

TO WHOM IT MAY CONCERN

Call for tenders n. LISA/2014/OP/01

Communications and events

Questions and answers series 1 (to questions received until 11.04.2014)

Question 1.1

Point 2.2 of the Tender Specifications refer to the places of delivery (Page 9). Are we correct in assuming that this does NOT refer to the place of performance of services? In other words, are we correct in assuming that services are performed on the premises of the contractor and that final products and deliverables are then delivered to the places mentioned under 2.2?

Answer 1.1

The place of performance depends on the nature of services. Under Lot 2 Events certain profiles might be performing services at the locations of events (e.g. conferences). Travel management is usually performed at the contractor's premises. Lot 1 is mainly performed at the contractor's premises but other locations are also possible.

Question 1.2

In Annex 1 for Lot 1, section 5, it mentions for task 1 the campaign on a new large scale IT system, which should be the subject of the integrated communication campaign. Can you confirm that by IT system is meant the Visa Information System (VIS)?

Answer 1.2

No, your understanding is not correct, VIS is an existing large scale system. Nevertheless the features of this or other existing similar systems can be taken into consideration.

Question 1.3

Lot 2, Annex 1, Section 6: In the financial offer for the case studies we understand that we do not have to integrate the reimbursable parts: transports and accommodations for the 100 participants. Can you please confirm?

Answer 1.3

Your understanding is not correct.
The financial offer should include both the fee for booking and the cost of travel and accommodation.

Question 1.4

In the price list for lot two the Agency states that “In the case of the travel expenses of the participants/guests attending an activity (meeting, conference, etc.), the contractor must, before the specific contract is signed, provide the Agency with a detailed estimate of travel expenses. The final billing will be done based on the price paid by the contractor (copy of invoice to be provided with the final report) **increased by a fixed amount by participant to cover administrative costs to be defined in the price list.**” We do not find any budget line referring to this fix amount in the price schedule. Can you please clarify? In case of clarification do we have to use this item in the when calculating the total amount of the case study?

Answer 1.4

For this please refer to Task 4 – Financial evaluation questionnaire (Annex 1 – LOT 2 Section 6). Regarding the booking fee, please refer also to answer 1.3.

Question 1.5

In the price list for Lot 2, the Agency states that “In order to avoid any conflict of interest, the provider of travel services has to legally and financially separate from the tenderer.” Can you please clarify your understanding of *independence*? Can the company providing travel services be part of consortium designed to answer this call for tender. If yes, can this company be a consortium partner and not a consortium leader. In case of subcontracting can the travel services be the subcontractor of another company that will be the main contractor of eu-LISA?

Answer 1.5

We confirm that this sentence shall be disregarded. Nevertheless the tenderer needs to ensure the competitive prices available on the market for the same quality services are proposed.

Question 1.6

Lot 2 Annex 1 Section 6: Are the formula of the Excel table provided for the evaluation of Lot 2 task 4 correct? The figures entered in the column “Booking by e-mail, telephone within 1 hour” does not seem to be taken into account in the calculation of the total value. What is the column “Number of assignments” made for (it does not help for to calculate the total value)? Does the table has to be used for Members of EU-Lisa Agency and not for participants to events of Task 1, 2 and 3? For tasks 1,2,3 do we have to use another budget line? If yes which one?

Answer 1.6

The table needs to be used by the tenderer, which is obliged to participate in all tasks under the same lot. Indeed the formula was not correct. Please find attached the updated table. For tasks 1, 2, 3 the tenderers are expected to give e detailed budget estimate (similar to the price list) to all case studies indicated under Section 5.1 to 5.3 in Annex 1 Lot 2.

Question 1.7

Lot 2 Could you please provide us the French version of the Annex 3 Guide to missions for officials and other servants of the European Commission?

Answer 1.7

Yes. Please find attached.

Question 1.8

Are you able to anticipate a volume of events per year which you are planning to organise under LOT2 of this new framework contract? Are events more likely to take place in Estonia than in other EU Member States?

Answer 1.8

At the moment we cannot anticipate the number of events. For the volume in budget for LOT 2 please refer to Section 2.3 of the Tender Specifications.

A number of recurrent events will mainly take place in Estonia (Management Board meetings, Advisory Board meetings). Nevertheless other events might take place in Tallinn (Estonia), Strasbourg (France), Brussels (Belgium) and any other place in Europe.

Question 1.9

We understand from your tender specifications that the financial evaluation of the tenders is not based on the price list.

Is our assumption correct that this financial evaluation is therefore performed on the basis of chapter 6.1 of the Financial Evaluation Questionnaire (meaning the detailed budgets for the three case studies) and on the basis of chapter 6.2 (that is the financial evaluation sheet for task 4)?

Answer 1.9

Your understanding is correct. The price list will be used for the contract implementation.

Question 1.10

Are you expecting the tenderers to include, in the detailed budgets for the three case studies, the travel and subsistence expenses (considered as reimbursed expenses as per article II.16 of the model Framework Contract) or will you consider that these reimbursed expenses are excluded from the financial evaluation?

Answer 1.10

See Answer 1.3 and 1.4.

Question 1.11

As you mention in your invitation to tender that we should submit two separate envelopes (one for the technical offer and one for the financial offer), where do you expect the tenderers to present the detailed budgets for the three case studies? Within the financial part of the offer along with the financial Excel documents filled in (price lists)? Or with the descriptive text for the three case studies in the technical part?

Answer 1.11

The tenderers shall separate the budget for the case studies from the case studies and submit together with the price lists. Please note that in the case studies (technical part) no financial volumes shall be indicated.

Question 1.12

Could you provide us with an estimation of the number of staff working in your offices in Tallinn? As well as an estimation of the number of staff working in your offices in Strasbourg? Could you also give us a rough estimation of the number of persons from your staff who shall regularly need travel management services?

Answer 1.12

At the moment 80 staff works in Strasbourg and 40 in Tallinn. This figure might change in the future.

Question 1.13

We took good note that your agency expects, as per the important remarks introducing the price list, that the provider of travel services be legally and financially separate from the tenderer.

Could you please advise your specific expectations in terms of collaboration of companies for such offer (see 2.6 in the tender specifications) with one of the companies being the travel agency? Since partners from a joint offer must assume several and joint liability towards eu-LISA, are you expecting that the provider of travel services should not be part of a joint offer, but rather be a “provider” or a “subcontractor” to the main tenderer?

Answer 1.13

This remark shall be disregarded. Please refer to Answer 1.5.

Question 1.14

As far as travel management is concerned, the tender specifications indicate that your contractor shall provide services outside normal working hours for emergency bookings. Could you estimate roughly how often you would need such emergency services in a one-year time frame?

Answer 1.14

We indicated in the financial questionnaire 20% for such cases. Please note that it is a rough estimate.

Question 1.15

Annex 1, standard submission form, Lot 1, section 4.1.3, page 4: We would like to know what is meant by ‘companies of the same group’. Does group refer to companies submitting a tender, or does it refer to ‘sister companies’ operating under the same parentage?

Answer 1.15

The expression refers to the tendering group.

Question 1.16

Tender Specifications page 9 and Annex 1, standard submission form, Lot 1, section 4.3, page 6: we would like to know if the 'Account Manager' described on page 9 of the tender specifications is meant to the same position as the Project Leaders mentioned on page 6 of Annex 1. If not are the testimonials/references only required for the Project Leaders?

Answer 1.16

The account manager is the main contact point between the Agency and the contractor, but not necessarily the project leader (although is not excluded that they are the same). The project leader is the one managing the different projects under the contract. For an account manager no CV, references and testimonials are required. English language knowledge is necessary just.

Question 1.17

Annex 1, standard submission form, Lot 1, section 5.4, page 10: we would like to know if the requested infographics are meant to be included on the layout of the factsheets, or are they separate deliverables?

Answer 1.17

In this case the infographics produced shall be included in the layout of the factsheet.

Question 1.18

In Section 3.3 of the Standard Submission form: The eu-LISA is expecting a statement of overall turnover from the tenderer concerning the services to be covered by the contract.

You also request that we distinguish between world-wide and European turnover.

Could you please specify if you consider the geographical split of our turnover as:

- option 1: turnover related to contracts with clients which are established in the EU versus clients established outside the EU
- option 2: turnover related to events organised within the EU versus events organised outside the EU

Answer 1.18

We expect the option 1 as statement of turnover.

Question 1.19

Lot 2, Annex 1, Section 6: Can we include in the price estimation the reimbursable costs linked to the overnight stay and the trips of the organisers of our company?

Answer 1.19

Yes. Organisers from tenderer can be included but other profiles (hostesses, musicians, photographers,) or service providers shall be taken on the place of event.

Question 1.20

Lot 2, Annex 1, Section 5: For purposes of calculating the budget of task 1, should we base our calculations for catering services (dinner on the eve of the conference, buffet on the day of the conference, coffee breaks) on 120 people (100 invited participants plus 20 staff members of eu-LISA)?

Answer 1.20

Yes, your understanding is correct. The total number of participants shall be 120.

Question 1.21

Lot 2, Annex 1, Section 5: For the number of conference kits to be produced, should we base ourselves on 120 (100 invited participants + 20 of the staff of eu-LISA) ?

Answer 1.21

The total number of participants to be considered shall be 120.

Question 1.22

Do the rules of the "Guide to Missions for Officials and other servants of the European Commission " (Appendix 3) and specifically the price ceilings for hotels apply for all participants and invited guests to events organised by eu-LISA (excluding agency staff)?

Answer 1.22

In theory no, nevertheless, the principles shall be followed unless it is duly justified.

Question 1.23

Lot 2, Annex 1, Section 5: Can you confirm that the documents of the conference kit (task 1) and the documents to be produced for the press kit (task 2) must be in one language only, i.e. English?

Answer 1.23

Yes we confirm.

Question 1.24

Lot 2, Annex 1, Section 6: In the tab of the price list entitled " Printed products and other items" can you confirm that the price "EUR / unit " to indicate to the 4 sections : " Reproduction of an A4 page , black and white " " Reproduction of an A4 page , black and white , on Both Sides ", "

Reproduction of an A4 page , color " and " Reproduction of an A4 page, colour , on both sides " are unit prices per page (EUR / page) ?

In the same section, the category " Fewer than 100 copies " is not indicated for " Reproduction of an A4 page , black and white " and "Reproduction of an A4 page , colour " when it is shown for the other two types of reproduction . Is it an oversight ?

Answer 1.24

For Lot 2, Annex 1, Section 6, please consider the price/Unit for the reproduction of one side documents for " Reproduction of an A4 page , black and white " and " Reproduction of an A4 page , color " and the reproduction of two side documents for " Reproduction of an A4 page , black and white , on Both Sides " and " Reproduction of an A4 page, colour , on both sides ".

Please also include the category " Fewer than 100 copies " for all parts of this section.

Question 1.25

Lot 2, Annex 1, Section 6: In the tab in the price list entitled "Delivering and dispatching ", can you confirm that the prices "EUR / unit " to be shown for two topics: " Sending of envelopes or parcels by national express mail ' -' and 1 kg above "and" Sending of envelopes or parcels by normal national Mail "- 1kg and above " are indeed unit prices per kg (EUR / kg) ?

Answer 25

Your understanding is correct. In the abovementioned sections the prices for the category “1 Kg and above” shall refer to unit prices per kg (EUR/Kg).

Question 1.26

In Section 5.2 of the Standard Submission form for LOT 2

You are expecting the contractor to “identify and rent a separate venue for the press briefing, to be carried out in parallel of the conference”. This venue for the press briefing should be “at a walking distance from the main conference room”.

Could you please specify if we should understand that this venue for the press briefing is:

- option 1: whether located in the same building than the main conference room, but simply a different room from this main conference room?
- option 2: or located in another building in Strasbourg (not only being a different room but a different venue altogether), meaning that the journalists will go outside the first venue, walk on the streets and then enter the second venue in a different building?

Answer 1.26

For the purpose of this case study, option 2 should be considered.

Question 1.27

Tender specifications, section 3.4, Lot 1, Task 5, page 16: The technical evaluation awards 30 points for the relevance of choice of social media channels. However, in Annex 1, standard

submission form, Lot 1, section 5.5, page 10, it is already specified that the social media campaign will be on Facebook and Twitter. Should tenderers propose additional social media channels, or will the evaluation only focus on Twitter and Facebook?

Answer 1.27

For Lot 1, Task 5, Facebook and Twitter shall be included but the tenderer shall also consider other social media channels relevant to the target audience and objectives of the campaign proposed.

The tenderers will be evaluated for the relevance of their proposals.
