European Economic and Social Committee

Questions and answers

(Last update: 8 February 2016)

Question No 1, received on 30 December 2015:

Question: According to tender specifications, page 23/29, "a list of minimum 3/maximum 15 similar services […] and shall provide a link if available, as well as documentary evidence (e.g. certificate of execution)", our understanding is that we can provide either the contract, either sign ourselves confirming that we implemented the project or either a certificate of execution. Could you please confirm our understanding is correct?
Answer: We would appreciate to receive something more than a simple statement signed by you. You can provide either the contract, or a certificate of execution or any other documentary evidence.

Question No 2, received on 30 December 2015:

Question: According to the invitation to tender, page 1/4 "you must submit your tender exclusively on paper, in one original and 2 copies", our understanding is that there is no need to submit an electronic copy (CD). Could you please confirm our understanding is correct?
Answer: This is correct.

Question No 3, received on 4 January 2016:

Question: Lot 1 - Section 4.1.4 of the Tender Specifications addresses 5 categories of staff (senior project/quality managers/coordinators, trainers, technical developers, graphic designers, and administrative assistants). Section 7.3.2.1 (b) addresses the minimum requirements for the profiles of project manager/coordinator, translator, technical developers and graphical designers. We understand that, within the information for the technical and professional capacity we provide in our tender, we should just include CVs for the profiles addressed in (b). That is, in order to comply with the minimum requirements of the technical and professional capacity selection criteria, it is not necessary to provide CVs for the categories of staff "trainers" and "administrative assistants" (although these profiles will be requested for the delivery of the services). Could you please confirm our understanding is correct?
Answer: This is correct. To prove your technical and professional capacity you only need to prove

Rue Belliard/Belliardstraat 99 — 1040 Bruxelles/Brussel — BELGIQUE/BELGIË
Tel. +32 25469011 — Fax +32 25134893 — Internet: http://www.eesc.europa.eu

that you fulfil the requirements stated in point 7.3.2.1, letter (b).

Question No 4, received on 4 January 2016:

Question: LOT 1 - Appendix 1 - Simulations. We understand that, for the evaluation of the quality criteria 4, we should just prepare the 4 deliverables addressed in appendix 1. Could you please confirm our understanding is correct?
Answer: This is correct.

Question No 5, received on 4 January 2016:

Question: LOT 1 - Appendix 1 - Simulations. We understand that the fourth deliverable (duly completed staffing table based on the model) is not part of the first deliverable (description of the proposed approach, etc.) and it may be a separate document, not included in the 5 A4 pages maximum limit. Please note that the description of the first deliverable also refers to "assignment of staff to the various tasks". Please confirm our understanding is correct.
Answer: This is correct. The table required under the fourth bullet is a separate document which complements the description requested under the first bullet. The description refers to the approach, the timeline etc. It also includes the assignment of staff to the various tasks more in general, whereas the table indicates the number of man/days for each profile.

Question No 6, received on 4 January 2016:

Question: LOT 1 - Appendix 1 - Simulations. We understand that the requested second deliverable, "the portal mock-up", just requests sample screenshots of the simulation describing its proposed functionality, and the contracting authority is not requesting a more elaborated prototype (e.g. available in an url hosted by the tenderer). Please confirm our understanding is correct.
Answer: This is correct.

Question No 7, received on 7 January 2016:

Question: According to Appendix 1, page 3 of 6, “for this simulation, the tenderer shall deliver maximum 5 A4 pages describing the proposed approach […]”.We understand that the maximum number of pages exclude the cover and the table of contents. Thus, if the maximum is 5 pages, we can have 7 pages (1 page for the cover, 1 page for the index and 5 pages for the answer). Could you please confirm our understanding is correct?
Answer: This is correct.

Question No 8, received on 7 January 2016:

Question: Could you please publish an editable version (in MS Word or in PDF format) of the price table file (Appendix 2-price-table-web-database-eesc-2015-06320-02-00-ao-tra-en.pdf) ?
Answer: The editable price table file for LOT 1 and LOT 2 is now available on the EESC procurement website.

Question No 9, received on 7 January 2016:

Question: Referring to the Web services described in LOT 1 of the Tender in object, have they been provided until now to EESC by an external operator? If so, which is the reference of the corresponding tendering procedure and which is the name of the supplier?
Answer: Some tasks are currently carried out in-house, while others are assigned to external companies. The contract (EESC/COMM/01/2011, LOT 1) was awarded to three economic operators in cascade: Eworx SA (Greece), EurActiv.COM PLC (United Kingdom) and Cecoforma (Belgium). More details can be found in award notice No. 2012/S 79-129195, published in the OJ S No. 79 of 24 April 2012.

Question No 10, received on 7 January 2016:

Question: LOT 1 • According to appendix 1, page 3 of 6, "for this simulation, the tenderer shall deliver maximum 5 A4 pages describing the proposed approach […]". This corresponds to the criteria 4 according to tender specifications page 25/29. Could you please clarify us the maximum number of pages for the criteria 1, criteria 2 and criteria 3? • Our understanding is that we can provide CVs of freelancers with the corresponding letter of freelancers (no template provided in the specifications). Could you please confirm our understanding is correct?
Answer: 1) The limit of maximum 5 pages applies only to the simulation. There is no maximum or minimum number of pages for the other parts of the offer. It is up to the tenderer to decide how to present it and how detailed. 2) This is correct. As regards the CVs, tenderers shall use the Europass CV format. The template is available at http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions.

Question No 11, received on 8 January 2016:

Question: Section 6 of the Tender specifications indicates that subcontractor must provide a "letter of intent stating their willingness to provide the service… " We understand that this is the only document subcontractors should provide, as the legal entity form and the other documents included in the Exclusion criteria and Selection criteria are only aimed at the

main tenderers. Could you please our confirmation is correct?
Answer: Tenderers do not need to provide the legal entity form for subcontractors. As regards the exclusion criteria, in accordance with point 7.2 of the Tender Specifications, the EESC reserves the right to request the declaration on honour and the supporting documents also from subcontractors. As regards the selection criteria, in accordance with point 7.3 of the Tender Specifications, the tenderer may rely on the capacities of other entities (incl. subcontractors) in order to achieve the required level of economic, financial, technical and professional capacity. "It must in that case prove to the EESC that it will have at its disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal."

Question No 12, received on 11 January 2016:

Question: Regarding LOT 1 of the call for tender "Provision of computer-based communication services", could you please clarify which profile shall we use for designing and implementing advertising campaigns?
Answer: It depends on the specifications of each specific project. In general, as specified in point 4.1.4. of the Tender Specifications, it is up to the senior project/quality manager/coordinator to conduct online campaigns. In addition, other profiles might be needed for implementing a given campaign (e.g. technical and graphical implementation).

Question No 13, received on 13 January 2016:

Question: Chapter 4.1.1 states: The purpose of LOT 1 is the provision of web services including a wide range of consultancy, technical development and optimisation tasks, as described below, for websites and platforms mostly based on Drupal, and possibly on MS Sharepoint. The tender document describes only activities focused on Drupal platform. Can you please clarify the activities and extent of activities on Sharepoint platform?
Answer: The Sharepoint platform is used for the EESC intranet and maintained internally. However, the development of topical projects (linked to the intranet or other aspects of the EESC's work) might be requested from the contractor.

Question No 14, received on 21 January 2016:

Questions regarding LOT 2: Assistance to database content management <u>General questions</u> 1. Specifications, point 4.2.2: Which social media accounts is the contractor expected to find? We are currently looking for LinkedIn, Twitter, Facebook and Google+? Are these sufficient? Please, advise us if we have to search for more social networks. **Answer**: These four social media accounts are sufficient.

2. As in Appendix 6 there are no columns for the social networks, is it okay to add them after the Geographical Reach columns in the Organizations table and after Areas of Interest columns in the Contacts table? Or shall we add this information in the “Additional Information” column?
Answer: It is ok to add them after the Geographical Reach columns in the Organizations table and after Areas of Interest columns in the Contacts table.

3. Shall we profile local branches of international organizations (include them in the database as individual contacts)?
Answer: This will be specified for each order. In principle, branches of companies/organisations are encoded as "child organisations" which are organisations that are a sub-entity of a larger organisation (a division or a local branch). Members of an umbrella organisation are not child organisations.
Child organisations can be created by entering the name of the parent organisation in the column Parent Organisation. If the parent organisation is being encoded in the same spreadsheet, it should appear in a row above the child organisation(s). Also, one organisation = one postal address. If an organisation has more than one postal address, a child organisation of the main office should be created and the name of the child organisation should be more specific (for example by adding "ABC Division" or "Brussels Office"). Use the "root" organisation name for the address of the main office.

4. Do we have to write the names and addresses of all organizations (including those written in an alphabet other than Latin (e.g. Greek and Cyrillic)) in the local language, or we have to transliterate the names and addresses, written in an alphabet other than Latin, following the official transliteration rules?
Answer: The organisation name and address data (street, P.O.Box, city) should be written in the local language, in the original alphabet. If it is not possible, it can be written in Latin, following the official transliteration rules. The name of international organisations should be written in English.

5. Do we have to include English translations for the addresses of the organizations, too? If the answer is yes - in which column do you want us to put the translation?
Answer: No, address data (street, P.O.Box, city) should be written in the local language.

Questions concerning Appendix 1: Simulation

6. Could we include bloggers which have articles in blogs that belong to organizations, fighting poverty, as long as they are different from the two contacts, linked to the organization, or do you want us to include only bloggers who have their personal blogs? In case we could add such bloggers, what is the Job Title we should enter - "Blogger" or the position they occupy in the organization?
Answer: We would appreciate to receive contacts for bloggers who do not write for organisations you already identified in the first set of deliverables (maximum 60). If you assess that bloggers which have articles in blogs that belong to organisations fighting poverty which you already provided data for are relevant not only for belonging to the organisation but as a separate category, and if you already provided up to 2 relevant contacts from that organisation which are not connected to the blog, you may include them. The Job Title should then be "Blogger" as suggested, followed by a comma and the position they occupy in the organisation.

7. If no personal address is available, can we enter the address of the organization/company the blogger works for as a personal address? Do we have to select "Organization" or "Personal" as an Address Type in such cases?
Answer: If no personal address for a blogger is available, and the address of the organisation the blogger works for is available, please use it and select "Personal" as the Address Type.

8. Is it okay if we include a few bloggers who write for the same blog?
Answer: We would appreciate to receive contacts for bloggers who do not write for the same blog.

9. Despite there is no requirement to enter the website of the organization in the Website column, according to the standard set of data elements, we could provide it, if you need it.
Answer: It is not a requirement, so it shouldn't be provided.

10. Do we have your permission to look for social networks, whilst we are logged in with our public accounts, or we should only enter profiles that contain publicly visible information?
Answer: Please enter only profiles that contain publicly visible information.

11. Which Role is the most appropriate for bloggers - is Other Staff okay?
Answer: Manager responsible for communication would be most appropriate in this case.

Question No 15, received on 21 January 2016:

Question: LOT 2: Assistance to database content management:
With reference to Tender specifications, point 4.2.2. Specifications of tasks, c): “Provision of consultancy on contact database management, maintenance, taxonomy, tagging etc. The EESC may consult the contractor on specific issues concerning the management of the databases, their maintenance, data categorisation structure, ontology development and taxonomy building. The specifics will be defined in detail with each order. There are two categories of consultancy tasks. Category 1 is defined as the analysis of existing systems and procedures and advising on their improvement; category 2 is defined as design and development of new systems for categorisation, taxonomy and other necessary structures.”
Please clarify the services expected from the contractor under the two categories of tasks.

Answer: The services in category 1 may include: providing sub-classifications of existing topics in the database, improving existing categorisation systems (e.g. types of organisations), advising the EESC on better organisation of keywords and other related services falling under tasks described in point 4.2.2. dealing with advising on improvement of existing features.
The services in category 2 may include: design of a new classification/categorisation system capturing a wider/adapted scope of EESC's activities, developing a system for tagging different types of content in order to be able to produce targeted reporting, design of a categorisation system of relations between the EESC and certain organisations in the database, advising on the interoperability between the database classification and other taxonomies used by the EESC (e.g. on its website) and other related services falling under tasks described in point 4.2.2. dealing with developing new systems and

structures within the existing database.

Question No 16, received on 26 January 2016:

Question: Further to Award Criterion 4 (the simulation) and specifically the deliverables "the logo and a dedicated graphical design of the platform": – a creative briefing by the contracting authority for the logo and the dedicated graphical design is not foreseen. On what would you like tenderers to base the logo and the graphical design? How will the logo and the dedicated graphical design be evaluated by the EESC?
Answer: No specific brief is foreseen for the logo and graphical design of the platform. Tenderers are asked to provide graphic design elements demonstrating their understanding of the project within the context given.

Question No 17, received on 26 January 2016:

Question: On page 23, point section 7.3.2.2., point c, you request for each submitted PARF that documentary evidence such as a Certificate of Execution is provided. Given that not all Agencies and Institutions provide you with such a Certificate - would an invoice reflecting completion of services suffice?
Answer: Yes, this would be enough. In accordance with the Tender Specifications, point 7.3.2.2, first indent, the tenderer "shall provide one or more pieces of documentary evidence (e.g. certificates of execution)". Certificates of execution are therefore only one example. Other pieces of documentary evidence will also be accepted.

Question No 18, received on 29 January 2016:

Question: We have some questions regarding the tender from EESC with reference number EESC/COMM/02/2015 1) With regard to "Appendix 1" it is required to describe the approach and methodology. What is expected from the "methodology" description? Is the how we would address the functional requirements from a technical point of view? Or should it reflect a more general project methodology (agile, waterfall…)? We thought the latter was rather related to the "working method". 2) With regard to "Appendix 1" it is required to describe "monitoring and reporting". What does this entail? Is it linked to website performance, downtime, traffic, .. (technical perspective – rather support and maintenance) or more towards monitoring the content of the website (under responsibility of the administrative assistant)? 3) Can we assume hosting is done internally at the EC? This might impact the support and maintenance offering.

4) With regard to "Appendix 1 – staffing table" it is not entirely clear to us how this should be completed. Is it the workload **during project "development**" mode only or not? For example: we don't expect (a lot of/any) workload for items such as monthly maintenance and the administrative assistant during development. These items are however important after project delivery. If this is the case: on what timeline should we made this average workload estimation? 5) Regarding the envelopes needed to submit the tender. Is it correct that you wish to receive two inner envelopes (1 with 3 copies of the financial part and 1 with 3 copies (1 original + 2 copies) of the quality part) and 1 outer envelope which contains the envelopes mentioned above?
Answer: 1) The description of the "methodology" chosen is closely linked to the overall approach to the project. Functional requirements are expected to be addressed under "working method and organisation of work". 2) "Monitoring and reporting" is understood as referring to the activity on the portal rather than the website performance in technical terms. 3) The hosting is performed by an external contractor under a dedicated framework contract. 4) Indeed the simulation mainly refers to the workload during the project development, the duration of which is to be determined by the tenderer but should not exceed 3 months. However, since maintenance and support clearly refer to the project once it is operational, tenderers are expected to provide input regarding this item on a one-month basis as outlined under the relevant point. 5) Yes, this is correct.

Question No 19, received on 29 January 2016:

Question: We are writing to you regarding the request for **Provision of computer-based communication services – Lot 1: Web services.** We would really appreciate if you could answer the questions below: • Our understanding is that CVs submitted are not binding and we do not have to submit a connection table. Could you please confirm our understanding is correct?
Answer: CVs are binding in the sense that they are taken into consideration to check the selection criteria. The economic operator which is awarded the contract has to fulfil these criteria throughout the duration of the contract. However, you do not have to submit a connection table.

Question No 20, received on 2 February 2016:

Question: We would really appreciate if you could answer the questions below: • Our understanding is that CVs submitted are not binding and we do not have to submit a connection table. Could you please confirm our understanding is correct? • Our understanding is that letter of intent of freelancers need to be submitted in the same envelope under section "identification of the tenderer" and not in a separate envelope. Could

you please confirm our understanding is correct?
Answer: 1) Please refer to Q&A No. 19 of 29 January 2016. 2) This is correct. In accordance with the invitation letter, the tenders must be placed inside two closed envelopes. The inner envelope must also contain two closed envelopes, one containing the technical tender and the other the financial tender. The letters of intent shall be in the envelope with the technical bid.

Question No 21, received on 3 February 2016:

Question: LOT 1 – In appendix 1 it states that the site is estimated at approximately 15 html pages per language. Do you mean 15 content pages or 15 "actual" pages (which is very small for a portal site). However if you mean content pages, it is very hard to estimate the workload for translation and administrative assistant. If you mean actual pages, this is extremely small for a portal site, but then we assume this restriction is only there to be able to compare the different suppliers better. Should our concept (mock up and design) then also be restricted to 15 actual pages?
Answer: The estimated volume of the portal, i.e. 15 html pages per language, refers to content pages. Please note that the actual simulation description text is the only deliverable with a fixed size, i.e. limited to maximum 5 A4 pages.

Question No 22, received on 8 February 2016:

Question: Is it possible to receive appendix 4 project/activity reference forms for lot 1 and lot 2 (P.A.R.F.) in a different and changeable format (word doc for example). We only have a pdf now.
Answer: The requested appendix is now available in Word format on the EESC procurement webpages.

____