing uniform, proficient in English, French and the language of the country where the event takes place."

d) Yes, it is right. While transport tickets, accommodation, conference rooms and facilities as well as renting of exhibition space are not to be included in the cost estimate, technical equipment and catering prices should be included.

e) This may be an external consultant from outside of the European Commission sphere. In this case, it is acceptable to propose a consultant with an interpreter to cover all languages.

**Question 10:**

Can you please confirm that only one exhibition stand, which is 4x4m, is to be provided for Case Study 2?

**Answer 10:**

Yes, only one stand is to be provided for this event.

**Question 11**

List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required.

**Answer 11:**

This information is included in tender specification attached to the invitation to tender. The access to all tender documents has been provided on the website [http://ec.europa.eu/dgs/energy/tenders/2011_en.htm](http://ec.europa.eu/dgs/energy/tenders/2011_en.htm)

**Question 12:**

Soft Copy of the Tender Document through email.

**Answer 12:**

Full direct access by electronic means to the entire call for tenders and any additional documents has been provided (see answer 11).

**Question 13:**

Names of countries that will be eligible to participate in this tender.
Answer 13:

Participation in the present call for tender is in principle open to all natural and legal persons coming within the scope of the EU treaties and to all natural and legal persons in a third country which has with the EU an appropriate international agreement in the field of public procurement, under the conditions laid down in that agreement.

Question 14:

Information about the Tendering Procedure and Guidelines

Answer 14:

You can find official information about the tender procedures and Guidelines on the following website: http://ec.europa.eu/youreurope/business/profiting-from-eu-arket/benefiting-from-public-contracts/index_en.htm. Specific information regarding this particular tender can be found in the tender specifications.

Question 15:

Estimated Budget for this Purchase.

Answer 15:

The estimate of the amount of work involved are indicated under point II.1. of the tender specifications.

Question 16:

Any Extension of Bidding Deadline?

Answer 16:

The bidding deadline is indicated in the invitation to tender and in the contract notice. In case of extension of the bidding deadline a corrigendum to the invitation to tender shall be published on the website http://ec.europa.eu/transport/tenders/index_en.htm and in the OJ.

Question 17:

Any Addendum or Pre Bid meeting Minutes?
**Answer 17:**

There is no addendum or pre bid meeting minutes for this call for tender. All questions/requests for additional information concerning the tender have to be addressed to the contact point specified under I.1) of the contract notice.

**Question 18:**

Concerning paragraph 3 of page 12 of the Tender Specifications – “If the corresponding bank account of economic operators is already registered in the Commission’s files they are not obliged to provide a new form on the condition that they confirm that no change in the information already provided as occurred. In case of doubt, we recommend submitting a new form.”

Q. Could the Commission clarify and confirm whether the statement refers to legal entities already registered in the Commission’s files or DG MOVE’s files?

**Answer 18:**

Contractors of the Commission.

**Question 19:**

Para 6 of page 12 (as above) – “If the corresponding bank account of economic operators is already registered in the Commission’s files they are not obliged to provide a new form on the condition that they confirm that no change in the information already provided as occurred. In case of doubt, we recommend submitting a new form.”

Q. Could the Commission clarify and confirm whether the statement refers to legal entities already registered in the Commission’s files or DG MOVE’s files?

**Answer 19:**

Contractors of the Commission.

**Question 20:**

Concerning the Legal Entity Form (Annex 3, pg. 29) requested, it is stated that the Commission “can only accept documents less than 6 months old”.

Q. Could the Commission clarify and confirm if this 6 month time frame applies to all documents to be submitted as part of the administrative proposal?
**Answer 20:**

Documents referred above concern only the "supporting documents" necessary to complete the legal entity form.

**Question 21:**

Concerning the second bullet point under Criterion 2 (pg.19 of the tender specifications), the Commission requests a “detailed curriculum vitae of those team members proposed to be directly in charge of dealing with Commission services…”

Q. Could the Commission clarify and confirm if by ‘directly in charge’ it is referring only to the lead contacts of service providers involved? Or indeed to members of the wider team that may be in charge of operational activities with the service provider? Does it refer also to subcontractors?

**Answer 21:**

The tendered is invited to provide with detailed Curriculum vitae of all relevant team members in charge of dealing with Commission services foreseen under this framework contract. Should the tender be submitted by a consortium, the same applies to the relevant team members in charge of dealing with the Commission services. We point to tenderers' attention that these Curricula vitae will be the basis for assessing the technical and professional capacity of the proposal submitted. For subcontractors the tender foresees to provide a "List of the services to be provided by the tenderer directly and those which may be subcontracted." And a "Description of the subcontractors already selected by the tenderer which may be regularly used for certain types of work."

**Question 22:**

Concerning the last paragraph on page 9: “Moreover the contractor is allowed to subcontract to third parties, a limited amount of services other than those listed in the price grid. In such cases, for a specific event, for amount higher than €2,500 by subcontracted services, the contractor will be requested to submit a minimum of two offers from different subcontractors and should contract with the best quality/price ration service or product when implementing the specific contract. The subcontractor’s offers should be integrated in full in the offer to the Commission. Should the subcontractor cost be higher than €25,000, at least, three offers have to be submitted.”

Q. Does this policy need to be applied to the case studies?
Answer 22:

Correct, this policy needs to be applied to the case studies as they are supposed to be close to a real case scenario.

Question 23:

Concerning Terms of Payment (point II.6 of page 10):

“Payments related to specific contracts shall be made in accordance with the provisions specified in the draft framework contract (annex 6).

For total amounts less than EUR 50,000, payments will be made after performance of the work and acceptance thereof by the Commission within 30 days of receipt of the request for payment.

For total amounts of €50,000 or above, the contractor may request a pre-financing of 30% of the total price of the service. The balance will be paid after performance of the work and acceptance thereof by the Commission within conditions stated by in Article I.4 Payment and implementation of the contract of the Framework Contract (Annex 6).

In the event of pre-financing higher than €150,000, a financial guarantee equivalent to amount of the pre-financing will be requested. Depending on the financial situation of the contractor, the Commission reserves the right to ask for a financial guarantee for amounts lower than €150,000.

Within maximum 60 days of completion of the tasks referred to in each specific contract, the Contractor shall submit an admissible invoice, indicating the reference number of the Contract and of the specific contract to which it refers, for payment of the balance…”

Q. Can we assume that the amounts of €50,000 or above refer exclusively to the contractor not to third party supplier deposits and payments, for example venue, hotel, audiovisual prepayments?

Answer 23:

Your assumption is not correct, the amounts of €50,000 or above refer to the total price of the specific contract as to be provided in Article III.3 "Price".

Question 24:

Must the requested small storage room be included within the stand area (16m2) or can the storage area be elsewhere?
**Answer 24:**

It is expected that the storage room is included in the stand area.

**Question 24:**

It is stated that the Common visual identity guidelines should be taken into account. Is there a particular colour (e.g. turquoise) which is assigned to DG MOVE and which should be used in graphic designs proposed by the tenderer?

**Answer 24:**

No, there is no specific colour assigned to DG MOVE.

**Question 25:**

Tender specifications page 20:

It is stated that “examples should be given of previous work realised in EU languages other than the tenderer’s own language”. Could you please confirm that a description of the work carried out, including its scope, date and the languages concerned, is sufficient and that no actual samples of translated texts are expected?

**Answer 25:**

By “example” is meant, a list and description of the work carried out, its scope, the date and the languages concerned and where possible, a sample or a photo of the work done.

**Question 26:**

Price schedule page 81

Could you please confirm that “Cover A4, 205 gsm, quadri” refers only to a cover (front and back) and that the following positions for 4, 8 and 16 pages A4, 135 gsm refer only to the pages without a cover. This would mean that for a publication with a cover the cover position would be used as well as one of these positions for pages.

**Answer 26:**

This is correct. The cover refers to a 4-pages cover (front and back of a brochure), printed in quadrichromie, on the recto side.
**Question 27:**

Price schedule page 81-82

Regarding the items which are requested in “two colors”, does this mean black and white or does this mean two actual printing colors (e.g. black/red, green/blue etc.)? Also, is there a difference between the paper materials and the others (T-shirts, bags) in this respect?

**Answer 27:**

The “two colors” refer to two printed colors like green and blue for example. There is no difference between paper materials and others.

**Question 28:**

p.19 of the tender specifications - Criterion 2

It is requested to provide a report of the average annual staff in the last three years and the number of staff at senior and junior level.

Could you please define senior and junior level in number of years’ experience?

**Answer 28:**

Staff at senior level should have a minimum of five years' experience.

**Question 29:**

Clarification 1:

Annex 8: Case studies, Case study 1

1. Regarding the “home page of the conference website” and “the cover page of the newsletter”, is it required that the tenderer include content relevant to the event? In this case, kindly provide additional background information on the event that could be included in the website and/or the newsletter.

2. The tenderer could propose in its offer a title, a venue, a date for the conference, indicative deadlines for submission of abstracts/presentations etc. Please confirm.

3. We understand that the speakers that will participate at the event will be identified by the tenderer. Consequently, a call for participation or a call for abstracts should be disseminated to prospective speakers. Please confirm our understanding.

4. Please clarify whether the “final technical report on the conference” is to be disseminated to the general public.
**Answer 29:**

1: For the homepage of the conference website and for the cover page of the newsletter, it is preferable to include real editorial content, but the tenderer is free to decide to include whatever they find suitable. Names, dates, venues, the conference’s programme itself may be fictive. For all information on Trans-European Transport Network and related policies, you can refer to DG MOVE Europa site: [http://ec.europa.eu/transport/infrastructure/index_en.htm](http://ec.europa.eu/transport/infrastructure/index_en.htm)

2: Yes, the tenderer is free to propose titles, venues, dates etc. in its offer.

3: No, the speakers participating at the conference will be identified by the Commission. The tenderer is asked to take care of all the logistics, travel, accommodation etc., including the final payment for the speakers.

4: No, the final technical report of the conference will not be disseminated to a general public. In principle, it is meant for internal purposes.

**Question 30:**

Under Question 9 d) it was asked: Case Study 2 - Are we assuming correctly that while transport tickets, accommodation, conference rooms and facilities as well as renting of exhibition space are not to be included in the cost estimate, technical equipment and catering prices should be included?

And it was answered: Yes, it is right. While transport tickets, accommodation, conference rooms and facilities as well as renting of exhibition space are not to be included in the cost estimate, technical equipment and catering prices should be included.

Notre compréhension est que des services catering ne sont pas demandés dans le cas 2 contrairement au cas 1 où cette demande de services est clairement explicite. Pouvez-nous confirmer notre compréhension svp ? Dans le cas contraire, si des services catering sont à prévoir, pouvez-vous nous préciser la nature de ceux-ci et la durée (coffee breaks/lunch/cocktail/etc.) ? Egalement, pouvez-vous préciser le nombre de personnes pour lesquelles les services catering doivent être prévus ? Devons-nous prévoir un service catering sur les 3 jours d'événement ou à un moment bien spécifique ?

En outre, l’annexe 7 price schedule ne prévoit aucun poste/ligne pour des services catering. Pouvez-vous nous apporter des précisions ?

**Answer 30:**

Catering services shall NOT be included in the offer for case study 2. Our answer to Question 9 d) is therefore corrected in the following way: No it is not fully correct. For case-study 2: Transport tickets, accommodation, conference rooms and facilities as well as renting of exhibition space **and catering prices are not to be included** in the cost estimate. The technical equipment should indeed be included.
Catering services are not part of the core tasks of this Framework Contract, however could be required on a case by case basis and provided by the contractor under subcontracting (See point II.5 of the Tender Specifications).

**Question 31:**

Nous avons bien noté que l’offre devait être soumise sur un CD-Rom/DVD. Le cas échéant, pouvez-vous préciser si les 3 sections doivent être reprises sur le CD-Rom/DVD ou uniquement l’offre technique (section 2) et l’offre financière (section 3) ?

**Answer 31:**

Le CD-ROM/DVD doit contenir l’entièreté de l'offre (sections administrative, technique et financière).

**Question 32:**

Regarding cost breakdowns for Case Studies 1 & 2 (p.24 & 85-87):

Will all positions in the budgets of the case studies which are calculated based on real costs (such as catering, non-listed printed materials) automatically become part of the “additional price schedule” and therefore be binding prices for all events? Or is it possible to include prices in the case study budgets which are based on real costs without adding them to the “additional price schedule”?

**Answer 32:**

No, the prices indicated in the case studies, based on real costs will not become part of any additional price schedule and will not be binding for other events. So, it is possible to include prices in the case studies’ budgets, based on real costs, without adding them to the ‘additional price schedule’.

**Question 33:**

Regarding cost breakdowns for Case Studies 1 & 2 (p. 85-87):

Are tenderers allowed to recommend measures for the case studies which are not explicitly demanded and include these separately in the cost breakdowns marked as ‘optional measures’? We would then provide a total price for all essential and requested tasks and a separate price which would include the optional measures. Is this acceptable?
**Answer 33:**

Yes, this is acceptable. You can provide a total price for all requested tasks and a separate price including optional measures you recommend.

**Question 34:**

Serait-il possible de disposer de la version Excel de l’annexe 7 : price schedule ?

**Answer 34:**


**Question 35:**

Auriez-vous l’amabilité de nous fournir une définition précise du service à travers le poste « Hiring out a photo for panel (one-time use) (max. A1-format) including time spent for photo research and touching up of photo””?

**Answer 35:**

Il s'agit de la location d'une photo dans le but d'illustrer un poster, un roll-up, etc.. Ce prix devra inclure les droits d'utilisation pour une seule utilisation au format A1 maximum.

**Question 36:**

Par “Purchasing photo (including exclusive reproduction rights)”, devons-nous comprendre l’achat des droits d’auteur pour des photos prises lors d’un évènement de la DG MOVE et livrées sur CD-Rom/DVD? Dans le cas contraire, auriez-vous l’amabilité de nous fournir une définition précise de ce service ?

**Answer 36:**

Contrairement à la location qui permet d'avoir de disposer d'une photo pour un usage ponctuel, il s'agit de l'achat d'une photo incluant l'exclusivité du droit de reproduction.

**Question 37:**

Notre compréhension est que le poste “Audio recording of the event» de l’annexe 7 comprend ressource humaine ET matériel technique. Pouvez-vous confirmer que le prix horaire comprend bien les deux ?
**Answer 37:**

Nous confirmons que ce poste inclut le matériel ainsi que les ressources humaines nécessaires à ce travail.

**Question 38:**

Notre compréhension est que le poste “Filming of the event” de l’annexe 7 comprend ressource humaine ET matériel technique. Pouvez-vous confirmer que le prix horaire comprend bien les deux ?

**Answer 38:**

Nous confirmons que ce poste inclut le matériel ainsi que les ressources humaines nécessaires à ce travail.

**Question 39:**

Section I.3.1. List of services: “Design and organise events within or outside Commission premises, organise the Commission's participation in events, fairs, exhibitions organised by third parties. Occasionally, press conferences. Advise the Commission on the format, location, content and structure of events;”

While most of the twenty services requested under section I.3.1 are specific, the aforementioned service is generic. In fact, the first part referring to “Design and organise events within or outside Commission premises, organise the Commission's participation in events, fairs, exhibitions organised by third parties” includes most of the services mentioned in the bullets under it. However, the second part referring to “Occasionally, [organisation of] press conferences. Advise the Commission on the format, location, content and structure of events” is consisted of services that are not included in the bullets that follow. We therefore understand that the tenderer should not consider the first part as a distinct service to analyse, but rather as an umbrella summarising the nature of the services that follow under it. As for the second part, the tenderer should analyse its approach for each of the two services mentioned therein. Kindly confirm our understanding or clarify how this generic service should be treated.

**Answer 39:**

This first bullet point describes part of the work that the contractor should expect to be asked to do and therefore should be considered as part of the mission.
**Question 40:**

*Annex 7: Price schedule, Core tasks for standard-type events*

1. “Multilingual hostesses”. We understand that hostesses should speak English in addition to their native language. Please specify.

2. “Management of participant's registration, via e-mail, website, or on site”. Please specify if the registration process should include the management of registration filtering (acceptance/rejection) that should involve frequent consultation with the Commission.

**Answer 40:**

1. Please refer to answer 9.c) above

2. Yes, the management of registrations should include a prior consultation process with the Commission services with a view to accept or reject the registrations.

**Question 41:**

*Annex 7: Price Schedule, Additional services, "Interpreter Other languages”*

1. Please specify which other languages? For example, candidate countries, other European languages, languages of third countries (e.g. Arabic, Russian, Chinese, …)?

2. General question about Interpreters: We understand that the rate may not include their travel costs and daily allowance whenever required to travel depending on the event's location. Please confirm.

**Answer 41:**

1. As explained under I.3.2. "Language", the contractor may be required to cover any of the official languages of the EU Member States, the EFTA/EEA countries (Switzerland, Iceland, Liechtenstein and Norway), the candidate countries and any other country. In this perspective, any other language could be requested on a case by case basis.

2. For any tasks to be implemented by the contractor in Brussels or in the City of Luxembourg for which travel, accommodation or per diem expenses could be necessary, the contractor will not be entitled for any reimbursement for his personnel and for the personnel of its sub-contractors. These expenses should be included in the unit prices for the services at stake. For other tasks outside these cities, preference is given to what is indicated under I.3.5 Green-life cycle when hiring interpreters for the events.

**Question 42:**

*Annex 7: Price schedule, Additional services, “Consultant, [...] proficient in English, French and the language of the country where the event takes place”*
Please specify the language knowledge scheme requested, English and French and the language of the country, and in this case, please specify the group of countries to be considered. We understand that regional languages or other official languages of a member state that are not the official language of the member state within the European Union are not required. Based on the reply to question number 9e we understand that consultants maybe accompanied by Interpreters.

**Answer 42:**

Please refer to answer 41, point 1 for the first part of your question. For the last part, note that it is correct that consultant could be accompanied by an interpreter.

**Question 43:**

Annex 7: Price schedule, Website management, “Creation of a website dedicated to the event including a registration form for participants. Provide a flat price for 2 pages in one language, including design, hosting on tenderer's server (maximum duration: up to one year), regular updates of information before, during and after the event, including all technical and coordination work”

Please specify the following:

1. We understand that the site is expected to perform user registration management including the dispatching of acknowledgement of receipt, confirmation message to the users that have been registered successfully. The system will acknowledge immediately registration requests (no screening by the Commission or any other party). Please confirm or provide more detailed specifications in relation to the registration system to be used if our understanding is not correct.

2. With regard to regular updates of information before, during and after the event please comment on the following (possible) scheme: a. maximum 1 update on a weekly basis 2 to 6 months before the date of the event, b. maximum update on a daily basis 0 to 2 months before the date of the event, c. maximum one update on a daily basis 0-1 month after the event, d. maximum one update on a bi-weekly basis 2 to 6 months after the date of the event. Is such an update scheme acceptable? Please provide an indication about the frequency and the volume (e.g.: maximum 3 pages of 1500 characters spaces included each per update) of site updates depending on the time period before and after the event.

3. 2 pages website in one language: please specify the language and the number of sections to foresee. We understand that new pages may be added and will be counted as regular updates.

**Answer 43:**

1. Please see answer 40.2.

2. As an indication, starting three months before the event, one to two updates per week can be expected. After the event, updates consist of publication of the presentations, minutes/outcome of the conference, possible photographs. Preferably in pdf format.
3. The language used for the website in generally English but could additionally also be created in any other language (cfr. Tender Specifications point I.3.2). It is up to the contractor to design and structure the site in a professional and user-friendly manner. As an example, the following items should be provided: programme, list of speakers, registration, practical information and venue, documents, possibly press and pictures.

**Question 44:**

Section I.3.1 List of services, “[…] provision of PowerPoint presentations in the EU official languages, including candidate countries and third country languages (such as Chinese and Russian).”

Please clarify whether the above task entails any translation or interpretation services.

**Answer 44**

The power point should be provided in the language of the event, please see point 1.3.2 of the tender specifications for further details on language requirements to be covered by the contractor.

**Question 45:**

Annex 7: Price Schedule: “In addition to the total price, details are requested on the method of calculation. The number of man/days per category of staff, as well as the price estimate per listed service/item should be mentioned as guidance for the Commission services”.

Could you please clarify the format under which the breakdown of services/items should be provided for every standard type event?

**Answer 45:**

There is not specific format provided for this exercise, the tenderer is free to provide the information in such a way that could facilitate a good understanding from the Commission services. For further details, we refer you to page 21 and 22 of the tender specifications "3. Clarity, conciseness and presentation of the tender"

**Question 46:**

Section IV.3, B) Financial score (price index), page 24: “The financial value of the tender will be calculated as the total sum of unit prices listed in the price schedule”.

Annex 7: Price schedule

According to the Financial Regulation, the financial offer needs to be defined in a manner reflecting accurately and proportionally the “price of the offer”. The approach that is proposed in the tender documents does not seem to reflect this. Adding together unit prices of dissimilar
items does not allow for a proportionate and accurate calculation of the price offered by each tenderer. The financial formula should request tenderers to present their offer for the provision of types and quantities of services expected by the Commission, arising from available historical data and its new needs. Weight factors or quantities for all the cost items (including the core tasks for standard-type events) should be made known, so that tenderers are able to calculate the exact price of what they offer. The formula should not allow tenderers to distort their financial offer, presenting figures which do not reflect the money they will effectively charge the Commission in the course of the implementation of the contract, thus preventing the Commission from evaluating the value for money offered. In view of the above, please adapt Annex 7 accordingly.

Answer 46:

The method set in the tender specifications to award the contract under the best-value-for-money is in line with the Financial Regulation, which requires to take into account criteria justified by the subject of the contract. The Contracting Authority has specified in the specifications the weighting it will apply to each of the criteria for determining best value for money (see sections IV.3. A) and B) and IV.4. ). To take into account your concerns, Annex 7 has however been adjusted to include weighting in the price list.

Regarding the quantities, please note that the framework contracts are for a defined subject, but where the exact quantities and delivery times cannot be indicated in advance. Nevertheless an estimation of the total volume concerned by the contract should be given. To this end, it has been specified in the tender documents that the amount of work involved has been estimated to a maximum of EUR 9,500,000 over a period of four years.

As an indication, specific contracts awarded under current similar framework contracts managed by DG MOVE can be consulted in webpages indicated under answer 47.

Question 47:

Section II.5: Subcontracting: "Contractors must state in their offer what parts of the work, if any, they intend to subcontract, and to what extent (% of the total contract value), specifying the names, addresses and legal status of the subcontractors”

Tenderers are requested to specify the volume/proportion of the tasks for each sub-contractor without having any indication of percentages or volumes of tasks that will be requested by the Commission. For instance, if a sub-contractor’s role is to deliver task “T”, while the Tenderer has no indication of the proportion of tasks “T” with respect to the overall budget, the percentage of the contractual value to be assigned to each subcontractor cannot be provided with precision. Please confirm that this requirement is only meant to provide a rough estimate, so that any estimate provided will not be binding during the actual implementation of the contract. Also, please provide reliable estimations of quantities of cost items listed in Annex 7 so that the percentages of contractual value to be assigned to subcontractors can be estimated with more precision.
Answer 47:

"Parts of work" to be provided under subcontracting refers to the tasks requested by the Framework Contract that could not be implemented by the contractor but via a subcontractor as are not part of their core business of the tenderer. Tenderers are not requested to specify volumes but proportion of tasks that they are not entitled to accomplish by themselves.

For real figures on specific contracts already signed under the existing framework contract operated by DG MOVE, Framework contract No : 2009-1/TREN-P2, please refer to the following web pages:


Question 48:

Annex 7: Price Schedule

1. “Registration of participants, setting-up a conference e-mail address, […] (together with the unit price and the number of units calculated)”: We understand that the tenderer is expected to provide four distinct prices, one per each type of event. However, the instruction in the parenthesis: “(together with the unit price and the number of units calculated)” implies that the tenderer should include additional information for this specific set of four items. Could you please explain how the required information should be formulated?

2. “Publishing the same website in one additional language”: Please clarify whether this service requires also translation of the content of the website. In this case, please specify the number of pages (1500 characters, spaces not included) that that will need to be translated.

3. “Translation from/to one official EU-28 language to/from a non-community language”: Could you please provide an indication of the volume and type of translation that will be requested? If no indication is given, we understand that we should include the average of the prices applying for all the possible combinations. Kindly confirm our understanding or clarify.

Answer 48:

1. It is requested to give a total flat fee for each type of event. In addition, it is requested to give detailed information on how this flat-rate was calculated by using unit prices from the price grid (example: X unit of junior project manager, etc…)

2. This does not include translation.
3. An average price is expected here.

**Question 49:**

Annex 7: Price Schedule

Section 1.3.5. Green life-cycle: “All material and services ordered in the name of the Commission for a specific event should, as much as possible come from and/or be produced locally (i.e. in the country where the event is taking place) to avoid additional transportation costs and consequently also reduce CO2 emissions.”

The prices for some requested services and items (for instance: rental of interpretation booths; printing and duplication; promotional items; technical services; etc) vary from one country to another. Could you please clarify whether you would like us to indicate an average price, a price per Member State, or else?

**Answer 49:**

We expect one price per service. It is up to the contractor to decide how to calculate his tariffs.

**Question 50:**

Answer to Question 21 published on 12 June 2012: “The tenderer is invited to provide with detailed Curriculum vitae of all relevant team members in charge of dealing with Commission services foreseen under this framework”

1. We understand that the team members that will be “in charge of dealing with Commission services” will be the project managers. Consequently, submitting the curricula vitae of members corresponding to the profiles of the “Senior project manager” and the “Junior project manager” should constitute sufficient documentation for proving the technical and professional capacity of the tenderer. Kindly confirm our understanding.

2. In case the understanding in the previous point is not correct, kindly indicate the additional profiles for which curricula vitae should also be provided. We understand that curricula vitae of both consortium members and subcontractors may be provided for the team members in charge dealing with the Commission services. Please confirm.

**Answer 50:**

1. As already explicated in answer to question 21, detailed Curriculum Vitae should be provided for all relevant team members. It is up to the tenderer to decide whether only project managers cover all the technical and professional capacities required to implement the various tasks requested under this framework contract.
2. Curriculum Vitae is only requested from members of the consortium. Should the tenderer estimates that Curriculum vitae from subcontractors already selected and to be used regularly for certain type of work could support some added value to the tender, they can be included. However should be clearly specified that the curricula Vitae refers to subcontractors and not members of the consortium.

**Question 51:**

- Section I.3.1. List of services: “Design and organise events within or outside Commission premises…”
- Answer to Question 4 published on 12 June 2012: “Last minute registration should always be foreseen.”

We understand that for the events that the tenderer will be requested to organise there will be no participation fee. If this is not the case, kindly specify whether the tenderer should also handle payments for registration either through the website or on-site.

**Answer 51:**

Your assessment is correct, in principle, no participation fee is foreseen.

**Question 52:**

Annex 8 Case studies, Case study 1: “*Invitation of four additional speakers […]*”

Could you please specify the total number of speakers that will be included in the agenda?

**Answer 52:**

In total 12 speakers are included in the agenda, and 4 of them will be invited from abroad.

**Question 53:**

Invitation to Tender, page 2, “*To be admissible, the confidentiality of the bids must have been ensured…..*”

The confidentiality indication refers to proper packaging and labelling ensuring that tender packages will remain sealed/unopened until the opening session. No further confidentiality rules apply. Please confirm.

**Answer 53:**

Your assessment is correct.
**Question 54:**

Tender Specifications, page 11, § III.1 General - “Tenders must be clear and concise, with continuous page numbering...”

a) Could you please specify if it is mandatory for Tenderers to follow a continuous page numbering in the entire offer (include also the administrative part, attestations of authorities, etc.)?

b) “Continuous page numbering” refers to the specific documents that the tenderer will produce in response to the specific tender requirements and not to administrative company certificates, declarations, statements, balance sheets, etc that have to be also enclosed. Please confirm.

c) Should document/files separators, index tags, dossier covers, cover letter, etc. also carry a (continuous) page number?

**Answer 54:**

a) Continuous page numbering has to be ensured as far as it is technically possible. Continuous page numbering per section (see point III.2 Structure of the tender) could be envisaged as well.

b) See answer provided under point a) above.

c) Should the tenderer decides so, it can be processed as such.

In general, tender specifications referred in page 11 of the Tender specifications aim to allow the Commission to assess quality score "3. Clarity, conciseness and presentation of the tender" in page 21 and 22 of the Tender Specifications.

**Question 55:**

Tender Specifications, page 9, § II.5 Subcontracting and Your response to question 21

Our understanding is that if the tenderer wishes to use the services of already identified subcontractors with a share less than 20% of the contract value then the following documents should be submitted:

- Document stating the parts of the work to be subcontracted and their % of the total contract value, indicating names, addresses and legal status of subcontractors; and

- Document presenting the list of professional qualifications of subcontractors.

No further documentation, declarations, company certificates, tender forms, etc are required for such subcontractors. Please confirm.

**Answer 55:**

Yes.
**Question 56:**

Your response to question 21

Please clarify whether CVs of identified subcontractors that are proposed to undertake specific roles in the service team implementing the contract (other than management roles/persons in charge) can be submitted with the proposal and will be taken into account when assessing technical and professional capacity of the tenderer.

**Answer 56:**

Yes

**Question 57:**

Tender Specifications, page 19, § IV.2.2. Technical and professional capacity – Criteria and references required, Criterion 2, “A report of the average annual staff in the last three years and the number of staff at senior and junior level”.

We understand that an official company statement, stamped and signed by the legal representative, and presenting the overall average annual manpower of the tenderer in the last three years as well as the average annual number of staff at senior and junior level, is sufficient to fulfil this requirement. Please confirm.

**Answer 57:**

Yes, they can be submitted and they will be taken into consideration for the assessment of the fulfilment of the criteria for the technical and capacity of the tenderer, if necessary.

**Question 58:**

Specify clearly a formula for the "price" that will be entered into the formula of Section IV.4 of the tender Specifications.

**Answer 58:**


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1 Please note that this answer and the following Q and A in FAQ have been re-numbered.
**Question 59:**

We noticed that the financial value of the tender will be calculated as the total sum of unit prices multiplied by their respective weighting factors, listed in the price schedule. The tenderer will be in charge of the calculation and the total sum of the weighed prices should be included in the excel table.

The Price schedule mentions two unit prices per promotional item: <500 and >500. Do we have to calculate the weighed prices for each category (<500 and >500)? If yes, do you want one calculation of both weighed price in the same cell with this formula:

\[
\text{unit price } < 500 + \text{unit price } > 500 \times \text{Weighting factor}
\]

**Answer 59:**

Yes I confirm that we agree with the proposed formula.

**Question 60:**

In the formula \((\text{Quality score (out of 100)/100}) \times 60 + (\text{lowest price} \div \text{price index}) \times 40\), can you confirm that "lowest price" refers to "lowest index price"?

**Answer 60:**

Yes, we confirm that it refers to the lowest index price offered among the tenderers that passed the technical thresholds of the award criteria. The formula should read:

\[
(\text{Quality score (out of 100)/100}) \times 60 + (\text{lowest index price} \div \text{price index}) \times 40
\]

Please note that corrections to answers to questions 17, 27 and 30 have also been inserted in the update of 21.06.2012.