Q&A

Subject: Management of the European Alternative Fuels Observatory

Ref no: Tender n° MOVE/C1/2014-797/2015-67

Q1: There is an inconsistency between the invitation to tender and the notice in the Official Journal regarding the deadline for submitting tenders and the date of opening of the tenders. Which are the correct dates?

A1: The correct dates are those of the Official Journal i.e.: 02/03/2015 at 16:00 as deadline for receiving tenders and 12/03/2015 at 10:00 as day and time for the opening of the tenders. A corrigendum to the invitation to tender has been published.

Q2: Section 3.2.5 Portal maintenance in the page 11 mention “contractor shall put in place a structure to fully operate the EEO portal with all its functionalities. Amongst others, it shall ...(3rd bullet): Ensure that all new content is validated by the European Commission and subject to internal quality control.” Could you please tell the meaning of the phrase “that all new content is validated by the European Commission”? Does it mean that each data update or each new data entry has to be validated by the Commission? Or does it mean only that all new (content) areas or themes or topics or sections have to be validated by the Commission?

A2: This means that the most important information, like a new study, article, event notice etc. (list not exhaustive) should be validated by the Commission before it goes live. Of course this does not apply to individual data points as this would make the process tedious and ineffective.

Q3: In the current EEO portal there is an intranet functionality. As “an intranet” is not mentioned anywhere in the tender specifications, can you please clarify whether the intranet should be maintained in the new portal and if yes, can you please clarify who are the users of the intranet (profiles) and what is the intranet scope and objectives? If possible, can we also be provided access to the current intranet?

A3: We indeed do not require an intranet for the European Alternative Fuels Observatory.

Q4: Does a mailing list for the e-newsletter already exist?
A4: Yes, it already exists and will be given to the winning tenderer. However he will need to update and expend it over time.

Q5: The European Electro-mobility Observatory (EEO) makes reference to a survey of user needs and expectations. Can you make the results of this survey available to tenderers, so that this information can be used to verify assumptions about user needs for the future alternative fuels observatory?

A5: The results will not be made available to the tenderers as they are not helpful enough based on a rather low response rate, time it was conducted and scope of the questionnaire.

Q6: Is there a template for the technical offer as well as for the financial offer for the tender?

A6: There are no specific templates for those two parts. The offers have to fully comply with paragraphs 2.5 and 2.6 of the Tender Specifications.

As for the technical offer, "it must cover all aspects and tasks required in the technical specification and provide all the information needed to apply the award criteria."

This means that the tenderers need to respect the tender specifications, however, there is no imposed format.

Regarding the financial offer, the tenderers must follow the requirements of paragraph 2.6 of the Tender Specifications, the primary requirement being, that a financial offer must be presented as a grand total, all inclusive offer.

As a rule, the clearer the financial offer is, the better.

Clarity can be driven, for example, by indicating sub-totals for the different tasks, detailing the costs by man-days under the different tasks, highlighting reimbursable costs separately from the other items. In this context, please bear also in mind the award criterion no 3: the allocation of the tasks between team members must be clearly explained, and one possibility to comply with this requirement is to present the detailed allocation of resources in the financial offer.

Q7: In the tender invitation it is not clear the procedure of submitting the tender by courier. When is the final date the tender can be dispatched by courier? Can a tenderer send the tender by courier on 2nd of March? Or should the tenderer try to have the tender submitted to the Commission by courier on the 2nd of March?

A7: In the case of options mentioned in point 3 (a) of the invitation to tender, the tender must be posted or delivered to courier no later than at midnight on March 2, 2015. In the case of option mentioned in point 3 (b) of the invitation to tender, the tender must be delivered to the Commission central mail department service no later than at 16.00 on March 2, 2015.

Q8: Section 3.2.6 of the tender specifications states that “checking against other relevant sources of data (through the European Environmental Agency, EUROSTAT, project and ministries websites, etc.) should be made part of such data assurance”. Can you clarify why tenderers should check the robustness of data from sources such European
Environmental Agency, EUROSTAT, project and ministries websites, etc., if we could use data directly from these sources? What sort of data did you expect to be validated by such sources?

A8: We expect the contractor to check the reliability of the sources and the soundness of the data before using it. We cannot make the assumption that data from public institutes are de facto robust – even if we can hope so.

Q9: Section 3.2.7 refers JRC modeling tools that should be linked to the observatory. Could you clarify which tools specifically you are referring to?

A9: These will be tools allowing stakeholders to model, for example, the likely development of the number of alternatively fuelled vehicles in a country. What the contractor should be able to do is to link to these tools, he is not expected to develop or improve them.