

## Call for tenders' details

Title: Provision of Management Consultancy Services for the EUAA

Start date: 16/03/2023

Time limit for receipt of tenders: 20/04/2023

Contracting authority: European Union Agency for Asylum (EUAA)

Status: Closed

## Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	20/03/2023 13:22	20/03/2023 15:54	Criterion T1 Minimum level of capacity At least 3 similar (in scope and complexity) contracts completed in the last three years [...] must overall cover all the five domains listed in section 4 of the Tender specifications Part 2.	Is it a correct interpretation that the 3 contracts must together cover all the five domains listed in section 4, i.e. each separate contract must not?	<b>20/03/2023</b> Yes, the contracts meeting the minimum level of capacity must overall cover all the five domains listed in section 4 of the Tender specifications Part 2. Please read carefully the requirements of the Tender specifications Part 1: Administrative Specifications, section 3.2.3 Technical and professional capacity.
2	21/03/2023 13:50	22/03/2023 17:29	Extension of Deadline	Dear, due to the Easter Public Holidays and overall the usual holiday period taken by employees during this time, may we kindly ask for an extension of the deadline? Thanking you in advance and kind regards	<b>22/03/2023</b> An extension is being processed and should be published in the next days. Please check regularly eTendering to see the details of the extension.

**Call for tenders questions summary**

#	Submission date	Publication date	Question subject	Question	Answer
3	23/03/2023 12:06	24/03/2023 08:25	Evaluation grid	Dear Sir, Madam, The evaluation grid included on page 22 of the Tender specifications - Part 2 does not match the evaluation grid of Part 1 and Annex 2. Can the Contracting Authority confirm the one that should be taken into consideration? Thank you	<b>24/03/2023</b> The award criteria indicated on page 22 of the Tender specifications - Part 2 apply to the implementation phase of the Framework contract (i.e., at specific tendering stage), Ordering process – Fixed prices in Reopening of the competition. The award criteria indicated in the Tender specifications - Part 1 and in the SSF8 apply to the evaluation and award of the Framework contract. Please read carefully section 3.4 Award criteria of the Tender specifications Part 1: Administrative Specifications.
4	24/03/2023 13:50	30/03/2023 09:54	Master's degree	Can the Contracting Authority confirm whether a Master's degree would meet the requirement of a technical certification? Thank you	<b>30/03/2023</b> A Master's degree could meet the requirement of a technical certification if the course of studies included technical subjects of relevance to the scope of the tender. However, the technical component of the Master's degree should be identified clearly in the CV, particularly for those profiles where technical certification is a minimum requirement.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
5	24/03/2023 14:46	30/03/2023 09:56	Technical Certificates	In relation to Criterion T2, we understand that several profiles required (specifically Managing Consultant / Manager, Senior Manager, and Partner / Managing Director) ask for 'Technical Certification' as a minimum requirement. We note that there is no a legal or professional requirement for technical certification to perform work under several of the sub-domains (e.g. communication strategy, human capital management, human resource planning, performance improvement, etc.). To this end, would it be acceptable if profiles with experience in these sub-domains do not possess technical certification?	<b>30/03/2023</b> The technical certification requested as a minimum requirement is not restricted to the examples listed under criterion T2. Nevertheless, most of the listed examples broadly relate to standard project/change management certification that is not specific to each sub-domain listed in section 4 of the Technical Specifications, Part 2. Tenderers are not required to demonstrate certification for each sub-domain but are expected to demonstrate that the proposed profiles have the required technical certification covering overall all the 5 domains.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
6	27/03/2023 08:12	30/03/2023 09:57	Maximum number of contracts	Is there a maximum number of contracts which can be submitted in order to meet criterion T1? Could you kindly confirm that, besides having to meet the minimum thresholds in terms of number (3) and value (€40.000 and €150.000), the number and value of contracts presented will not affect the overall evaluation of the tender?	<b>30/03/2023</b> No, there is no maximum number of contracts meeting the stipulated minimum level of capacity. The contracts meeting the minimum level of capacity must overall cover all the five domains listed in section 4 of the Tender specifications Part 2. This means that besides 1 contract with a minimum value of € 150,000.00 and 2 contracts with a minimum value of € 40,000.00, the remaining contracts necessary to cover all the five domains can have different values (these remaining contracts shall meet the stipulated minimum level of capacity, too).

**Call for tenders questions summary**

#	Submission date	Publication date	Question subject	Question	Answer
7	27/03/2023 08:14	30/03/2023 10:00	Technical certification	Under criterion T2, for all profiles is requested an education level equivalent to bachelor's, and for all profiles but Analyst is requested a "Technical certification: certificate or equivalent". On such basis, could you please clarify whether Master's degrees - and especially highly technical, multi-annual Master's degrees relevant for the scope of the Framework Contract (e.g., in Accounting, Business Administration, Business Process Management, Audit and Control) would be considered to meet such criterion, as they could provide an even higher level of qualification than technical certifications?	<b>30/03/2023</b> Please refer to reply to question Question4

**Call for tenders questions summary**

#	Submission date	Publication date	Question subject	Question	Answer
8	27/03/2023 08:15	30/03/2023 10:02	Requested experience	Under criterion T2, for all profiles but Analyst is requested 1 or more years "of consulting experience with a European Union institution or body or an international or public organisation" 1. Could you please kindly specify which kind of institutions are included in this categorisation? In particular, are national and/or local public organisations and bodies part of this list, or the criteria is limited to international and supranational bodies? 2. Could you please kindly indicate whether experiences other than consulting -such as for instance direct employment, or paid traineeships- will be considered to meet such criteria, or it refers to consulting only?	<b>30/03/2023</b> 1. The criterion states 'European Union institution or body or an international or public organisation'. This includes EU institutions, EU agencies and joint undertakings and other EU bodies, international (supranational) organisations, and public sector organisations (at national, regional or local level). 2. Only consulting experience can be taken into account in order to meet this criterion.
9	27/03/2023 08:13	30/03/2023 10:04	Proof of capacity	Could you please confirm that no other specific proof of capacity to provide services in areas where the EUAA has offices and/or conducts operations is requested than the unit rates to be presented in the SSF7? E.g., that no evaluation will be done on the basis of the countries covered by the Contracts and by the CVs presented to meet criteria T1 and T2 respectively	<b>30/03/2023</b> Neither the geographical implementation of the reference contracts (criterion T1) nor the geographical distributions of the submitted CVs (criterion T2) are part of the selection criteria.

**Call for tenders questions summary**

#	Submission date	Publication date	Question subject	Question	Answer
10	27/03/2023 08:13	30/03/2023 10:06	CVs	Could you please confirm that tenderers must provide no more than thirteen (13) CVs split between the indicated profiles i.e., no backup profiles would be accepted?	<b>30/03/2023</b> Please submit 13 CVs in total as required in the Tender specifications Part 1 Administrative specifications. .
11	28/03/2023 14:53	30/03/2023 10:09	Requirement Experts	Dear Sir / Madame, We noticed that for the position of Consultant, Senior Consultant, Manager, Senior Manager and Partner, one of the minimum requirement is "Technical certification: certificate or equivalent (e.g., PMP, MSP, Prince 2, change management, Lean six sigma, CMC, ISO, BPM)". Please confirm that, in case of absence of formal certificates, such certificates can be replaced by professional experience and in case, how many years of experience are required. Regards,	<b>30/03/2023</b> The technical certification required under selection criterion T2 cannot be replaced by professional experience . For additional details please refer to Question4 Question5

**Call for tenders questions summary**

#	Submission date	Publication date	Question subject	Question	Answer
12	29/03/2023 09:56	30/03/2023 10:10	CVs	Is it allowed to use one consultant for more than one profile ?	<p><b>30/03/2023</b>            In total 13 different CVs are required as evidence for selection criteria T2 . Out of these 13 CVs, it is possible that some of them cover more than one profile, as long as all the relevant provisions of the Tender Specifications Part 1 (for instance: the 13 CVs must overall cover all the 5 domains listed in section 4 of the tender specifications Part 2; from the CV it must be evident which domains are referred to; each specific CV must cover the minimum requirements stipulated under the Criterion T2 for each of the respective profiles) are fulfilled. In addition, the requirement for the number of CVs for each of the respective 6 profiles (Two (2) CVs for Analyst; Four (4) CVs for Consultant; Three (3) CVs for Senior Consultant; ...and so on) must be respected. Please note that the CVs shall indicate clearly both to which profile(s) as well as domain(s) they refer to.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
13	29/03/2023 16:29	30/03/2023 10:11	FP and T&M	Can you please tell us the proportion between Fixed Price and Time and Means in the contract?	<b>30/03/2023</b> mechanisms described in section 5 of the Tender specifications Part 2 will largely depend on business needs and internal EUAA decisions, therefore a precise ratio between fixed price and T&M approach cannot be foreseen at present.
14	30/03/2023 10:04	30/03/2023 14:28	Places of performance	We have seen inconsistencies between the price file (EN-SSF7) and the list of places of performance in the Tender (NUTS code) (e.g. Austria is in the price file but not in the list, and Iceland is in the list but not in the price file). In order to provide you with the most competitive and appropriate financial offer, could you please provide us with an exhaustive list of cities where services are likely to be required?	<b>30/03/2023</b> The services will be performed mainly at the contractor's premises. Only if requested by the EUAA, services may also be performed in Malta, or other locations where the EUAA has offices/conducts operations as per EU Member States indicated in the SSF7. As indicated in Section 6 of the Tender specifications Part 2, in case the services are required in a third country not listed in the SSF7, the daily rates of the geographically closest EU Member State, measured as a straight line distance between the capital cities of the countries concerned, shall be taken into account. A corrigendum is under publication to correct the typo in the NUTS codes.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
15	30/03/2023 17:56	31/03/2023 15:50	Technical tender own template	<p>Dear Sir, / Madam, Is it possible using our own template, instead of SFF 8, if we meet the requirements described in the tender specifications?</p> <p>“Each award criterion should be described in a maximum of 5 A4 pages of text including tables, but excluding figures (for example charts, pictures etc.). Formatting should be single spaces, Calibri Font size 11 / Arial font size 10 / Times New Roman font size 11”. Thank you in advance</p>	<p><b>31/03/2023</b> Yes this is acceptable, under the condition that all the provisions of the procurement documents are respected. Among others, this requires, if you use your own template instead of SSF8, that the technical tender is prepared in such a way that allows for evaluation in accordance with the procurement documents. For instance, each quality award criterion stipulated in the Section 3.4.1 of the Tender Specifications Part 1 should be clearly addressed and identifiable with regards to the other award criteria.</p>

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
16	31/03/2023 05:07	31/03/2023 15:51	3.2.2	<p>With regards to the evidence to be submitted for the economic and financial capacity as per section 3.2.2, since our firm is legally established as a civil partnership, in line with national law we are not mandated to publish annual profit and loss accounts or submit such to our bank. Would the following suffice: A signed declaration from the firm's Senior Partner, confirming that as indicated in the company's previous annual reports (available online, to be linked in the declaration) and also submitted to the national accountancy board, the firm's average yearly turnover of the last three financial years is above EUR 500,000.00. Figures on turnover per year for the years 2020, 2021, and 2022 will be provided in the declaration.</p>	<p><b>31/03/2023</b> As indicated in Section 3.2.2 of the Tender specifications Part 1 in case of unavailability of the profit and loss accounts for the last three years for which accounts have been closed please submit appropriate statements from banks.</p>

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
17	31/03/2023 16:16	03/04/2023 13:18	Average duration of services and number of services per year	Dear Sir / Madam, Would it be possible to have an estimation of: 1) the average duration of the services within the FwC, and 2) number of services per year? Thank you inn advance.	<b>03/04/2023</b> Given the wider scope of the new FWC in respect to the current one, it is not possible to provide a reliable estimate of the duration of services. The services could last for a few months up to one year and over depending on the complexity. The number of services per year could range between five and 12 although the precise number will depend on the Agency's emerging needs and external (unforeseen) factors.

**Call for tenders questions summary**

#	Submission date	Publication date	Question subject	Question	Answer
18	03/04/2023 12:25	03/04/2023 14:38	Reimbursement of expenses	Dear Sir / Madam, In the draft of the FwC, it is stated that "Reimbursement of expenses is not applicable to this FWC" (I.5.3). However in II.22, that travel and subsistence expenses may be reimbursed in special conditions, what would be these special conditions? Thank you in advance.	<b>03/04/2023</b> The draft Framework contract published is divided into 2 parts: Part I "Special conditions" (see title on page 3) and Part II "General conditions for the Framework contract for services" (see title page 17). As indicated in Article I.1. ORDER OF PRIORITY OF PROVISIONS: If there is any conflict between different provisions in this FWC, the following rules must be applied: (a) The provisions set out in the special conditions take precedence over those in the other parts of the FWC. [...] Therefore the special condition stipulating that "Reimbursement of expenses is not applicable to this FWC" (I.5.3). prevails over the general condition. As a consequence "reimbursement of expenses" is not applicable to this FWC.
19	03/04/2023 18:04	04/04/2023 15:35	Answer to technical question 1 :	Could you define the word 'delivery of a Service' ? Could you confirm if it's the execution of a specific contract or the methodology used to prepare the proposal to answer to a request or it's the methodology to deliver the framework contract ?	<b>04/04/2023</b> Delivery of the service refers indeed to the implementation of the services as indicated in the specific contract.

**Call for tenders questions summary**

#	Submission date	Publication date	Question subject	Question	Answer
20	04/04/2023 07:51	04/04/2023 15:39	3.2.3. Technical and professional capacity - Criterion T1	Dear Sir/Madam, With regards to Criterion T1 under Section 3.2.3 'Technical and professional Capacity' , would you kindly confirm that an e-mail confirmation would suffice as a "statement of satisfactory execution issued by the clients"? Thanks in advance.	<b>04/04/2023</b> Statement of satisfactory execution are references letters issued by the clients, no specific format is required, however, the statements of satisfactory execution shall be issued by the clients and shall clearly state which contract they refer to, total duration, and total amount/ payments.
21	04/04/2023 17:46	05/04/2023 14:10	International (supranational) organisations	Dear Sir / Madam, Regarding the requested experience for the proposed CVs, could you please confirm if a private multinational company can be considered as an “international (supranational) organisation”? Thank you in advance.	<b>05/04/2023</b> A private multinational company cannot be considered an international (supranational) organization. Please also refer to answer Question8

**Call for tenders questions summary**

#	Submission date	Publication date	Question subject	Question	Answer
22	07/04/2023 10:16	07/04/2023 14:19	Section: SFF8 – technical tender – Description of services – criterion 2	When does the period start of "a awarded a specific service" ? Could you please confirm: If it's the delivery of a specific contract signed after the proposal for a request, or if it's after signature of the framework contract ? Thank you	<b>07/04/2023</b> Award criterion 2 reads: Please describe the project implementation methodology you would use once awarded a specific contract, in order to deliver the agreed service. The specific contract is awarded following the successful evaluation of the contractor specific offer to a specific request for services on the basis of the modalities (cascade or reopening) and related process specified in Section 6. Ordering process – Order forms/Specific contracts of the Tender specifications Part 2: Technical Specifications.

**Call for tenders questions summary**

#	Submission date	Publication date	Question subject	Question	Answer
23	12/04/2023 14:55	13/04/2023 12:21	3.2.3 Technical and professional capacity” of the Tender Specifications – Part 1	Dear Sir/Madam, with reference to section “3.2.3 Technical and professional capacity” of the Tender Specifications – Part 1, to comply with Criterion T1, each contract reference must be accompanied by statements of satisfactory execution issued by the clients. Some of our clients might not be in the position to provide us with such statements by the date of submission of the offer. In this case, could you please confirm that we can comply to Criterion T1 by submitting excerpts of contracts with proofs of payment or similar documentation? Many thanks and best regards	<b>13/04/2023</b> No, this is not acceptable.. Statements of satisfactory execution issued by the clients are required. Please see also answer to question and answer Question20
24	12/04/2023 14:56	13/04/2023 12:22	3.2.1 Legal and regulatory capacity	Please indicate in which section of the portal the evidence of legal capacity should be uploaded. Thanks in advance, best regards.	<b>13/04/2023</b> As indicated in Annex 1, there are no specific requirements/instruction on where the evidence should be uploaded. We would, however, advise to upload the related evidence with the concerned entity under 'Parties' 'Identification of the participant' 'Attachments' 'Legal and regulatory capacity'.



Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
25	13/04/2023 17:38	14/04/2023 16:45	Criterion T2	Regarding criterion T2, could you kindly confirm whether i) To be accounted for/To qualify for the threshold of years of consulting/business experience, the experience in scope must be of paid labour i.e., regardless of the contractual arrangement (e.g., internships/traineeships, self-employment, freelancing, etc.), as long as it is remunerated? ii) To be accounted for/To qualify for the threshold of years of consulting/business experience, the experience in scope can partially overlap the years of studying? iii) There is any difference in how part-time and full time jobs are assessed / are accounted to qualify for the threshold of years of consulting/business experience?"	<b>14/04/2023</b> Yes (i) consulting/analysis/business experience shall be remunerated regardless of the type of contractual arrangement, and (ii) can overlap with studies. Nevertheless, the role shall be clearly indicated in the submitted CV. Please note that the indicated roles should be of an adequate level; for example, a traineeship in a very junior position should not be counted as consultant experience. In case of overlapping, the same period cannot be counted twice. (iii) In case of part time engagement the percentage (e.g. 50%, 60%) shall be clearly indicated in the submitted CV in order to enable EUAA to calculate the respective experience.

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