

Call for tenders' details

Title: Administration and provision of temporary staff for the EIB Group within a managed service programme (MSP).

Start date: 22/11/2016

Time limit for receipt of tenders: 29/12/2016

Contracting authority: European Investment Bank (EIB)

Status: Closed

Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	01/12/2016 12:51	06/12/2016 11:41	Questions regarding MSP bid for EIB Group	1) Could you confirm a breakdown of where EO placements have been made since 2013 by location please?	06/12/2016 EU: Vienna, Brussels, Zagreb, Prague, Helsinki, Paris, Athens, Amsterdam, Warsaw, Livbon, Bucharest, Bratislava, Stockholm, London Non-EU: Sydney, Beijing, Santo Domingo, Cairo, Tbilisi, Chisinau, Rabat, Moscow, Dakar, Tunis, Washington
2	01/12/2016 12:51	06/12/2016 11:45	Questions regarding MSP bid for EIB Group	2) Is the expectation that chosen framework suppliers have the ability to payroll locally for EO locations where placements are made?	06/12/2016 In case of EO suppliers (agencies) and framework No

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3	01/12/2016 12:51	06/12/2016 11:46	Questions regarding MSP bid for EIB Group	3) Can you confirm if the budgeted spend is for a 3 year or 5 year period please?	06/12/2016 As mentioned in the ToR, section 4. Budget: The budgeted spend is for the 5 year period
4	01/12/2016 12:51	06/12/2016 11:46	Questions regarding MSP bid for EIB Group	4) Is the budgeted spend for Lot 1 relating budget set aside for MSP service provider fee (inclusive of any VMS costs?) Is it anticipated that this budget also includes all implementation costs (i.e. lump-sum fee requested)?	06/12/2016 Yes. The budgeted amount for Lot 1 includes the MSP Service fee and all VMS costs. Yes
5	01/12/2016 12:51	06/12/2016 11:47	Questions regarding MSP bid for EIB Group	5) How many suppliers do EIB / EIF currently use?	06/12/2016 3
6	01/12/2016 12:51	06/12/2016 11:48	Questions regarding MSP bid for EIB Group	6) Can you confirm what support is required during 'post go-live' period please? Does this relate to implementation support?	06/12/2016 In case of a technical or procedural problem that has not been foreseen/tested/experienced during the implementation period.

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7	01/12/2016 12:51	06/12/2016 14:23	Questions regarding MSP bid for EIB Group	7) How is candidate screening / referencing currently managed? Will this be in scope for the chosen framework suppliers?	<p>06/12/2016</p> <p>A: For provision of temporary staff in Luxembourg, screening is currently managed in-house. HR Account Manager (HR) does 1st pre-selection and sends the CVs to the “business”, the Assignment Account Manager, who decides with the hiring manager which candidates are to be invited for an interview. HR then coordinates the interviews with the Agencies. The candidates are interviewed by the hiring manager, its team and the Assignment Account manager who then informs HR on the outcome of the interviews.</p> <p>B: As described in the ToR, Lot I, section 2.4 1.2: For provision of temporary staff in Luxembourg, the suppliers selected under Lots II and III will send applications (CVs) which will be preselected by the supplier selected under Lot I.</p>

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8	01/12/2016 12:51	06/12/2016 14:24	Questions regarding MSP bid for EIB Group	8) Is EIB's preference for a vendor neutral solution (i.e. all vacancies distributed simultaneously to framework suppliers in each Lot)? Kind Regards	06/12/2016 YES, as described in TOR Lot I, section 2.4.1.1
9	01/12/2016 12:51	06/12/2016 14:27	Questions (continued)	9) Does EIB have facilities / space to accommodate onsite MSP team presence for Lot 1?	06/12/2016 yes
10	01/12/2016 12:51	06/12/2016 14:28	Questions (continued)	10) What level of support / mandate is there from the EIB organisation to support this MSP construct?	06/12/2016 There is a person in charge of interim staff who will deal with all temp staff related issues together with the selected MSP Account Manager; and a contact person on the IT side. On the business side all potential VMS users will be informed and trained.
11	01/12/2016 12:51	06/12/2016 14:30	Questions (continued)	11) 5.3.1 - Economic & Financial Capacity Criteria - is this for the entity tendering or the whole Group?	06/12/2016 It is the tendering entity, in case of consortium or sub-contracting please refer to TOR Lot I, section 5.1

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12	01/12/2016 12:51	06/12/2016 14:31	Questions (continued)	12) Response format - should this be in a Word format of the bidder's choice so long as it covers all points in the Terms of Reference documents on pages 34 and 35?	06/12/2016 Page 36 ToR Lot I Section 6 Content of the tender for Lot 1 reads: A technical offer document (max 30 DIN A4 pages) addressing the technical evaluation criteria described in section 5.4, including: - a note to evaluate the quality of the service proposed and temporary staffing concept/model under sub-criterion n°1, - a note to evaluate the type and technical quality of the VMS proposed under sub-criterion n°2,
13	01/12/2016 12:51	06/12/2016 14:31	Questions (continued)	13) References - Can the 3 MSP references provided be from outside of Luxembourg?	06/12/2016 Yes, provided that for the implementation of local MSP the countries have similar labour legislation. Please refer to section 5.3.2 B of selection criteria.
14	01/12/2016 12:51	06/12/2016 14:32	Questions (continued)	14) At what point would EIB want the chosen account manager available? Would you want to be involved in screening / vetting the chosen candidate?	06/12/2016 The chosen MSP Account Manager shall be available at the signature of the Framework Agreement and shall meet the requirements detailed in TOR Lot I section 2.1 B: It is not foreseen in the TOR.

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15	01/12/2016 12:51	06/12/2016 14:33	Questions (continued)	15) Are comments permitted on the framework agreement? If so, how would you like these to be provided (full mark-up, general comments?)	06/12/2016 The framework agreement should be initialed – No comments permitted
16	01/12/2016 12:51	06/12/2016 14:34	Questions (continued)	16) Please confirm that only hard copies are required, and no soft (electronic) copies? Kind Regards	06/12/2016 Please read and refer to paragraph 17 of our General Administrative and submission clauses: “tenders must be drawn up on paper as well as an electronic version clearly marked with the name of the tenderer and the ref.number...”
17	06/12/2016 14:40	13/12/2016 11:36	Lot III: Temporary Professional/ Executive Staff	What is the average duration for the temporary contracts for the Lot III profiles?	13/12/2016 Temporary executive staff category currently does not exist. It is expected that the duration of the contracts will be based on EIB/EIF needs and according to the local legislation will not exceed 1 year.
18	06/12/2016 15:06	13/12/2016 11:37	Terms of reference page 58 (Lot III): Technical evaluation criteria	If needed, in case of the relocation service, can we consider not to include it in the multiplier?	13/12/2016 Yes. Relocation services, if and when required, will be charged separately.

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#	Submission date	Publication date	Question subject	Question	Answer
19	07/12/2016 15:01	13/12/2016 11:38	Questions	<p>Annex 2 – Declaration on Honour on Exclusion and Selection Criteria, section VII – Selection Criteria – (5)(b), mentions: 'It fulfills the applicable technical and professional criteria indicated in Section 10 of the Terms of Reference.'</p> <p>Could you please indicate the correct reference, as the Table of Content of the Terms of Reference does not include a section 10?</p>	<p>13/12/2016 Section 5 for Lot I, section 4 for Lots II and III</p>

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#	Submission date	Publication date	Question subject	Question	Answer
20	07/12/2016 15:06	13/12/2016 11:40	Questions	Referencing section 5.3.1 Economic and financial capacity criteria for Lot 1, p. 31 of the Terms of Reference, could you please confirm that the EIB Group would accept a statement of honour that the annual MSP services turnover amounts to more than EURO 450,000 for the last 3 financial years (2013, 2014, 2015) (seen that there is a minimum threshold of EURO 1,500,00 annual turnover and thereof 30%)?	<p>13/12/2016</p> <p>Please refer to section 5.3.1 for Lot I: In order to pass the selection phase, the tenderers will have to meet the following criteria and submit the following documents:</p> <p>Minimum requirements:</p> <p>a)The tenderer must have sufficient economic and financial capacity with a minimum total annual turnover for each of the last 3 financial years (2013, 2014 and 2015) of EUR 1,500,000.</p> <p>b)MSP services must represent at least 30% of the tenderer's total annual turnover for each of the last 3 financial years (2013, 2014 and 2015).</p> <p>Supporting evidence:</p> <p>a)Tenderer must provide a statement of honour certifying that the minimum annual turnover for each of the last 3 financial years is not less than EUR 1,500,000;</p> <p>b)Tenderer must provide a statement of honour that MSP services represent at least 30% of the tenderer's total annual turnover.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
21	07/12/2016 15:07	13/12/2016 11:41	Question	<p>Referencing section 5.1.2 Subcontracting, bullet 1 on p. 30 of the Terms of Reference and section 5.2 Exclusion Criteria Subcontracting, p. 30 + 31 of the Terms of Reference, the respective percentages mentioned are not the same (equal or above 10% vs equal or above 20%).</p> <p>Could you please confirm the correct percentage with regards to the assessment of exclusion criteria and selection criteria for each proposed subcontractor individually?</p>	13/12/2016 20%

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#	Submission date	Publication date	Question subject	Question	Answer
22	07/12/2016 19:57	13/12/2016 11:43	Lot 1	<p>- What is the definition of an "intérimaire cadre"?</p> <p>-Does the legal entity need to be in Lux?</p> <p>-There are two companies inside the EIB Group – EIB and EIF. Do we presume that they will run the same standard processes on a single VMS instance for both parts of the business?</p> <p>-Does EIB state what system integrations they require with eg SAP, Oracle etc?</p> <p>-2.2 Implementation: they state 3 months to implement. the standard implementation takes 12-20 weeks depending on complexity and availability of resources on the client's side. So 12 weeks is possible if everything is aligned and ready. If there is any problem could we extend the duration?</p>	<p>13/12/2016</p> <p>A: Please refer to section 1 for Lot III and appendix 1 for Lot III of the Terms of reference</p> <p>B: no</p> <p>C: yes</p> <p>D: no integration has been foreseen in the Terms of Reference</p> <p>E: not foreseen in the Terms of reference</p>
23	07/12/2016 22:01	13/12/2016 11:44	Questions regarding MSP bid for EIB Group	What are you main objectives by putting in place an MSP?	<p>13/12/2016</p> <p>Please refer to section 2 of the Terms of reference and sections 2.3, 2.4 and 2.5 for Lot I of the Terms of reference</p>

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#	Submission date	Publication date	Question subject	Question	Answer
24	07/12/2016 22:02	13/12/2016 11:58	Questions regarding MSP bid for EIB Group	The annual volume of temporary assignments for EIB is 250 which approximatively 115 workers. Can you confirm if 115 is FTE as opposed to numbers of temp worker?. Same question for EIF (15 workers)	13/12/2016 A: At least 95% are FTE - maximum 5 temporary staff are part-time at all times. B: 15 FTE (no part-timers)
25	07/12/2016 22:02	13/12/2016 11:59	Questions regarding MSP bid for EIB Group	It is indicated that EIB has managed 35 request for EO. How many FTE is it?	13/12/2016 35 temporary staff, on average 10% are part-time
26	07/12/2016 22:03	13/12/2016 12:00	Questions regarding MSP bid for EIB Group	It is indicated that a temp worker has an assignment for 1 month to 1 year. What is the average day tenure for Lot 2 and Lot 3 ? Can you specify how many times in average a contract is renewed for Lot 1 and Lot 2?	13/12/2016 Temporary executive staff category currently does not exist. Only information on administrative temporary staff for Lot I is available. There is a high turnover. For example, since 1/1/2016 the EIB has had so far 188 temporary staff on board. On average 1 temporary staff's contract lasts 5-6 months and is extended at least once.

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#	Submission date	Publication date	Question subject	Question	Answer
27	07/12/2016 22:04	13/12/2016 12:00	Questions regarding MSP bid for EIB Group	Do you expect the MSP to manage your vendors performance?	13/12/2016 Please refer to sections Section 2.4.7 and 2.4.8 for lot II and Lot III/ 2.4.7The inability of a Staffing Agency to supply services for one Assignment in itself shall not be considered a ground for terminating the Framework Agreement. The performance of the Staffing Agencies shall be monitored by the MSP Provider who shall report the same to the EIB or EIF.
28	07/12/2016 22:04	13/12/2016 12:01	Questions regarding MSP bid for EIB Group	Do there are specific vetting specifications for your temporary workers that the MSP will have to handle?	13/12/2016 If this question refers to background checks: the answer is no (the agency carries out all the reference checks / criminal record).
29	07/12/2016 22:05	13/12/2016 12:02	Questions regarding MSP bid for EIB Group	It is indicated that you budget for Lot 1 : 1 250 000€, lot 2 : 24 500 000€ and Lot 3 : 24 250 000. Can you specify if these budget are your annual spend or the spend for the overall contract length?	13/12/2016 Please refer to section 4. Budget of the Terms of reference; it is a 5-year budget
30	07/12/2016 22:05	13/12/2016 12:02	Questions regarding MSP bid for EIB Group	How many FTE do you have for Lot 2 and Lot 3?	13/12/2016 Please refer to answer to the question #24 above

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#	Submission date	Publication date	Question subject	Question	Answer
31	07/12/2016 22:06	13/12/2016 12:03	Questions regarding MSP bid for EIB Group	Is suppliers rationalisation in scope of this programme (in the event of non performing suppliers)?	<p>13/12/2016 Please refer to the following sections: Section 5 of the Terms of reference: -each framework agreement shall be concluded for an initial period of 3 years</p> <p>Section 2.4.7 and 2.4.8 for lot II and Lot III 2.4.7The inability of a Staffing Agencies to supply services for one Assignment in itself shall not be considered a ground for terminating the Framework Agreement. The performance of the Staffing Agencies shall be monitored by the MSP Provider who shall report the same to the EIB or EIF. 2.4.8However, this does not preclude the EIB from making use of its general right to terminate a Framework Agreement according to paragraph 15 of the General Terms and Conditions for Framework Agreements for the provision of services to the EIB.</p>
32	07/12/2016 22:07	13/12/2016 12:04	Questions regarding MSP bid for EIB Group	Are there any specific process that has to be done to on-board temp worker (badges to access your site etc)? If so, can you please specify?	<p>13/12/2016 Yes please refer to section 2.4.1 for Lot I</p>

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#	Submission date	Publication date	Question subject	Question	Answer
33	07/12/2016 22:08	13/12/2016 12:04	Questions regarding MSP bid for EIB Group	How timesheet is currently managed (web or paper based)? Do you currently have a check-in check out system? Is the system in place standardised across your different sites? How managers approve timesheet? Do you expect the MSP to approve hours on behalf of managers?	13/12/2016 A: Currently all EIB temporary staff use a clock-in/clock-out system standardised across all the different sites in Luxembourg (not in EO). The temporary staff print out the timesheet, have it signed by their manager and send it to HR account manager who checks all the timesheets (no approval on behalf of managers) and sends correct timesheets to agencies. B: no
34	07/12/2016 22:08	13/12/2016 12:05	Questions regarding MSP bid for EIB Group	Is agencies billing consolidated by agencies before to be sent to the MSP? In which format does the information arrive to the MSP? What is your invoicing ratio mistake to date?	13/12/2016 The billing is and will be consolidated by each agency. The MSP will receive a pdf. The ratio is less than 10%.
35	07/12/2016 22:09	13/12/2016 12:06	Questions regarding MSP bid for EIB Group	What are the average hours worked per day for Lots 2 & 3?	13/12/2016 8h

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#	Submission date	Publication date	Question subject	Question	Answer
36	07/12/2016 22:09	13/12/2016 12:06	Questions regarding MSP bid for EIB Group	Does the MSP has to have knowledge of local legislation where your EO are based? For temp worker who will have an assignement with one of your EO, will they have contract with temporary vendor based in Luxembourg or in the country they will work in?	13/12/2016 A: no B: please refer to section 2.5 for lot I of the terms of reference; the EO temporary staff can only have a contract with the EO staffing agency based in the country where the EIB EO is based.
37	07/12/2016 23:39	13/12/2016 12:07	Chiffre d'affaires MSP à Luxembourg	Etant donné la taille et la structure du marché local, le critère d'exclusion exigeant 30 % du CA en MSP concerne t-il uniquement les entités à Luxembourg ?	13/12/2016 Non
38	07/12/2016 23:45	13/12/2016 12:07	Certifications	L'exigence des certifications ISAE 3402, SSAE 16 doit concerner uniquement des entités locales ou une certification du groupe est-elle acceptée ?	13/12/2016 Certifications ISAE 3402, SSAE 16 ou similaire s'applique sur l'entité qui soumet l'offre

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