



## **TO WHOM IT MAY CONCERN**

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

#### **Communication and events**

#### **Questions and answers series 2 (to questions received until 29.04.2014)**

##### **Question 2.1**

Lot 2: We have carefully read the important remarks to the price list. One line states that “unless otherwise stated, all prices must include delivery of the product to the Agency headquarters in Tallinn.

Do you confirm that all products for the sheet entitled “Printed products and Items” should not include delivery to Tallinn?

Indeed these products will be delivered to the venue of an event, anywhere in Tallinn, in Estonia, or in Europe, and not necessarily to your headquarters in Tallinn. Moreover, the prices for delivery as expressed per kilo in the sheet entitled “Delivering and dispatching” are more consistent with market prices rather than expressing this prices per unit of programme, notepad, badge, etc. or per unit of goodies produced.

##### **Answer 2.1**

Your understanding is correct, delivery is not necessarily to Tallinn. The prices for the sheet entitled “Printed products and other Items” should exclude the delivery. The costs of delivery shall be defined in the sheet “Delivering and dispatching”. Please find attached the updated price list.

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##### **Question 2.2**

Lot 2: Could you please explain the sentence “Indicate the price uplift that will be charged” and instruct to tenderers the format which we must use to do so, without modifying the price list? Could you define what “price uplift” means and specify if you expect these uplifts for each service/product indicated in the sheet entitled “conference room and services”?

##### **Answer 2.2**

The price uplift means the administrative fee charged by the tenderer.

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##### **Question 2.3**

Lot 2: Your price list has combined the service of “audio recording” and “video recording” under the same budget line while these two services are very different in terms of needed technical equipment to perform them, having an impact on the price itself.

Would you find it consistent to divide this budget line into two different budget lines, one for Audio Recording of sessions for subsequent transcription and one for Video Recording of sessions for subsequent transcription? As a second option, and if the recording is solely aimed at providing transcription services, may we also suggest that you choose either audio or video technologies to define this service and its associated budget line?

Answer 2.3

Your point is correct. Please divide the budget into two budget lines one for Audio Recording of sessions for subsequent transcription and one for Video Recording of sessions for subsequent transcription.

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Question 2.4

Lot 2: The sheet entitled “staff” does not mention the category of “hostesses”. Would you consider adding this category to the budget?

Or would you want tenderers to add it to the sheet entitled “Items added by the tenderer”?

Answer 2.4

Yes, please consider it under the Staff (as in the attached updated price list).

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Question 2.5

Could you clarify the extent of the services called “national transport of heavy parcels”? Is this related to the country of your headquarters or to the country of residence of the tenderer for example?

Answer 2.5

It means from the tenderer’s perspective.

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Question 2.6

In the Q&A1.3 the Agency indicates that the costs linked to the travels (train or flight tickets) as well as the management costs linked to these need to be integrated into the financial offer.

Here we understand that these prices are indicative and will not be taken into account to calculate the financial offer in the framework of the granting of the contract. In fact the Agency indicates clearly in sections 5 and 6 of the *Standard submission form* that the budget of the simulation needs to be aligned with the prices proposed in the table of prices and that the prices of travels are estimations (and not real prices). The fact that the prices of travels and hotels are reimbursable means they cannot be integrated into the table of prices on which the financial offers are based that the Agency has to evaluate. Please clarify.

Answer 2.6

The financial offer of the tenderer needs to include both the fee for booking and the actual cost. The actual travel costs need to be real prices based on the information provided for LOT 2 – Task 1. They will be taken into account by the contracting authority while granting the contract. Nevertheless only the booking fee stated in LOT 2 - Task 4 Financial Evaluation sheet (Annex 1 - Section 6) will be obligatory for the implementation of the contract.

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#### Question 2.7

Lot 2: In order to calculate the costs of reservation for Task 1 we understand that the Agency asks us to use elements of the table of prices of Task 4 (see question and answer 1.4) for the 100 participants (invitees). Is our interpretation correct? Do we have to understand this as meaning that the participants of all of the events of the Agency need to take the initiative themselves to ask for a ticket (either by telephone or by e-mail)?

We would also like to understand why in Task 4 (see page 12 of the *Standard simulation form*) the Agency states that Task 4 only applies to staff of the Agency (and not to the other participants). Can you clarify this?

If Task 4 is only applicable to personnel of the Agency, which budget line will we need to use in order to comply with the following:

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?**

#### Answer 2.7

Yes, your understanding is correct. You need to use elements of the table of prices of Task 4 for the 100 participants (invitees). However it will be responsibility of the tenderer to take initiative and contact the participants to propose solutions for the travel and accommodation.

Task 4 is for the staff and the rules are governed by the Commission's mission Guide (Annex 3). Nevertheless the price indicated by the tenderers and the main principles are also applicable also for other participants for the purpose of this simulation (LOT2 – Task 1). Nevertheless for the real implementation of the contract, the rules of the Mission Guide and requirements stated in Task 4 shall apply also when the Contractor books the travel and accommodation for the participants.

As stated in Answer 2.6, the final billing shall include both the fee for booking and the actual cost.

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#### Question 2.8

Lot 2: If elements from the table of Task 4 have to be used to calculate the total price of Task 1 (travel of the 100 participants) and so that the Agency can evaluate the contributions on an equal basis, could you indicate to us the exact number of flight tickets, train tickets, car reservations, boat tickets, low cost flight tickets, modifications or annulations etc. that will have to be managed? We would also like to know the number of tickets that will have to be reserved within 4 hours (or, in case of email, within 1 hour) and how many will need to be reserved via telephone?

#### Answer 2.8

As stated in Answer 2.7 it will be responsibility of the tenderer to take initiative and contact the participants to propose solutions for the travel and accommodation. In case several travelling options are available the tenderer shall choose the most convenient, direct and the most cost friendly solution.

The tenderer should calculate the booking fee in line with category “booking by email, telephone within four hours” as indicate din Task 4 – Financial Evaluation sheet.

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Question 2.9

Lot 2: How many points are given for the following: “Are you willing to provide access to the Agency to your booking systems?”

Answer 2.9

No points are given to that question.

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Question 2.10

You mentioned in Q&A 1, Answer that *“Organisers from tenderer can be included but other profiles ( hostesses, musician, photographers, ...) or services providers shall be taken on the place of event. “*

Do you mean that:

- a) The other profiles ( hostesses, musician, photographers, ...) or services providers, MUST reside in the place of event
- b) That no travel and allowance must be considered for other profiles ( hostesses, musician, photographers, ...) or services providers

Answer 2.10

We mean point b.

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Question 2.11

Standard submission form, section 6, Lot 1, page 11 : the special budgetary restrictions do not mention anything about Task 5. Should tenderers base their price offer for Task 5 on 5 texts and 1 graphic in all the EU languages? Or do you intend to provide additional specifications in order to have an easy- to- compare price offer for Task 5. If yes, could you please be kind enough to provide with these specifications?

Answer 2.11

For the purpose of this exercise, the Social Media campaign will be only run in English.

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Question 2.12

Standard submission form, section 5, Lot 1, page 9-10: the description of the case studies 2, 3 and 4 underlines that tenderers are obliged to include the official logo of the Agency in the deliverables. Would it be possible provide a high-quality version of the logo?

Answer 2.12

You can find the requested files attached.

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Question 2.13

Lot 1:

Do you confirm that all products in the price list for LOT 1 shall include delivery to Tallinn unless otherwise stated?

Answer 2.13

No. The prices for delivery should be stated separately and included in the sheet “Delivering and dispatching”. Please find attached the updated price list.

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Question 2.14

Lot 2: As this framework contract not only intend to cover for the organisation of events but also for the organisation of travels for your staff, could you please specify the nature and extent in time of specific contracts for the organisation of travels of your staff? Are you intending on signing order forms for each travel arrangement of your staff? Or would these order forms cover for monthly organisation of travel and accommodation of your staff? In other words, with which frequency will your contractor be able to send invoices for reimbursement of travel expenses and accommodation expenses prepaid for your staff on mission?

Answer 2.14

We intend to sign order for a period of 1 year, while the invoicing (together with a report on the consumption) will be on a monthly basis.

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Question 2.15

Lot 2: Could you please clarify your expectations in terms of access to the booking systems of the travel agency, as mentioned on page 10 of the tender specifications, which we copy below:

“If possible, the future contractor shall allow eu-LISA’s staff member in charge of mission management to have access to the booking systems such as for example the computer reservations systems to be able to access online available accessible travel routes, date ranges, fare classes, fare amounts, fare discounts, one way/ return fares, etc.”

Are you expecting all bookings to be performed through a travel consultant located in the premises of the travel agency (this is called offline booking)?

Or are you expecting to be able to use an online reservation system designed and implemented for specific use of all staff members at eu-LISA? In such case, your staff would become autonomous in making reservations and booking their own tickets, while the travel agency would

only have to edit the tickets and send your staff electronic versions (this is called online booking).

While your price list is conceived on the basis of “offline booking” (with the involvement of a travel consultant from a travel agency), your request copy-pasted above seems to demonstrate an expectation from eu-LISA of an “online booking” process. If you are expecting an online booking process, please note that your price list does not include such option.

We would welcome any clarification.

Answer 2.15

We would like to have what you call offline booking with the possibility for our mission coordinator to check prices and make simple bookings from time to time. In case the future contractor provides this online booking option, the prices will be based on the current price list.

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