

## Call for tenders' details

Title: Support services for the Scaling up of the Digital Skills and Jobs Coalition and the Digital Opportunity Traineeships - Smart 2018/0057

Start date: 24/10/2018

Time limit for receipt of tenders: 14/12/2018

Contracting authority: European Commission, DG for Communications Networks, Content and Technology (CONNECT)

Status: Closed

## Call for tenders question list

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
1	07/11/2018 11:16	12/11/2018 12:31	Request for clarification	<p>- With reference to the 4 Governing Board meetings per year mentioned under organisational support (section 2.2.2.3 of the Tender Specifications), can you confirm that we should only budget travel and lodging expenses for our staff members? Or should we also include other organisational costs (catering, travel expenses of other participants, venue, etc.)?</p> <p>- The same query applies to the workshop for stakeholders (section 2.4.3)</p> <p>If expenses beyond travel and lodging for our staff members should be considered, we would kindly ask for the following information:</p> <ul style="list-style-type: none"> <li>- Indicative number of attendees</li> <li>- Duration of the meetings / workshop</li> <li>- Expenses to be budgeted</li> </ul> <p>Kind regards</p>	<p><b>12/11/2018</b></p> <p>Organisational support to the Governing Board meetings does not include: travel costs for members of the Governing Board, reservation of rooms.</p> <p>It includes:</p> <ul style="list-style-type: none"> <li>- travel costs to ensure the presence of the contractor at the meeting;</li> <li>- preparatory work (i.e. choice of dates suitable for the Governing Board members, agenda, presentations, update on the progress of the Coalition; collection of info relevant for the Board meetings) together with the Commission services.</li> </ul> <p>Duration of each meeting of the Governing Board: max. half a day.</p> <p>Estimation of working days for each meeting including the presence at the meeting: 3 days full-time equivalent.</p> <p>The workshop for stakeholders: indicative number of attendees: 100 people in Brussels, plus a remote connection open to all stakeholders. Duration of the workshop: half a day</p> <p>Expenses to be budgeted: organisation of the meeting (physically and remotely); meeting venue and light catering. No reimbursement of travel costs for participants.</p> <p>Presence of 3 members of the</p>

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					Presence of 3 members of the contractor.
2	19/11/2018 11:45	23/11/2018 08:19	Support in monitoring the implementation of the Digital Opportunity Traineeships initiative	With reference to the task “Support in monitoring the implementation of the Digital Opportunity Traineeships initiative”, we kindly request additional clarification on the scope of work of the help-desk. Are the expectations that the contractor is the first point of contact to answer any information requests directly (e.g. via email), or that the role would be more of a supporting function (i.e. drafting of FAQs, user support through informative online content)?	<b>23/11/2018</b> The contractor will not be the first point of contact for students, but will have an active supporting function to the Commission in treating simple answers, including drafting FAQs and responding to stakeholders (i.e. enterprises or research centres among others). The response would be however sent by the Commission services (including via e-mail).
3	21/11/2018 12:11	23/11/2018 08:21	With reference of Task 1 concerning the “Scaling up the Digital Skills and Jobs Coalition” specifically point 6 “Support in monitoring the implementation of the Digital Opportunity Traineeships initiative”	We kindly request additional clarification on the scope of work of the help-desk. Are the expectations that the contractor is the first point of contact to answer any information requests directly (e.g. via email), or that the role would be more of a supporting function (i.e. drafting of FAQs, user support through informative online content) ?	<b>23/11/2018</b> The contractor will not be the first point of contact for students, but will have an active supporting function to the Commission in treating simple answers, including drafting FAQs and responding to stakeholders (i.e. enterprises or research centres among others). The response would be however sent by the Commission services (including via e-mail).

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#	Submission date	Publication date	Question subject	Question	Answer
4	29/11/2018 11:13	30/11/2018 16:01	Section 2.2.2.3. Organisational support Tool for presenting activities of the Digital Skills and Jobs Coalition - the contractor will maintain the website and database of the Pledgeviewer.	The successful contractor is required to maintain the pledgeviewer website and database. As a result, they would need to take over the existing technical codebase and perform an initial familiarisation with the technical and business requirements implemented by the project. Is this activity foreseen by the Contracting Authority? Will the source code and relevant documentation be made available to the successful contractor at the initiation of the project? What technologies are used for the website and database? Can you please clarify where the website is hosted and whether the hosting will remain as-is during the duration of the project? In case additional environments (servers) are needed for staging and testing updates to the website and database, will that be provided by the successful contractor?	<b>30/11/2018</b> A hand-over to give all the necessary information to the successful contractor will be made by the Contracting Authority at the start of the project. The website is based on custom PHP code + Vfront ( <a href="http://www.vfront.org">http://www.vfront.org</a> ) as DB management tool. The website is hosted on the servers of the European Commission and will stay there. No, additional servers to perform testing and presentation of the updates before deploying the final version to the production server can be provided by the Commission.

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5	04/12/2018 09:59	04/12/2018 10:13	Address for signed original documents	Hello, Please confirm that the address where the signed originals are to be sent is: European Commission, DG Communications Networks, Content and Technology Directorate R: Resources and Support, Unit R2: Administration and Finance BU25, 04/054 Brussels 1049, Belgium Contact person: Iorbanka Cuiza Perez	<b>04/12/2018</b> Yes, we confirm that the address you indicate is correct.
6	10/12/2018 11:01	10/12/2018 16:49	Section 2.2.2.3. Organisational support Tool for presenting activities of the Digital Skills and Jobs Coalition - the contractor will maintain the website and database of the Pledgeviewer.	Please clarify, how the contractor is expected to manage Pledge viewer website content: is the contractor expected to add and update all content, or to review and upload content provided by pledgers? Is the contractor expected and allowed to add new features to the website (requires full access to website code, programming new features), or maintain existing functionalities?	<b>10/12/2018</b> In accordance with the Invitation to Tender, Section 3.1, The contracting authority is not bound to reply to requests for additional information received less than six working days before the time-limit for receipt of tenders. Please see also Question4

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