

Call for tenders' details

Title: Event/meeting management and promotion services.

Start date: 24/11/2017

Time limit for receipt of tenders: 22/02/2018

Contracting authority: European Food Safety Authority (EFSA)

Status: Closed

Call for tenders question list

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#	Submission date	Publication date	Question subject	Question	Answer
1	28/11/2017 10:34	28/11/2017 16:23	servizio richiesto: (4) Safety and security.	Buongiorno, chiedo gentilmente cosa si intende nel dettaglio per il servizio richiesto di sicurezza: "Safety and security"(servizio n. 4 pag. 7 del doc. TENDER SPECIFICATIONS punto 1.2 Objective of this procedure).	28/11/2017 In delivering its services, the Framework Contractor will be required to comply with and act in full respect of the Health and Safety Regulations at EU and national level. Reference is made to EU directive 89/391 (https://osha.europa.eu/en/safety-and-health-legislation/european-directives), which provides the framework for the Italian law D. Lgs 81/2008 (http://www.lavoro.gov.it/documenti-e-norme/studi-e-statistiche/Documents/Testo%20Unico%20sulla%20Salute%20e%20Sicurezza%20sul%20Lavoro/Testo-Unico-81-08-Edizione-Giugno%202016.pdf%23page90). The Contractor may be required to show evidence that safety at work is ensured in compliance with the Law. In addition, the Contractor may be required to implement ad hoc security services during events to ensure the physical security of participants to events in Italy and abroad. Instructions will be given by EFSA's Security Officer, who is in contact with the local authorities (police) in the country where the event takes place, and is responsible for performing a risk assessment and defining possible mitigation measures.

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#	Submission date	Publication date	Question subject	Question	Answer
2	29/11/2017 14:54	29/11/2017 16:10	Specific Evidence requested for professional and technical capacity	Quali dovranno essere le dichiarazioni firmate da fornire che confermi le capacità linguistiche dei membri del team?	29/11/2017 By “signed declaration” we mean a self-declaration signed by the proposed team members where they state to own the level of spoken and written English requested in the tender specifications.
3	29/11/2017 19:40	30/11/2017 13:38	Financial capacity enquiry	In regard to financial and technical/professional capacities, in case of joint tender, can capacities be combined to meet requirements or each tenderer shall have the capacity individually?	30/11/2017 The minimum technical and professional capacity indicated in the tender specifications to perform the contract can be reached at a consolidated level (i.e. summing the capacities of all partners in a joint offer and/or considering also the capacity of subcontractors) to satisfy these requirements. If so, with the exception of declarations of interest, evidence must be included in the offer for all partners of the joint offer (and/or subcontractors) needed to satisfy the minimum technical and professional capacity requirements

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#	Submission date	Publication date	Question subject	Question	Answer
4	01/12/2017 12:32	01/12/2017 16:16	Administrative data form	Can you please tell us where the administrative data form, the legal entity form and the financial identify form have to be uploaded in the e-submission platform?	01/12/2017 The administrative data, legal entity and financial forms can be uploaded in the section "Qualification", under "additional docs". However EFSA will accept these documents even if they are uploaded in a different position of e-submission.
5	01/12/2017 12:23	04/12/2017 11:25	Selection criteria - Annex 5	In page 27, part A "Economic and financial capacity", it is written that Annex 5 should only be signed by the leading partner in case of consortium. However, in page 32 explaining the e-submission process, it is stated that annex 5 must be signed by all members of a joint tender. Could you please clarify who should sign this annex 5?	04/12/2017 The declaration on honour on selection criteria (annex 5) should be completed only by the tenderer or by the leading partner in case of a joint offer. The declaration on honour on exclusion criteria (annex 4) instead should be submitted for each member of a group of economic operators
6	01/12/2017 12:31	04/12/2017 16:34	Legal and regulatory capacity	Can you tell us which documents are expected in the legal and regulatory capacity part of the e-submission platform?	04/12/2017 For this specific open call, the legal and regulatory capacity part of the e-submission platform is not relevant and does not need to contain any documents

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#	Submission date	Publication date	Question subject	Question	Answer
7	01/12/2017 12:29	04/12/2017 16:36	Documents signed by hand	It is stated that we can sign by hand the declarations on honour and the tender report. In that case, our understanding is that we need to send the original of these documents by post. Can you confirm? If so, can you give us the exact address and contact to send these documents to ?	04/12/2017 The declarations on honour and the tender report must be signed by hand, scanned and make available via e-submission. There is no need to send the original of these documents by post
8	06/12/2017 12:29	08/12/2017 12:25	Selection criteria	We have a question regarding the technical and professional capacity, evidence for requirement a and b (page 28). Can one or more references can be proposed for both requirements ? Or should references for a and b be different? Best regards	08/12/2017 The same reference can be proposed to satisfy more than one requirement
9	06/12/2017 14:54	08/12/2017 12:32	1.3.1 EVENT MANAGEMENT SOFTWARE AND REQUIREMENTS ON DATA PROCESSING IN CLOUD BASED SOLUTIONS	Quali sono gli specifici software adottati dall'EFSA? Bisogna inviare una documentazione per il requisito "on data processing in cloud-based solutions"?	08/12/2017 EFSA is testing several cloud-based event management software solutions available on the market. So no software is adopted yet. The Contractor may be requested to use specific software adopted by EFSA, if it will be adopted. But EFSA may also opt for using what the provider may suggest, if the solution they propose presents the features described in paragraph 1.3.1 of the tender specifications.

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#	Submission date	Publication date	Question subject	Question	Answer
10	05/12/2017 16:43	08/12/2017 14:40	Specific Evidence requested for professional and technical capacity.	<p>Per il requisito a) è necessario aver organizzato almeno 1 evento nei paesi candidati all'EEA, negli ultimi tre anni.</p> <p>I paesi candidati da considerare sono: Turchia, Islanda, ex Jugoslavia di Macedonia, Montenegro e Serbia?</p>	<p>08/12/2017</p> <p>A list of 5 events (out of which 2 in Italy, 2 in EEA countries and 1 in candidate countries organised in the last 3 years) is the specific evidence requested for requirement a) of the professional and technical capacity. The EU candidate countries are Turkey, Albania, Montenegro, Serbia and the former Yugoslav Republic of Macedonia.</p> <p>The potential candidate countries in the Western Balkans are Bosnia-Herzegovina, Kosovo under UN Security Council Resolution 1244/99. As explained in pag 5 of the tender specifications (1.2 objective of this procedure), the Contractor will support EFSA in organising institutional meetings and events primarily in Parma (approximately 60%, either in EFSA's headquarters or in other venues in the city), Brussels and the EU 28 (approximately 35%), but occasionally also in EU pre-accession and other extra European countries (approximately 5%). As a consequence, the ability to operate primarily in Italy and EU/EEA countries, but also in candidate/potential candidate countries and countries joining the European Neighbourhood Policy (ENP) programme is required.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
					(ENP) programme is required.
11	07/12/2017 13:11	08/12/2017 16:35	Clarification about a joint offer and criteria	In the part 2.3 of the Call, it is specified: "Tenderers must declare ... for each member of the group." Does it mean that each Legal Representative of the economic operators member of the groups must sign it?	08/12/2017 It means that each company/ organisation presenting a joint offer must prepare a different declaration on honour on exclusion criteria
12	07/12/2017 13:11	08/12/2017 16:36	Clarification about a joint offer and criteria	In the part 2.4 A of the Call, it is specified: "Tenderers must declare that they fulfil the economic and financial criteria by the leading partner." Does it mean that the overall annual turnover of at least 1.750.000 € in each of the last 3 closed financial years (2015, 2016 and 2017) must be guaranteed by the leader (and not by the group)?	08/12/2017 The overall annual turnover of at least 1.750.000 € in each of the last 3 closed financial years (2015, 2016 and 2017) can be guaranteed by the whole group presenting a joint offer, if the capacity of the leading company/ organisation alone does not satisfy the minimum requirements indicated in the tender specifications

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13	07/12/2017 13:11	08/12/2017 16:37	Clarification about a joint offer and criteria	In the part 2.4 B of the Call, it is specified: "The tenderer must have the following minimum professional capacity to perform the contract: a. have an extensive and proven experience (at least 5 years) in delivering a full package of professional conference organisation (PCO) services at an Italian, European and international level". Can this capacity be guaranteed by the group or it must be guaranteed by the leading partner?	08/12/2017 The minimum professional capacity to perform the contract can be guaranteed by the whole group presenting a joint offer, if the capacity of the leading company/ organisation alone does not satisfy the minimum requirements indicated in the tender specifications

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#	Submission date	Publication date	Question subject	Question	Answer
14	07/12/2017 13:11	08/12/2017 16:39	Clarification about a joint offer and criteria	In the part 2.4. B - Specific Evidence requested for professional and technical capacity, it is specified: "A list of 5 events (out of which 2 in Italy, 2 in EEA countries and 1 in Candidate Countries organised in the course of the past 3 years) in which the tenderer has supplied at least 80% of the services". Is it possible considered in these activities also event in which the tenderer has supplied services of digital platform? I mean, for example, if my company with office in Rome has supplied a services for the realization of an event in Paris, not being here physically but providing a digital platform for the management of that event, can I consider this activity relevant to prove one of these events requested in another country?	08/12/2017 The tender specifications specify that at least 80% of the services listed in paragraph 1.2 must have been delivered in conjunction with the events that are proposed as portfolio to fulfill this requirement. The provision of a digital platform alone is insufficient. Broad experience in the organisation of event logistics and in managing the other technical services listed in paragraph 1.2. is essential to be considered for selection.
15	11/12/2017 11:21	12/12/2017 09:45	Exclusion and Selection Criteria - Annexes 4 and 5	Could you please confirm that the declarations on exclusion criteria (Annexe 4) and on selection criteria (Annexe 5) has to be submitted on the company headed paper?	12/12/2017 The declarations on exclusion and selection criteria must be submitted using the EFSA templates provided with the other tender documents.

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#	Submission date	Publication date	Question subject	Question	Answer
16	11/12/2017 11:45	12/12/2017 09:56	Selection criteria - Evidence for economic and financial capacity	At paragraph 2.4A, "Selection criteria Economic and Financial Capacity", it's stated that the 3 closed financial years to be considered are 2015,2016 and 2017. Would it be possible to know which evidence would be considered acceptable, in case of award, to prove the annual turnover for year 2017, taking into consideration that relevant audited annual accounts would not be available before March (date of expected contract signature) ?	12/12/2017 The evidence requested, in case of award, is the following: the annual accounts for the last 3 closed financial years, in particular the profit and loss accounts, whereby it will be possible to verify that the turnover is reached for each indicated year. Should the 2017 financial data not be available before the contract is awarded, the contracting authority reserves the right to ask for further documentation. Also please note that, in case of partners in a joint offer and/or subcontractors, the turnover of each entity may cumulatively contribute to reaching of the turnover requirement.
17	06/12/2017 12:34	13/12/2017 17:36	Tender specification	In the tender specifications document, there are several foot notes indicating to "see paragraph 1.4" for more technical information on services to be performed (pages 8, 10 and 11). Paragraph 1.4 is about generic information on the contract and do not give more explanation on services. Is there a mistake ? Please, advise. Best regards	13/12/2017 Reference to paragraph 1.4 should be replaced by reference to paragraph 1.3.1 Corrigendum 1 to the tender specifications contains this and other corrections.

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#	Submission date	Publication date	Question subject	Question	Answer
18	08/12/2017 12:33	13/12/2017 17:40	Financial offer	<p>Regarding the financial offer, line 1.9 of fixed price table, the cost has to be given per language including the interpreters fees. The price can significantly vary depending on the number of days of the event. Do we assume that we have to give a price per language and per day ? If so, would you send a corrected excel table ?</p> <p>Best regards</p>	<p>13/12/2017 Yes, you have to give a price per language and per day.</p>
19	06/12/2017 12:26	13/12/2017 17:43	Financial offer	<p>We have a question regarding the fixed price fees table, line 1.8 'On-site assistance to delegates and participants'. We understand that hostesses/stewards fees have to be included in our offer. The price has to be given per participants only with no consideration of number of event's days whereas it significantly changes the price . Do we assume that this price has to be given per participant and per event's day ? Will you send a corrected excel file for the financial offer ?</p>	<p>13/12/2017 Yes, the price has to be given per participant and per event's day. Following corrigendum 1, the financial offer has been re-uploaded clarifying this aspect.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
20	06/12/2017 12:22	13/12/2017 17:48	Financial offer	<p>We cannot find the service 14 'badges, nameplates and conference packs' in the financial offer tables. We cannot find it either in any of the groups 1 or 2 (fixed price / time and means) in pages 13 and 14.</p> <p>Could you please tell us if this service needs to be foreseen in the budget ? Would you send another excel file ?</p> <p>Thank you in advance Best regards</p>	<p>13/12/2017 Following corrigendum 1, the item 'badges, nameplates and conference packs' is included in the list of group 2 (time and means) of the tender specifications.</p>
21	15/12/2017 09:36	18/12/2017 10:03	Annex 8 - Case study	<p>In annex 8, case study, page 3, expected impact section: could you please explain what you mean by 'early career old researchers'? In page 2 of case study, target audience section, you speak about 'early career researchers'. Please advise.</p>	<p>18/12/2017 In annex 8, case study, expected impact section, "early career old researchers" must be replaced by "early career researchers".</p>

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#	Submission date	Publication date	Question subject	Question	Answer
22	16/12/2017 08:50	18/12/2017 15:26	Extra and intra muros activities and profiles	<p>In page 11 of tender specifications, there is a service 21 for extra-muros assignment with the same profiles as the ones of annex 7.</p> <p>In the budget table, there is a distinction between intra muros activities and extra muros activities.</p> <p>Can you explain the difference between extra and intra muros ? Are you referring to the same type of profiles as detailed in annex 7 for both type of activities ?</p>	<p>18/12/2017 As explained in the tender specifications (page 12), extra muros fees are applicable for projects and tasks carried out by the same Contractor's staff outside its working premises. This may apply to venue inspections, external meetings, long-term assignment with secondment to EFSA's seat, and on-site assistance/supervision during meetings and events.</p> <p>Assuming that daily fees for extra muros activities are higher than intra muros (given they shall be inclusive of estimated daily subsistence costs such as local transport, meals, and accommodation), hourly rates for the same profiles are repeated twice to reflect the different pricing that the Contractor may want to apply for project work delivered inside or outside its premises.</p>
23	15/12/2017 16:42	18/12/2017 17:15	Generic evidence common for all selection criteria	<p>Could you please confirm where the "Confirmatory Statement of resources" and the Statement on the "Allocation of tasks between the partners" (par. 2.4) should be uploaded in the e-submission platform?</p>	<p>18/12/2017 The "Confirmatory Statement of resources" and the Statement on the "Allocation of tasks between the partners" should be possibly uploaded in the section "Qualifications", under "technical and professional capacity".</p>

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#	Submission date	Publication date	Question subject	Question	Answer
24	18/12/2017 13:23	18/12/2017 17:18	Annex 8 - Test case budget	Do we have to detail the budget of the test case in the 25 pages (staff and reimbursable costs) ?	18/12/2017 Budget for the test case should be proposed in the 25 pages A4 format as indicated in annex 8.
25	18/12/2017 13:25	18/12/2017 17:23	Annex 8 - Test case format	You mention that the test case should be written within 25 pages in A4 format. For point 6 (project management plan), would you consider a A3 page (counting as 2 A4 pages) ?	18/12/2017 A A3 page can be used and it will be counted as 2 A4 pages
26	18/12/2017 14:34	18/12/2017 17:26	Annex 8 - Test case - Technical proposal	For the test case, you detail a list of requested services as well as a list of questions to be addressed by the contractor in the technical proposal. Should we only address the questions including the services when relevant? Should we also address the services which are not included in the questions ?	18/12/2017 You should only elaborate on what is requested.

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27	19/12/2017 12:12	19/12/2017 12:26	Specific evidence requested for professional and technical capacity	Could you please confirm if the evidence requested at par. 2.4 for requirements a) [list of 5 events and list of reference], b) [signed declaration + Annexe 7, and organisation chart] and c) [signed declaration on linguistic knowledge] should be uploaded in the e-submission platform under the section "Parties"/"Attachments" of the Group leader/"Technical and Professional Capacity" OR under the section "Tender Data"/"Technical Tender" ?	19/12/2017 The evidence requested at par. 2.4 for requirements a), b) and c) should be uploaded in the e-submission platform under the section "Parties"/"Attachments" of the Group leader/"Technical and Professional Capacity".
28	19/12/2017 16:01	19/12/2017 16:16	Administrative Data - Legal entity form	Could you please confirm if the Legal Entity Form has to be submitted only by the tenderer/Leader in case of a Joint tender or by each partner?	19/12/2017 The legal entity form and the financial identification form must be submitted only by the tenderer/ leader in case of a joint tender. The administrative data form (annex 6 to tender specifications), instead, must be filled not only with data relative to the tenderer/ leader but also with information on each possible subcontractor and each possible partner of a joint offer.

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29	20/12/2017 11:10	22/12/2017 17:01	Reimbursable Expenses	<p>As per the Annex 3 - Draft Contract – point I.5.1-Maximum amount of the FWC and maximum prices: “The maximum amount covering all purchases under this FWC, including all renewals and reimbursement of expenses is EUR 5.000.000”. On the other hand, the Annex 1 - Financial Offer template explicitly excludes such reimbursable costs and there is no budget line foreseen for them and no indicative amount is provided. Considering the point 1.2 indicating the number of events and participants for which the Contractor’s support may be required, we assume that these reimbursable costs (room rates, caterings, restaurants, transportation, shipments, event management software, etc.) are likely to represent a quite high proportion of this maximum amount of EUR 5.000.000.</p> <p>Could you please give an indication of the split (in%) between these reimbursement of expenses and Contractor’s fees (fixed price (FP) fees and Time and Means (fees)) that are to be reasonably expected ?</p>	<p>22/12/2017</p> <p>The maximum amount covering all purchases under this FWC, including all renewals and reimbursement of expenses is EUR 5.000.000. The financial offer template defines a financial scenario necessary to perform the financial competition between offers and prices to be used during the implementation of the contract.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
30	19/12/2017 16:20	22/12/2017 17:06	Allegato 8 pag. 5 domanda n. 9: Event ROI - Propose additional indicators to assess the return on investment (ROI) of the event and indicate how these would be measured.	Che tipo di Ritorno sull'Investimento (ROI) sugli eventi è richiesto? Qualitativo e/o qualitativo? E' possibile riportare un esempio esplicativo?	22/12/2017 As stated in the tender specifications, EFSA is seeking a provider that can act as a business partner and provide guidance on strategic issues. Therefore, we expect the tenderer to elaborate on this point and recommend, based on its experience, qualitative and quantitative indicators to measure the return on investment of an event taking into account the expected impact that is mentioned in the test case (i.e. enhanced reputation and outreach to early career researchers). The quality of the response is actually one of the parameters that will be taken into account by the selection board to assess the technical offer of a tenderer.
31	21/12/2017 10:17	22/12/2017 17:12	Financial offer	In page 14 of tender specifications, you indicate that the catering services during meetings and events is part of fixed price group. However, this service does not appear in the excel table in annex 1. Please advise.	22/12/2017 The item 1.3 of the financial offer includes "venue booking and management, organisation of technical equipment and assistance and organisation of catering services"

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#	Submission date	Publication date	Question subject	Question	Answer
32	21/12/2017 16:37	22/12/2017 17:22	Technical Offert	We would like to know if it is possible to attach annexes to the technical offer. Especially, referring to the development of the test case, we would like to know if we can attach the creative and graphic proposal as annex, as well as tables and charts.	22/12/2017 The text case must be prepared in accordance with the minimum requirements indicated in the tender specifications and in the annex 8, point 3 (i.e. maximum 25 pages A4 format, text and/or visual communication).
33	04/01/2018 13:47	04/01/2018 13:52	Uploading of docs in e-submission	I am willing to know if, at the time of submission of tenders, the person who uploads the templates digitally signed can send those documents as an administrator or, if he/she should be the coordinator of the Project with full powers of representation (meaning that the person should be entitled with powers of an attorney).	04/01/2018 At the time the tender documents are uploaded in e-submission, the relevant documents must be signed by the authorised legal representative of the tenderer i.e. the individual with legal authority to sign on behalf of the company submitting an offer. The upload of the documents into e-submission can be carried out by an administrator (without any need for a power of attorney to be provided) but the signature on the documents must be that of the authorised legal representative of the company. In case of a joint offer, the relevant documents must be signed by the authorised legal representative of the lead partner.

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#	Submission date	Publication date	Question subject	Question	Answer
34	04/01/2018 14:06	04/01/2018 14:26	Declaration of Honour on selection criteria	In case of a joint offer, I understand that the leading partner must fill the Declaration of Honour on selection criteria. Nevertheless, in relation to the economic and financial capacity, should be the leading partner to fulfill the economic and financial criteria (2.4A) OR the combined capacity of all members of the group (as it is stated in the General Guidance of EFSA procurement)?	04/01/2018 As indicated on page 27 of the tender specifications, in case of a joint offer from a group of economic operators, the Declaration on Honour on selection criteria should be completed and signed by the leading partner. The leading partner will declare that the tenderer (i.e. all members of the group in case of joint tender and subcontractors if applicable), complies with all the selection criteria for which a consolidated assessment will be made. In particular the economic and financial capacity can be met either by the leading partner alone or can be met through reliance on partners/ subcontractors in order to evidence the turnover requirements.

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#	Submission date	Publication date	Question subject	Question	Answer
35	04/01/2018 12:19	04/01/2018 15:29	Test case	<p>The venue requirements for the test case require a media centre with 20 seats. However, journalists do not figure among the audiences to be invited. Can you clarify whether the journalists are part of the 600 participants?</p> <p>In the affirmative</p> <ul style="list-style-type: none"> - how will journalists be invited and how many journalists are expected to participate at the event? - how does the number of journalists fit into the repartition of audiences? <p>In the negative is it to the tenderer to identify them and invite them?</p>	<p>04/01/2018</p> <p>Some journalists and media representatives (normally less than 15) may register to an academic event like the one described in the test case, but typically they would not follow it in full, although they must be given access to the session rooms like any other participants (it is standard practice in all our events that the room capacity allows some margin of manoeuvre). Journalists would primarily sit in the media room, meet EFSA's media officers and interview speakers. The tenderer is not requested to proactively identify and invite them. Journalists registering to an event spontaneously or being invited to attend by EFSA's press office would receive a different badge in a dedicated lane at the registration desks and are clearly categorised to gain access to the media room.</p>

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36	22/12/2017 09:18	04/01/2018 15:35	Evidence for professional and technical capacity	<p>Page 28 of the Tender Specifications set as requirement to provide “A list of 5 events (out of which 2 in Italy, 2 in EEA countries and 1 in Candidate Countries organized in the course of the past 3 years) in which the tenderer has supplied at least 80% of the services listed in Part 1”.</p> <p>Is our understanding correct that the 5 events together (and not individually) have to cover at least 80% of the Part 1 services?</p> <p>It would make sense to us so that the tenderers can demonstrate their capacity to cover at least 80% of the services, meaning at least 17 services out of the 21. Not every event is covering specific activities such as (3) event marketing, (4) safety and security, (12) social programme and entertainment, (17) exhibition stands and info points, (18) shipment of publications and stand/conference materials, (19) post-event and reporting services, (20) other services or (21) extra-muros assignments. And it is very rare that an event focusing on (17) “exhibition stands and info points” covers as well 16 of the other services.</p>	<p>04/01/2018</p> <p>The call clearly indicates that EFSA is seeking a partner who can cover the whole array of services indicated in Part 1 of the technical specifications. This said, we request evidence that a tenderer did supply at least 80% of these services in the past, and that such experience has been gained cumulatively across several countries. Therefore, the understanding is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
37	03/01/2018 16:12	04/01/2018 15:38	Test case-Visual identity	<p>We have to provide for the test case a visual identity.</p> <p>Is this visual identity supposed to be used in addition to EFSA's visual identity?</p> <p>If yes can you provide us with EFSA's visual identity?</p>	<p>04/01/2018</p> <p>The tenderer is requested to propose a branding of this special event. It is an objective of the test case for EFSA to assess the tenderer's ability to propose a branding that can integrate with EFSA's visual identity as it can be retrieved by analysing existing materials such as the EFSA website and/or the branding used in previous EFSA conferences.</p>
38	21/12/2017 15:15	04/01/2018 16:04	TECHNICAL AND PROFESSIONAL CAPACITY	<p>With reference to B) TECHNICAL AND PROFESSIONAL CAPACITY / requirement b / Team of Experts and Requested Profiles:</p> <p>- Technical and junior profiles: having a number of staff and freelancers working with us and having required capacities, the organisation chart shall include names of all of them or the core team only is acceptable?</p>	<p>04/01/2018</p> <p>In case you apply as a group of economic operators in a joint offer or if your offer envisages the use of subcontractors, please refer to the EFSA Guidance for tenderers. It should be noted that any freelance staff proposed by your company would be classed as subcontractors. Requirement b) of the tender specifications requires staff names, therefore as subcontractors, it is not necessary in your offer to specify the names of freelancers in the organisational chart.</p>

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39	21/12/2017 15:15	04/01/2018 16:06	TECHNICAL AND PROFESSIONAL CAPACITY	With reference to B) TECHNICAL AND PROFESSIONAL CAPACITY / requirement b / Team of Experts and Requested Profiles: - Technical and junior profiles: are proposed team names binding or may change depending on single project?	04/01/2018 The tenderer must have the minimum professional capacity to perform the contract, as indicated in the tender specifications. During contract implementation, CVs proposed will be checked against the requirements indicated in the tender specifications and EFSA will reserve the right to accept or not the individual proposed to carry out the tasks for that specific assignment. Therefore, team names proposed in your offer in the organisational chart may be changed during contract implementation.
40	21/12/2017 15:15	04/01/2018 16:08	TECHNICAL AND PROFESSIONAL CAPACITY	With reference to B) TECHNICAL AND PROFESSIONAL CAPACITY / requirement b / Team of Experts and Requested Profiles: - Can one team member be proposed for relevant profiles i.e. Graphic Designer / Web Designer?	04/01/2018 It is possible – although not recommendable given the potential volume of work to be performed - that one team member is proposed to cover the profile of graphic designer and web designer, but in contract implementation it is important to ensure additional staff/subcontractors are available to guarantee business continuity and that assigned tasks are carried out meeting the timeframe and quality requirements indicated in the briefings of an assignment.

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#	Submission date	Publication date	Question subject	Question	Answer
41	21/12/2017 15:15	04/01/2018 16:09	TECHNICAL AND PROFESSIONAL CAPACITY	With reference to B) TECHNICAL AND PROFESSIONAL CAPACITY / requirement b / Team of Experts and Requested Profiles: - requirement b and c: please confirm the declaration can be made and signed by the tenderer stating that proposed team members meet minimum expertise requirements and linguistic competencies.	04/01/2018 Yes, we confirm that the declarations required under b) and c) are to be signed by the tenderer. In case of a joint offer or an offer using subcontractors, such declarations should be signed by the leading partner of any consortium.
42	04/01/2018 16:16	05/01/2018 09:55	Test case	Regarding the poster session, can you give us the average or maximum size of one poster ?	05/01/2018 Standard practice in EFSA's events is to have A0 format posters in portrait orientation
43	04/01/2018 17:17	05/01/2018 10:48	Test case - communication plan	Is the poster session and its promotion to get participants handled by the EFSA or is that part of the tenderer's work?	05/01/2018 Promotion of events is coordinated by EFSA in close cooperation with contractors, who may be required to support the design and implementation of multichannel campaigns to reach out to specific target audiences such as, for instance, early career researchers. Therefore, it is a joint effort.

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#	Submission date	Publication date	Question subject	Question	Answer
44	04/01/2018 17:13	05/01/2018 11:48	Test case - Communication plan	Can the tenderer assume that EFSA will provide an access to its contact databases in order to invite some of the participants?	05/01/2018 The contractor will be given access to all information needed to carry out its tasks effectively and efficiently. This includes contact details of potential speakers and participants, mailing lists and other databases.
45	04/01/2018 17:21	05/01/2018 11:53	Technical and Professional Capacity - Signed declaration confirming the linguistic competencies of proposed team members	Regarding clarification n° 2, it is written that "signed declaration [is] a self-declaration signed by the proposed team members where they state to own the level of spoken and written English requested..." Meanwhile, regarding clarification n°41, it is written that "the declarations required under b) and c) are to be signed by the tenderer [or] signed by the leading partner of any consortium." Could you please confirm that the answer to the question 41 prevails ?	05/01/2018 We confirm that preferably the declarations are to be signed by the tenderer or signed by the leading partner of any consortium. However also self-declarations signed by the proposed team members where they state to own the level of spoken and written English requested are acceptable.

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#	Submission date	Publication date	Question subject	Question	Answer
46	05/01/2018 10:48	05/01/2018 13:41	Technical and professional capacity Answer to question 38	If we propose in the offer some team members who have signed a long term contract with our company and are working for us on a daily basis (specific 'independent' working contract), are they considered as freelancers, and therefore subcontractors for this offer? Do they have to provide all administrative documents for subcontractors (declaration on honor on exclusion criteria; confirmatory statement of resources)? Thank you in advance for your answer.	05/01/2018 To be considered as a staff member, individuals should have signed a contract of employment, as such both employee and employer have specific rights and obligations (e.g. taxes, social security contributions, paid holidays etc.). Subcontractors do not sign contracts of employment but instead sign contracts for the provision of services and are usually paid following submission of an invoice to the company to which they provide the services. Therefore, if your "freelancers" do not have contracts of employment, they would be considered subcontractors and accordingly should provide the necessary documentation required of subcontractors in the call for tenders.
47	08/01/2018 11:48	08/01/2018 12:02	richiesta informazioni codice CPV	il codice CPV principale richiesto nel bando è il 73200000, mentre il nostro è 79000000-4 Servizi per le imprese: servizi giuridici, di marketing, di consulenza, di reclutamento, di stampa e di sicurezza. Possiamo ritenere ugualmente valido il nostro codice CPV come indicato al punto II.2.2 del bando che cita "Codici CPV supplementari"?	08/01/2018 Yes.

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#	Submission date	Publication date	Question subject	Question	Answer
48	08/01/2018 16:53	09/01/2018 10:26	DECLARATIONS	LE DECLARATIONS DEVONO ESSERE COMPILATE INDICANDO SOLO IL NOME DELLA PERSONA GIURIDICA O ANCHE I 3 CDA NELLA CASELLA A SINISTRA? I CERTIFICATI DI CIASCUN MEMBRO DEL CDA DEBBANO ESSERE FORNITI SU RICHIESTA E NON ALLEGATE ORA?	09/01/2018 In case the tenderer applies as legal person, it is sufficient to indicate the name of the legal person. EFSA reserves the rights to require further docs in relation to the ground for exclusion during the evaluation phase.
49	08/01/2018 16:52	09/01/2018 10:28	TENDER	IN A JOINT TENDER CAN A PARTNER - ALSO BE A PARTENR IN A COMPLETELY DIFFERENT TENDER?	09/01/2018 Yes, the same partner can be proposed in different tenders
50	10/01/2018 11:50	10/01/2018 15:00	Test case	As per event outline, “approximately 20% of participants will be invited and reimbursed by EFSA (including speakers and other actors playing an active role in the programme).” We assume that presenting a scientific poster counts as playing an active role of the programme and that hence all scientists presenting a poster are reimbursed. However the venue requirements ask for a 200 poster capacity which would exceed the overall number of reimbursed participants. Can you clarify the approximate number of posters you expect and whether all participants presenting posters are reimbursed?	10/01/2018 The assumption is partially wrong. Only some of the people presenting a poster will be reimbursed (this only applies to early-career researchers). All other poster presenters would come at their expenses.

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#	Submission date	Publication date	Question subject	Question	Answer
51	11/01/2018 22:52	12/01/2018 10:10	Clarifications regarding costs	We have a question concerning some costs. In particular, we understand that costs such as hire of venue and furniture, catering, hotel rooms for prepaid accommodation, hire of technical equipment, assistance... will not be charged to the Contractor. Can you confirm this information?	12/01/2018 During the implementation of the service, these costs will be charge to the Contractor and they will be reimbursed to the Contractor upon presentation of supporting documents/invoices.
52	11/01/2018 15:57	15/01/2018 12:11	eSubmission - Parties section	nello spazio dove allegare le Declarations e gli Attachments pare sia possibile allegare un solo file soltanto. è corretto? in caso affermativo, dovendo allegare più file, l'unica soluzione è allegare zip files, confermate?	15/01/2018 We have forwarded your question to e-submission helpdesk. As far as we are concerned, we accept zipped files

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#	Submission date	Publication date	Question subject	Question	Answer
53	12/01/2018 13:16	15/01/2018 16:20	Evidence for team members	<p>Regarding the team proposed, is it necessary to upload the team member's CVs and, if this is the case, is it required a specific format for CVs?</p> <p>Or is it sufficient to insert information regarding team members using Annex 7 (which accompanies the signed declaration)?</p>	<p>15/01/2018 The evidence requested to reach the minimum professional capacity to perform the contract is indicated in pag 28 of the tender specifications. CVs are not requested. A signed declaration confirming that the team proposed for contract implementation meets the minimum expertise requirements and an organisation chart highlighting the proposed team's structure and staff names are the evidence requested for requirement b) of the tender specifications. A signed declaration confirming that the linguistic competencies of proposed team members comply with the minimum requirements is the evidence requested for requirement c).</p>

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#	Submission date	Publication date	Question subject	Question	Answer
54	12/01/2018 18:19	15/01/2018 16:29	Financial Offer	<p>In the Annex 1 - Financial Offer:</p> <p>1. For the calculation of TM fees (Group 2 - TM sheet), in "Unite price" we have to consider the costs of hours worked by all Junior profiles involved or we have to add rows for each Junior Profile involved to calculate his/her specific costs?</p> <p>2. If we insert the staff costs in the Group 2 - TM sheet, according to the different profiles, in the Group 1 - FB sheet, which kind of costs must be considered for the participants?</p>	<p>15/01/2018</p> <p>1-Fees in the time sheet are intended as hourly rates per category of staff. Therefore, the unit price shall be inserted only once and will apply to all junior profiles. The same goes for the other macro categories indicated in the table</p> <p>2-The two cost groups are based on two completely different logics and are to be considered independently:</p> <p>a.Group 1: all costs shall be per unit price and shall be inclusive of the personnel costs required to carry out that specific task. For example, in quoting "Accommodation booking and management" you shall indicate a unit price that includes the personnel costs you will incur to carry out all the tasks listed in the description of this service (see paragraph 1.2)</p> <p>b.Group 2: these are hourly costs of staff, independently from the service that they will deliver in conjunction with a project. The number of hours charged to carry out a task will be subject to negotiation for each assignment.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
55	15/01/2018 10:47	16/01/2018 13:51	Annex 8. 3)Test case. Venue Requirements.	<p>Could you please specify if the “permanent exhibition area” will include booths besides the 3 info points and the poster area? If yes, could you indicate roughly the size and sqm of the exhibition area? Please specify what do you mean with “networking area” concerning the capacity and the set up (table/chairs as per B2B meetings or sofa/armchairs).</p>	<p>16/01/2018 The permanent exhibition area includes the following elements: -3 info points, -Poster session (capacity: 200 posters) -a networking area for delegates</p> <p>The tenderer should elaborate the best way to design this area, bearing in mind the number of desired info points (whose standard size, in similar conferences, is 6sqm), and the number of posters to be displayed (which is also standardised in academic conferences). We expect the tenderer to consider the best design for the networking area of an academic conference and to come up with a consistent venue proposal.</p>
56	17/01/2018 19:48	18/01/2018 13:45	Specific Evidence requested for professional and technical capacity: For requirement a) pag. 28	<p>Tra i dettagli da dichiarare, è possibile indicare solo il nominativo del contatto/cliente a cui abbiamo fornito il servizio, oppure bisogna allagare una dichiarazione da parte di quest'ultimi che accerti la collaborazione con la nostra azienda?</p>	<p>18/01/2018 Your declaration is enough. EFSA does not need a declaration from the clients you worked for.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
57	17/01/2018 12:31	18/01/2018 13:59	ANNEX 8 Technical offer description. Questions to be addressed by the tenderer in its technical proposal n.4 : Keynote speaker	In riferimento alla domanda n. 4 dell'offerta Tecnica -Allegato 8, per Keynote speaker si intende una figura intera o esterna ad EFSA?	18/01/2018 By "Keynote speaker", EFSA means a profile external to EFSA.
58	16/01/2018 17:07	18/01/2018 14:01	Annex 8 – Test case budget	Is a detailed budget of all the congress expenses (venue, set-up, A/V, hospitality, catering, opening ceremony, keynote speaker...) of the 3 locations required? If so, do we have to submit a budget of each of the 3 locations proposed?	18/01/2018 No, the detailed budget of all congress expenses is only required for the location recommended by the tenderer for implementation.

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#	Submission date	Publication date	Question subject	Question	Answer
59	16/01/2018 15:52	18/01/2018 14:03	SLA system	<p>According to the Tender Technical Specifications: "EFSA may terminate the framework contract if: the number of incidents reported by EFSA in written procedure (registered letter) during contract implementation exceeds five over the whole period [...]". Moreover, the Penalty Scheme set in the Service Level Agreement states that deviance from SLA 01, 03, 04 and 06 will be penalised with a "Written acknowledgement of deviation by the Agency" (see Tender Specifications, page 21). We understand that a "written acknowledgement" must be considered as an incident that may, if repeated five times over the whole period of the framework contract, lead EFSA to terminate the framework contract. Could you confirm that our understanding is correct?</p>	<p>18/01/2018 Yes, your understanding is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
60	16/01/2018 15:53	18/01/2018 14:04	SLA system (2)	<p>According to the Tender Technical Specifications: "In case the Event Manager acting as single point of contact or staff delivering long-term extra-muros services become unavailable during the execution phase of a project, the Contractor is requested to promptly inform EFSA and take immediate action to ensure business continuity through the appointment of another staff member who could act as a backup and take over the assignment on a temporary or permanent basis with minimal impact on the project" (see Tender Specifications, page 20). Could you quantify (in number of days or any other time unit) what is 'promptly' and 'immediate'? Could you also quantify what you refer to as 'minimal impact' on the project? We understand that this quantification can only be expressed in precise time units given that a service disruption means that continuity is interrupted, and that continuity is per se time-related. "Business disruption due to lack of business continuity plan" is punished with a financial penalty and this must therefore be unequivocally defined. As it is formulated at present, SLA 02 lays down the conditions for business insecurity. Fostering business insecurity clearly goes</p>	<p>18/01/2018 Designing and implementing business continuity plans is pivotal to ensure that a project is executed without operational delays that may affect negatively the outcome of an assignment. During the execution phase, the project must be implemented continuously and a backup plan must be in place. So "promptly" means as soon as the contractor becomes aware of a situation that compromises business continuity (i.e. unavailability of an assigned project manager). "Immediately" means that you activate the backup plan as soon as the assigned project manager becomes unavailable and you inform EFSA on the same day.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				business insecurity clearly goes against the spirit and the letter of Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25 October 2012 on the financial rules applicable to the general budget of the Union, which the present procurement procedure must respect.	

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#	Submission date	Publication date	Question subject	Question	Answer
61	16/01/2018 15:53	18/01/2018 14:08	SLA System (3)	<p>According to the Tender Technical Specifications, "Business disruption due to lack of business continuity plan" is punished with a financial penalty that amounts to 15% of the value of the assignment (see SLA02). However, the provisions set out in the General Conditions of the Framework Contract that takes precedence over those the in the tender provides that: "If the contractor fails to perform its contractual obligations within the applicable time limits set out in this FWC, the contracting authority may claim liquidated damages for each day of delay" using an ad-hoc formula (see: Tender Annex 3, page 28).</p> <p>If we apply that formula to, let's say, a project whose total value amounts to €100,000 and whose legal duration is 60 days, the financial penalty per day of delay amounts to €500. If we apply the penalty system foreseen in the Technical Specifications, the penalty amounts to €15,000 from the very first day a service is interrupted. In other words, the penalty foreseen by the Technical Specifications is 30 times higher than that foreseen by the General Conditions. The penalty not only appears to be excessive, but the difference in scale also clearly</p>	<p>18/01/2018</p> <p>As indicated in the footnote 35 of the tender specifications (pag 21) penalties will be deducted only from the contractor's service fees. Penalties will not be deducted from the reimbursable costs. Moreover, for noncompliance cases indicated in pag 21 of the tender specifications from SLA 01 to SLA 07, the liquidated damages indicated in the framework contract will not be applied.</p> <p>Penalty system indicated in the tender specifications is a tool applied to focus on those elements of service that are critical to grant high quality service provision. EFSA valued the damage it might incur in case of lack of compliance with the agreed service levels. That value was then translated into the imposed penalty in case of noncompliance. For the noncompliance cases on which clear penalties are defined in the tender specifications, the articles about liquidated damages will not be applicable.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				the difference in scale also clearly contradicts the system provided for by the General Conditions. That flagrant contradiction generates a situation of legal insecurity that might jeopardise the good execution of the framework contract and could be attacked by the future contractor as a clear signal of poor governance on the part of EFSA. Could you clarify how you do plan to solve the situation?	

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#	Submission date	Publication date	Question subject	Question	Answer
62	16/01/2018 15:55	18/01/2018 14:10	SlA system (5)	<p>According to the Tender Technical Specifications: "Any environmental/operational/financial/project risks surfacing during the life-cycle of an assignment shall be duly analysed and communicated to EFSA as soon as they are detected for the joint definition of a risk response strategy". Furthermore, the same Specifications distinguish between disruptive risks ("that may compromise the feasibility or the outcome of an event, generate financial loss and/or reputational damage if they occur") and non-disruptive risks ("that may result in operational delays without impacting budget, reputation and the feasibility or the outcome of an event")</p> <p>Could you quantify (in number of days or any other time unit) what you consider as 'as soon' in the definition of SLA 05?</p> <p>Could you quantify (in number of days or any other time unit) what you consider as the 'operational delays' referred to in the note 37, on page 21 of the Technical Specifications?</p> <p>Could you explain how you are going to assess to what extent the 'reputation of an event' has been damaged? As it is now expressed, the concept is open to a great degree of interpretation and this</p>	<p>18/01/2018</p> <p>Risk management is a key principle in project management. The objective of SLA 05 is to ensure that risks are proactively monitored and analysed so that corrective measures are identified and implemented before a risk occurs (risk response strategy) and has a negative impact on the project. It is in the primary interest of any service provider to ensure that these principles are adhered to and that any detected risks are communicated to EFSA to encourage the elaboration of a mutually agreed solution in the interest of the project. By "as soon as" EFSA means on the same day.</p> <p>By "operational delay" EFSA means that the contractor missed a pre-agreed project deadline without impacting budget, reputation and feasibility of the outcome of an event.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				degree of interpretation and this generates tremendous insecurity as to its application.	
63	16/01/2018 15:55	18/01/2018 14:11	Sla System (6)	<p>Could you clarify which of the two following proposals is penalised under the definition contained in SLA05:</p> <p>a) the fact that the contractor, having detected a risk that surfaced during the lifecycle of an assignment, has neither analysed nor communicated to the contracting authority that risk, knowing that such risk may have either compromised the feasibility or the outcome of an event, or may have resulted in operational delays,</p> <p>b) the fact that the contractor, having detected a risk that surfaced during the lifecycle of an assignment, has neither analysed nor communicated to the contracting authority that risk, knowing that such risk has actually materialized and has, either, compromised the feasibility or the outcome of an event, or resulted in operational delays?</p>	<p>18/01/2018 Both above situations will give rise to SLA5 activation because, obviously, EFSA must be informed on risks even before they occur.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
64	16/01/2018 16:00	18/01/2018 14:17	SLA System (8)	SLA07 allows for a deviation of “2 per year of contract implementation”. Does this mean that two assignments per year will not be submitted to system of penalties set for this SLA? How will those assignments be chosen? Will they be the first two ones to be implemented in a given year? Will they be chosen randomly? Do we have to consider that the two first assignments for which the contractor would not reach 80% of positive feedback will be exempted? Could you clarify this issue?	18/01/2018 Your assumption is incorrect: “2 per year of contract implementation” is the maximum number of allowed deviations on a yearly basis.

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#	Submission date	Publication date	Question subject	Question	Answer
65	16/01/2018 16:00	18/01/2018 14:25	SLA System 9	<p>According to SLA08, a financial penalty of 10% of the value of the affected assignment will be applied to quotes or 'final balances' that include more than one arithmetical mistake.</p> <p>Could you clarify if an arithmetic mistake derived from another arithmetic mistake (a mistake in an operation affects a sub-total which in turn, automatically affects a total, for example) will be considered as an additional arithmetic mistake that would automatically trigger the abovementioned penalty mechanism?</p> <p>Could you confirm that is the deliberate will of EFSA to design a penalty system that radically turns it back on the principle of proportionality as regards the penalties on which sound governance (and the rules that it inspires such as the abovementioned Regulation on financial rules of the EU budget) is based?</p> <p>Could you confirm that it is the deliberate will of EFSA to design a penalty system in which two mistakes in a quote for a project of a total value of, say, €100,000, will be penalised with a sanction whose value amounts to €10,000.</p>	<p>18/01/2018</p> <p>The objective of SLA08 is to ensure a sound and efficient administrative management, and to encourage the contractor to put in place a system that verifies the correctness of financial files before these are processed. Mistakes and inaccuracies generate rework for both parties and unnecessary administrative burden (e.g. credit notes), and shall be avoided as much as possible primarily in the interest of the contractor, as inaccurate financial files would mainly result in delayed financial transactions (e.g. payments).</p> <p>Mistakes would be considered on the overall total which, by definition, is the sum of individual factors. In other words, if more than one mistake is included in the same file, it would be considered only once at an aggregated level.</p> <p>Regarding point 2, we cannot reply because the assumption is incorrect: penalties only apply to the contractor's service fees and not to the total value of the assignment, which also includes reimbursable costs. Therefore, the proportion presented by the requester as an argument is not reflecting reality in terms of impact and magnitude.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
66	16/01/2018 15:35	18/01/2018 15:01	Test case - maximum available budget of 450k	Could you clarify if the maximum available budget of 450k includes the renting of the venue and any other reimbursable costs ?	18/01/2018 Yes, it is all inclusive.
67	17/01/2018 04:15	18/01/2018 15:03	Annex 7	We have a question concerning Annex 7. Is it possible to indicate in Annex 7 more than one staff member for a single profile? For example, more than one event manager?	18/01/2018 The tenderer can indicate more than one staff member per profile, bearing in mind that the team should be sized to support the volumes of activities indicated in Part 1 of the technical specifications.
68	17/01/2018 12:38	18/01/2018 16:46	ANNEX 5: DECLARATION OF HONOUR ON SELECTION CRITERIA - POINT 1 (a)	In riferimento all'allegato 5 al punto 1: "declares that the above-mentioned person complies with the selection criteria applicable to it individually as provided in the tender specifications" cosa si intende per "(a) It has the legal and regulatory capacity to pursue the professional activity needed for performing the contract only if required in section 2.4 C of the tender specifications"? Il punto C della sezione 2.4 (pag. 26-29) del tender non esiste.	18/01/2018 As point 2.4 C on legal and regulatory capacity is not included among the selection criteria of this tender specifications, the tenderer can select and tick the option NA, that means "not applicable"

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#	Submission date	Publication date	Question subject	Question	Answer
69	18/01/2018 15:23	18/01/2018 16:46	Declaration of Honour on selection criteria	in Declaration of Honour on selection criteria, the first question 1a refers to section 2,4 C of the tender specifications, but such section does non exist. is this an misprint?	18/01/2018 As point 2.4 C on legal and regulatory capacity is not included among the selection criteria of this tender specifications, the tenderer can select and tick the option NA, that means "not applicable"
70	16/01/2018 15:54	19/01/2018 09:58	Sla System (4)	The penalty system foreseen by the Tender Technical Specifications provides that: "failure to comply with Service Level Agreements shall result in the immediate implementation of the penalties listed in the table above and in the definition of agreed-upon corrective measures to address underperformance". The automatic nature of the application of penalties plus the fact that the contractor cannot submit observations goes against the general principles of the right to reply and against the provisions of the General Conditions of the FWC that do recognize that right to reply (see article II.15.2). Could you clarify how you do plan to solve that contradiction between the Technical Specifications and the General Conditions of the FWC?	19/01/2018 In case of conflict, the tender specifications prevail on the general conditions of the contract. The new updated draft contract is available in e-tendering.

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#	Submission date	Publication date	Question subject	Question	Answer
71	16/01/2018 15:58	19/01/2018 10:06	SLY System (7)	<p>According to the Technical Specifications (see Tender Specifications, page 21): The quality of services delivered by the Contractor will be assessed based on a post event survey sent to all attendees to measure the external customer satisfaction rate. To meet expectations, events shall obtain a cumulative positive feedback from at least 80% of respondents on organisational and logistical matters. The Specifications further clarify (see note 33) that: “possible scores are: Excellent, Good, Average, Below Average, Poor” and that only answers ‘excellent’ and good’ must be considered as ‘positive feedback’. In addition, the penalty scheme foresees a scale of financial penalties that goes from 5% to 50% of the total value of the assignment. This specific scheme is problematic for a number of reasons:</p> <ul style="list-style-type: none"> • Nothing is said about the representativeness of the survey: if 100 individuals is the total population (in its statistical acceptance) how many answers will be needed to consider that the sample is representative of the total number of event participants? Could you clarify that issue? (to be followed up) 	<p>19/01/2018</p> <p>So far the customer satisfaction rate of EFSA’s events as defined in the tender specifications (“excellent” + “good” scores) has been stably over the 80%. This sets a benchmark that EFSA is not willing to deviate from in the future to ensure performance continuity.</p> <p>This said, for the survey to be valid, at least 60% of the event participants must have participated to the survey. Finally, for clarity reasons we stress that the requestor’s understating of how penalties will be applied is incorrect: these would be only calculated on the contractor’s fees, and not on the total value of an assignment, which would also include reimbursable costs.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
72	16/01/2018 15:59	19/01/2018 10:08	SLA System (7ter). Follow up 7 bis	<p>• Surveys are opinions (in this case about the quality of services). Opinions are unquestionably affected by subjective issues and emotions (“I am not in a good mood this when I answer this questionnaire because I am in trouble with my boss”) and exogenous factors (“the contractor could not provide a participant with the flight connections s/he had wanted because of an airline’s bad schedule but the contractor is held responsible, as a whole, and is given a low score). The contractor cannot be held responsible for these subjective issues and therefore not held accountable for the results. Sanctioning companies with financial penalties, especially with very heavy penalties (up to 50% of the total value of the contract), cannot be done so lightly and with such arbitrary criteria. Could you explain what do you plan to do to prevent the execution of the FWC to be jeopardised by this situation?</p>	<p>19/01/2018 Surveys are opinions, as well the perceived reputation of EFSA. This is why EFSA’s events are designed to ensure the highest quality levels and an optimal user experience. In fact, so far the customer satisfaction rate of EFSA’s events as defined in the tender specifications (“excellent” + “good” scores) has been stably over the 80%. This sets a benchmark that EFSA is not willing to deviate from in the future to ensure performance continuity. Moreover, the questions asked to participants are factual and event-related (therefore, their score would hardly be influenced by factors that are completely unrelated to the event experience itself, apart from very exceptional cases that would anyhow be mitigated by the representativeness of the sample overall). We expect the contractor to be proactive in ensuring that this benchmark is met in the future, too. Therefore, we strive to excellence, and to ensure continuity with our historical customer satisfaction level (stably above 80%). This said for the survey to be valid; at least 60% of the event participants must have participated to the survey. This will avoid a single case to spoil the representativeness of the survey</p>

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#	Submission date	Publication date	Question subject	Question	Answer
					<p>the representativeness of the survey itself. EFSA will make sure that the questionnaire has a clear guidance on how to be impartial in the assessment of the quality. Finally, we again stress that penalties only apply to the contractor's service fees and not to the all total value of the assignment, which would also include reimbursable costs.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
73	16/01/2018 15:58	19/01/2018 10:10	SLA System (7bis). Follow up question 7	<ul style="list-style-type: none"> • There is a distortion in the opinions scale proposed to the surveyed participants. EFSA has adopted a five-answer scale. Surprisingly only two of the five answers are considered as positive, while three are considered negative. Even though an 'average' answer could be considered as a 'neutral' answer from a semantic point of view, it is mathematically considered as a negative answer. In effect, people who choose the 'average' answer will be considered to be giving negative feedback. This has a tremendous impact on the overall score. As statisticians and polling experts know, neutral answers automatically appeal, simply because a neutral answer offers a comfortable refuge for those who are undecided. The undecided make up a significant proportion of all polled populations (between 15 and 25% according to the record). As a consequence, the mere presence of a neutral answer, that is considered as a negative score, will virtually prevent any contractor from achieving a score that exceeds 80% of positive feedback. In other words, contractors will be penalised whatever they do in the great majority of the projects they carry out. Could you explain what do you 	19/01/2018 Please refer to the answer number 72

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#	Submission date	Publication date	Question subject	Question	Answer
				out. Could you explain what do you plan to do to correct this bias?	
74	16/01/2018 16:01	19/01/2018 10:14	SLA System 10 (last)	Could you confirm in view of all our previous questions that EFSA is conscious that it has designed and deliberately wants to implement a penalty system that foresees disproportionate and arbitrary financial sanctions based on equivocal definitions, a system that condemns the future framework contract to a premature termination, for it is economically not viable?	19/01/2018 Please refer to answers provided to questions 59, 60, 61, 62, 63, 64, 65, 70, 71, 72, 73.
75	18/01/2018 20:10	19/01/2018 10:17	Annex 8 – Test case budget	Please specify which costs have to be detailed in the budget for the location recommended by the tenderer: venue rent, A/V equipment, catering services, decorations, keynote speaker, etc...	19/01/2018 Budget, if presented to complement the proposal as an element to encourage an informed decision, shall be a top line indication of the cost items indicated in the brief, i.e. logistical costs and service fees. The objective is for EFSA to receive a realistic cost estimation and to check that the proposed technical solution does not exceed the available budget for event logistics and service fees as indicated in the brief.

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#	Submission date	Publication date	Question subject	Question	Answer
76	18/01/2018 20:11	19/01/2018 10:18	Annex 8 – Test case budget	Does the detailed budget for the location proposed include the travel and accommodation costs of the invited and reimbursed audiences?	19/01/2018 As indicated in the test case, the maximum budget available for the event does not include travel and accommodation of reimbursed audiences, which will be managed by EFSA directly. Therefore, this cost item is out of the tender's scope
77	18/01/2018 20:12	19/01/2018 10:19	Annex 8 – Test case budget	Where the detailed budget for the location recommended has to be proposed? In the 25 pages test case document?	19/01/2018 Budget, if presented to complement the proposal as an element to encourage an informed decision, shall be included in the analysis of strengths and weaknesses leading the formulation of an overall recommendation on the venue/city that is considered by the tenderer as first choice.
78	17/01/2018 13:05	19/01/2018 11:07	Annex 5 DECLARATION OF HONOUR ON SELECTION CRITERIA - I EVIDENCE FOR SELECTION	Quali sono i documenti da fornire su richiesta, specificati nel tender? (The signatory declares that the above-mentioned person is able to provide the necessary supporting documents listed in the relevant sections of the tender specifications and which are not available electronically upon request and without delay).	19/01/2018 The declaration refers to the tender capacity to provide the necessary supporting documents listed in the tender specifications

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#	Submission date	Publication date	Question subject	Question	Answer
79	19/01/2018 12:53	19/01/2018 16:09	Financial Offer	As stated in the tender spec (1.3), all tasks can be subcontracted and so can be included into reimbursable costs. Do this mean that in the FO, the corresponding line should not be filled in? How can we highlight that the line is subcontracted?	19/01/2018 The financial offer only covers the items that are listed in the table itself. Subcontracted costs (e.g. venue rental, catering...) are by definition variable and are considered as reimbursable costs that add on top of price list costs. In other words, the budget of an event would be made of price-list costs plus reimbursable costs.
80	19/01/2018 12:53	19/01/2018 16:14	Financial Offer	Regarding the financial offer, line 1.9 of FO, the cost has to be given per language per day. The price can vary depending on the language (Chinese or English have different costs i.e.) and on the country where the event will be. How to consider this item?	19/01/2018 The cost variance is to be considered in the definition of the fee that will be proposed by the tenderer in the financial offer.

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#	Submission date	Publication date	Question subject	Question	Answer
81	19/01/2018 14:15	19/01/2018 16:21	Subsistence costs	<p>As per paragraph 1.2 - (21) Extra-muros assignments of Contractor's staff, we understand that "Extra-muros rates shall include subsistence costs incurred by staff (e.g. meals, accommodation, local transport etc.) and exclude return trip travel costs, as these will be paid as lump sums based on" the table present at page 12.</p> <p>Instead in the draft contract at paragraph II.22 we understand that "The contracting authority reimburses subsistence expenses.." as per paragraph II.22.4 (b), (c), (d) and (e).</p> <p>So, in order to fill in the FO Group 2 TM fees, please clarify how to consider all the subsistence costs for intra-muros and extra-muros activities?</p>	<p>19/01/2018</p> <p>As indicated in the corrigendum n°2 and clarification n°70, in case of contradiction the tender specifications prevail on the provisions stated in the general condition of the contract. Considering the above, please kindly refer to the tender specifications</p>
82	19/01/2018 16:41	19/01/2018 16:59	Annex 1 signature	<p>In case of a joint offer, is it possible that both partners sign Annex 1(financial offer) ?</p>	<p>19/01/2018</p> <p>In case of joint offers, the financial offer should only be signed by the leading partner.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
83	19/01/2018 18:28	20/01/2018 16:27	Subcontracted task and cost	As per table in the tender spec (1.3), all tasks (including the Project Management and coordination activities (1) or Delegate management form invitation to registration (6) or on-site assistance to delegate (15) i.e) can be subcontracted and so can be included into reimbursable costs by definition. In the case of the agency intend to consider these items into subcontracting services (therefore reimbursable), how can the line 1.1 or 1.2 or 1.8 be field?	20/01/2018 The logic of reimbursable costs does not apply to price list items. As indicated in Paragraph 1.3, all services in the price list (Group 1 and Group 2) are to be considered as lump sum service fees for the provision of a turnkey service package, no matter if they are delivered directly by the contractor or subcontracted to third parties (e.g. free lancers). Therefore, the unit price shall be inclusive of the costs that may be paid to a subcontractor for the provision of that service.

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#	Submission date	Publication date	Question subject	Question	Answer
84	19/01/2018 22:42	20/01/2018 16:36	Test case (Communication Plan)	<p>As for the communication plan to be prepared for the test case, we would like to ask you the following questions:</p> <ul style="list-style-type: none"> - is the Contractor in charge only of the design of the communication plan or also of its concrete implementation? - should the measures recommended in the communication plan be quoted too? If so, should they be considered as reimbursable costs? 	<p>20/01/2018</p> <p>The text case only requires the tenderer to recommend channels/tactics/tools to achieve the objectives highlighted in the briefing. How the plan would be materially implemented (i.e. if by the contractor, by EFSA, or a combination of the two scenarios) is out of the test case's scope. The objective, here, is to assess the tenderer's understanding of EFSA's needs and ability to recommend the best strategies to reach out and engage with EFSA's target audiences (i.e. competencies and business partnering potential). The cost is not a compulsory element of the plan either. It will be assumed that the whole set of solutions proposed by the tenderer in answering the questions asked by the test case are within the maximum budget available for the event as indicated in the briefing.</p>
85	19/01/2018 22:53	20/01/2018 16:38	Test case - Event ROI	<p>In the briefing related to the test case, the Contractor is asked to propose additional indicators to assess the ROI. When specifying "additional", is reference made to a set indicators in addition to those listed under page 3 for Key Performance Indicators?</p>	<p>20/01/2018</p> <p>Correct. The tenderer is requested to complement the quantitative Key Performance Indicators listed in the brief with additional quantitative/qualitative dimensions that will help EFSA assess the event's impact and return on investment.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
86	19/01/2018 22:10	26/01/2018 13:06	Total score of the evaluation offer	With reference to the best price-quality ratio, could you kindly confirm that, for the total score of the evaluated offer, the formula indicated in the tender specifications is correct? If so, could you explain how the total score of the evaluated offer will be expressed?	26/01/2018 Please refer to corrigendum 3
87	19/01/2018 22:33	26/01/2018 13:07	The best price-quality ration	With reference to the best price-quality ratio and specifically to the formula that will be used to indicate the total score of the evaluated offer, could you kindly explain the exact meaning of this calculation: "40*Financial offer (M€)"? Specifically: - what does (M€) exactly refer to? - in case of a financial offer amounting to 1.000.000 Euro, how will the score of the financial offer be calculated?	26/01/2018 M€ is the overall total indicated in the sheet called "overall" in the annex 1 financial offer expressed in millions. With reference to your second question, please refer to corrigendum 3, published in e-tendering.

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#	Submission date	Publication date	Question subject	Question	Answer
88	29/01/2018 14:24	29/01/2018 14:25	Budget	<p>We would be grateful if you could clearly say if you expect the global budget with our fees (fixed price, intra and extra muros hourly costs) as well as all reimbursables ?</p> <p>Our understanding is that no elements of our financial offer should appear in the technical proposal. Our understanding is then to only include venue expenses to justify the selection of the venue.</p> <p>Can you confirm ?</p>	<p>29/01/2018</p> <p>The primary objective of the test case is to assess the quality of proposed solutions. The briefing clearly mentions that the maximum budget available for the event is 450K€ (service fees and event logistics). This amount should serve as a reference/order of magnitude for tenderers and help them design their technical solutions accordingly.</p> <p>For the purpose of this evaluation we will assume that the technical solution proposed by the tenderer is within the given ceiling. The cost breakdown is not a compulsory element of the proposal. However, tenderers are free to include such dimension in their elaboration of strengths and weaknesses as an additional element to support their recommendations, if deemed appropriate.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
89	29/01/2018 14:30	29/01/2018 14:33	Declaration of Honour	<p>It seems that a declaration on honour is requested for subcontractors as a mandatory field. However, in ToRs, declarations on honour for exclusion and selection criteria should only be signed by the contractor or by members of a group of economic operator (consortium) but not by subcontractors.</p> <p>Can you please advise on how to fill the platform? Can we upload a document stating that such document is not required? Would it be enough?</p>	<p>29/01/2018 EFSA confirms that declarations on honour for exclusion and selection criteria should only be signed by the contractor or by the leading member of a group of economic operator (consortium) but not by subcontractors. Therefore, if e-submission forces you to include a declaration on honour from subcontractors, it is acceptable for EFSA procurement that you upload a document stating that such document is not required”</p>

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#	Submission date	Publication date	Question subject	Question	Answer
90	29/01/2018 14:37	29/01/2018 14:38	Budget	<p>rif. "EFSA - EN-Annex 1_Financial Offer" task 1.9: confermate che il coefficient relativo a questo task è 12? Considerando la tipologia degli eventi da organizzare (eventi e conferenze internazionali), che di norma hanno più lingue e più giorni l'uno, sembra un numero piuttosto basso. In caso doveste rettificarlo in aumento, dato che si tratta di un servizio mediamente costoso, come si modificherebbe budget complessivo?</p>	<p>29/01/2018 The coefficient indicates the estimated number of times in which the service may be requested over the period of contract implementation. Being English the official language of EFSA's meetings and events, we estimate the number of times in which the service will be required to be extremely low and only related to exceptional circumstances. Therefore both the coefficient and ceiling in the price list are confirmed. We also draw your attention to the fact that the service fee to be indicated in the offer is per language per day</p>

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#	Submission date	Publication date	Question subject	Question	Answer
91	31/01/2018 10:13	31/01/2018 12:04	Financial offer - new template	<p>Good morning,</p> <p>We have received corrigendum 4 and new excel template for the financial offer.</p> <p>We have noted that the maximum amount of 5.000.000€ is crossed out in the 2 first sheets. In the third sheet, the fact that we should not send proposal over this amount is crossed out but not the maximum amount (as it is the case in the 2 first sheets).</p> <p>We have checked the new tender specifications but the part 1.4 regarding the budget is not modified.</p> <p>Can you tell what is the maximum budget for this framework contract? Is this new amount including contractor fees as well as external expenses ?</p> <p>Thank you in advance for your kind support. Best regards</p>	<p>31/01/2018</p> <p>The maximum budget EFSA has available for this assignment is 5.000.000 including all the expenses , indexation prices etc.. €</p> <p>Only for the financial evaluation purpose, the maximum total amount resulting from Group 1 FP and Group 2 TM cannot exceed 2.400.000 euros</p>
92	30/01/2018 15:02	31/01/2018 12:05	Legal identity form	<p>Does the legal identity form need to be completed by the lead partner only ? By All partners ? Also the subcontracters ?</p>	<p>31/01/2018</p> <p>The Legal Entity form should be filled in by the leading partner only.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
93	30/01/2018 15:01	31/01/2018 12:06	Draft contract	Should we complete the Draft contract , Sign it and upload it on the platform with our other answer documents ?	31/01/2018 No, the draft contract is published only to inform possible tenderers on contractual rules. Following the award, EFSA will update the contract with some administrative data and ask the winner to sign the contract
94	31/01/2018 12:07	31/01/2018 12:08	Financial offer	In riferimento alla strumentalizzazione del budget, ci confermate che le attività richieste nel foglio 1 (Group 1) sommate alle attività del foglio 2 (Group 2) compongano l'importo complessivo di 5 milioni di euro, oppure ogni singolo foglio dell'offerta finanziaria dovrà risultare l'importo totale di 5milioni di euro?	31/01/2018 Please refer to the corrigendum n°4. The financial offer has been updated in order to clarify the following aspects: -the maximum budget EFSA has available for this assignment is 5.000.000 € including all the expenses , indexation prices etc.. -Only for the financial evaluation purpose, the maximum total amount resulting from Group 1 FP and Group 2 TM cannot exceed 2.400.000 euros

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#	Submission date	Publication date	Question subject	Question	Answer
95	31/01/2018 12:08	31/01/2018 12:09	Financial offer	<p>rif. "EFSA - EN-Annex 1_Financial Offer" task 1.8:</p> <p>1. alla luce del cambiamento della Unit come da Corrigendum 1, confermate che il Coefficient per questo task rimane invariato?</p> <p>2. Considerando che il Coefficient del task 1.8 è lo stesso anche per i task 1.1, 1.3 e 1.4, confermate che per questi task la Unit rimane quella originaria "€/participant"?</p>	<p>31/01/2018</p> <p>The coefficients indicated in the price list are multiplying factors indicating the estimated number of times a service may be requested during contract implementation. The fact that the same coefficient appears in different cost items does not imply that Units are the same.</p> <p>The service fee for tasks whose units are €/participant/day are directly influenced by the number of meeting/event days (example: task 1.8): the longer the event, the higher the cost.</p> <p>On the contrary, tasks whose units are €/participant are intended as lump sum service fees no matter the duration of a meeting/event. For example, we assume that the effort - and consequently the service fee - for the contractor to manage a hotel rooming list (task 1.4) is not influenced by the length of a guest's stay at a hotel (one, two, three nights), but rather by the number of rooms/participants to be managed. In other word, the service fee remunerates the time the contractor will spend in negotiating the allotment, not matter the number of nights.</p> <p>Therefore, we confirm that the service</p>

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#	Submission date	Publication date	Question subject	Question	Answer
					Therefore, we confirm that the service fee for task 1.8 (“On-site assistance to delegates and participants”) is intended as €/participant/day, whereas tasks 1.1, 1.2, 1.3, 1.4 and 1.6 are intended as €/participant because, differently from task 1.8 (whose unit price is directly influenced by the duration of an event) their unit price will not increase in case of multi-day events.
96	05/02/2018 12:11	05/02/2018 12:12	Updated ceiling in corrigendum 4	<p>rif Corrigendum 4: la precisazione in merito all'updated ceiling (2.4 M) non trova riscontro nel relativo allegato “financial offer” nel quale permane il tetto di 5M, come da bando di gara. Chiediamo di chiarire questa incongruenza.</p>	<p>05/02/2018</p> <p>The mentioned financial ceilings have two different purposes:</p> <ul style="list-style-type: none"> -The ceiling of 5 million is the maximum amount EFSA has available to purchase the services indicated in the tender documents during an overall maximum period of four consecutive years. -The ceiling of 2.4 million is the maximum budget for financial offers . This ceiling refers only to the financial offers evaluation and it will be not considered for contract implementation. However, please note that prices that will be used for contract implementation are listed in the financial offer in the column “unit price”.

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#	Submission date	Publication date	Question subject	Question	Answer
97	06/02/2018 11:06	09/02/2018 10:20	Budget	According to the chart of detailed expenses per contractor published on your website, Pomilio Blum, the incumbent contractor for event organisation has earned € 1,894,700 from 2014 to 2016 from this contract. Does this amount only cover the contractor's service fees or does it also cover reimbursable expenses? If it does cover reimbursable expenses, could you provide us with the split between service fees and reimbursable expenses?	09/02/2018 The amount published covers both service fees and reimbursable costs. The cost split is strictly linked with the nature of service. We roughly estimate 40% for service fees and 60% for reimbursable costs.
98	06/02/2018 11:07	09/02/2018 10:21	Budget	The framework contract on event organisation that was awarded to Pomilio Blum in 2014 had foreseen a maximum budget of €4 million. Has this ceiling been respected or has the level of expenses been increased, in which case, by how much and for what reasons?	09/02/2018 The ceiling has been respected.

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#	Submission date	Publication date	Question subject	Question	Answer
99	06/02/2018 11:08	09/02/2018 10:24	List of previous events	<p>The tender specifications provide the tenderers with a link to a website where they can see the kind of events EFSA organises. While this information is very useful, it is rather incomplete and fragmented. It is true that the tender specifications also provide us with a rather fair picture of the events EFSA organises, with the exception of one key element that has a tremendous influence on the overall cost: the duration. We would be grateful if you could provide us with an exhaustive list of the events organised in the last four years including the name of the event, its duration, the number of participants and its location or at least provide us with statistics about the duration of EFSA events.</p>	<p>09/02/2018 The terms of reference provide an overview of annual volumes of events organised by EFSA that fall in the scope of this call for tender, i.e. stakeholder events in all their formats (e.g. conferences, workshops, colloquia) and institutional meetings (e.g. Advisory Forum / Focal Point meetings). Their number may vary every year depending on strategic priorities and budget availability, therefore historical information may not be a reliable source of information to forecast future volumes. Reference is made to the technical specifications, page 4 and 6, where the type, annual frequency and number of participants to EFSA events are given in a dedicated table. The standard duration of EFSA's events is one day (9:00 to 18:00) with the following exceptions: -Management Board, Advisory Forum, Focal Point meetings and recurring meetings of other established stakeholder groups (duration: 1.5 days) -Scientific Colloquia (duration: 1.5 days) -EFSA's scientific conferences series (duration: 3 or 4 days) We remind you that the recurring meetings of EFSA's scientific Panels (i.e. Plenaries) are not included in the</p>

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#	Submission date	Publication date	Question subject	Question	Answer
					(i.e. Plenaries) are not included in the scope of this tender.
100	07/02/2018 11:04	09/02/2018 15:47	annex 8	We have a question concerning part 3 (qualitative analysis of a test case) of annex 8. In addition to the maximum 25 pages foreseen, is it possible to add an attachment with a presentation containing visuals?	09/02/2018 You should stick to the maximum number of pages indicated in the call, including text and visuals in whatever format.
101	07/02/2018 17:01	09/02/2018 15:49	Financial Offer Unit €/participant	Al fine di calcolare al meglio il singolo costo per partecipante richiesto nella financial offer siamo a richiedere come considerare i singoli valori per numero di partecipanti. Ad esempio per un evento di 65 partecipanti, una singola task, avrà come importo: il costo per singolo partecipante della voce "Up to 60 participants" * 60 partecipanti + il costo singolo considerato della voce "From 61 to 150" * 5 partecipanti? Oppure il costo singolo considerato della voce "From 61 to 150" * 65 partecipanti totali?	09/02/2018 The price list item shall be selected on the basis of the total number of expected participants. For example, if 65 participants are expected, the calculation would be the following: 65 * unit price "From 61 to 150 participants"