

## Call for tenders' details

Title: Framework Contract for Procurement of Crisis Management Consultancy

Start date: 20/06/2018

Time limit for receipt of tenders: 23/07/2018

Contracting authority: European Border and Coast Guard Agency (Frontex)

Status: Closed

## Call for tenders question list

| # | Submission date     | Publication date    | Question subject   | Question  | Answer   |
|---|---------------------|---------------------|--|---|--|
| 1 | 21/06/2018<br>14:50 | 22/06/2018<br>11:49 | British companies' participation   | Do British companies have the opportunity to participate in the tender, even if the Brexit happens?<br><br>Thanks | <b>22/06/2018</b><br>Company registered in the UK is eligible for bidding and being awarded the prospective framework contract, as long as this happens before the day of Brexit. Frontex also foresees no limitations of involvement of such company in implementation of the FWC until the end of the duration of the FWC concluded before the Brexit day. |
| 2 | 27/06/2018<br>14:19 | 29/06/2018<br>08:12 | National Law (Annex V I Special Conditions Article 1.12 'Applicable Law and Settlement of disputes') | Is it possible to tender for this work under UK Law?  | <b>29/06/2018</b><br>No, it is not - Annex VI - Draft Contract, Special Conditions, Article I.12 clearly specifies the applicable law.   |

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Call for tenders questions summary

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| # | Submission date     | Publication date    | Question subject | Question  | Answer   |
|---|---------------------|---------------------|------------------|---|--|
| 3 | 02/07/2018<br>09:43 | 03/07/2018<br>08:59 | Award criteria   | Dear, concerning the award criteria - In 'EN-Annex I Tender Specifications' document - One statement states award criteria as 40/60 in favour of financial offer; while another statement states award criteria 60/40 in favour of technical quality. Can you please clarify what are the correct award criteria. | <b>03/07/2018</b><br>The correct award criteria are: technical quality – 60% and financial offer – 40%. The point 3.5.2. Award criteria of the Tender Specifications should read as follows: The contract will be awarded to the tenderer offering the best value for money, with a 60/40 weighting between technical quality and financial offer. |

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| # | Submission date     | Publication date    | Question subject   | Question  | Answer  |
|---|---------------------|---------------------|--|---|---|
| 4 | 05/07/2018<br>11:40 | 06/07/2018<br>15:42 | biannual crisis mgt including crisis communication component | <p>Dear,</p> <p>Out of 5 services listed in Annex III Financial Proposal, the Terms of Reference only lists 4 (2-5) that have a more elaborate description under deliverables. Would it be possible to receive an additional explanation on that specific service please? So we are referring to point 1 in the financial proposal document:</p> <p>The “Biannual crisis management including a crisis communication component for Frontex crisis management team” which is listed in annex III under service number 1 is not listed in annex II terms of reference under the more elaborate explanation of deliverables. In contrast the other services (2-5) are elaborately described.</p> <p>Thank you for your feedback.</p> | <p><b>06/07/2018</b></p> <p>Please be advised, that the document of Annex II – Terms of References has been amended. The new version named Annex II Terms of Reference (corrected after QA) has been uploaded to the document library. In the terms of references, section 5, a delivery of biannual crisis management for the crisis management team was deleted, as the sentence proved to be misleading. The requested deliverables shall be:</p> <ul style="list-style-type: none"> <li>•1 fully fledged crisis management exercises per year</li> <li>•1 table top crisis management exercises per year</li> <li>•1 training for the crisis mgmt. teams per year</li> <li>•1 Frontex staff awareness session per year</li> <li>•Consultancy services to provide support in the crisis management (up to 85 hours per year)</li> </ul> <p>Annex II – Terms of References Section 5.7 about the consultancy services was updated as well. Consequently, these changes are reflected in the changed Annex III - Financial Offer, which has been has been uploaded to the document library as Annex III - Financial Proposal (corrected after QA).</p> |

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|---|---------------------|---------------------|--|---|--|
| 5 | 05/07/2018<br>16:07 | 06/07/2018<br>15:42 | Biannual crisis management including a crisis communication component for FRONTEX crisis management team | <p>Dear,</p> <p>In the financial overview is mentioned a biannual crisis management training but the quantity we need to quote a price for is 2. Can you please confirm how many of these sessions need to be provided throughout the duration of the FWC. Thank you.</p> | <p><b>06/07/2018</b></p> <p>Please be advised, that the document of Annex II – Terms of References has been amended. The new version named Annex II Terms of Reference (corrected after QA) has been uploaded to the document library. The requested deliverables shall be:</p> <ul style="list-style-type: none"> <li>•1 fully fledged crisis management exercises per year</li> <li>•1 table top crisis management exercises per year</li> <li>•1 training for the crisis mgmt. teams per year</li> <li>•1 Frontex staff awareness session per year</li> <li>•Consultancy services to provide support in the crisis management (up to 85 hours per year)</li> </ul> <p>Annex II – Terms of References Section 5.7 about the consultancy services was updated as well. Consequently, these changes are reflected in the changed Annex III - Financial Offer, which has been has been uploaded to the document library as Annex III - Financial Proposal (corrected after QA).</p> |

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|---|---------------------|---------------------|----------------------------|---|---|
| 6 | 29/06/2018<br>10:27 | 06/07/2018<br>15:43 | Number of yearly exercises | In the pricing schedule the quantity of the full-fledged exercise is set to 8 and the quantity of the table top exercises is also set to 8. However, in the Terms of References, section 5, it is stated that two (2) exercises should be delivered yearly, one (1) fully fledged exercise and one (1) table top exercise. Is it correctly understood that four (4) fully fledged and four (4) table top exercises will be delivered over a four year period? | <p><b>06/07/2018</b></p> <p>Please be advised, that the document of Annex II – Terms of References has been amended. The new version named Annex II Terms of Reference (corrected after QA) has been uploaded to the document library. The requested deliverables shall be:</p> <ul style="list-style-type: none"> <li>•1 fully fledged crisis management exercises per year</li> <li>•1 table top crisis management exercises per year</li> <li>•1 training for the crisis mgmt. teams per year</li> <li>•1 Frontex staff awareness session per year</li> <li>•Consultancy services to provide support in the crisis management (up to 85 hours per year)</li> </ul> <p>Consequently, these changes are reflected in the updated Annex III - Financial Offer, which has been has been uploaded to the document library as Annex III - Financial Proposal (corrected after QA).</p> |

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| # | Submission date     | Publication date    | Question subject | Question   | Answer  |
|---|---------------------|---------------------|------------------|--|---|
| 7 | 04/07/2018<br>11:52 | 06/07/2018<br>15:45 | Clarification    | <p>1. Please can you confirm the technical versus financial evaluation weighting since this is given as 40/60 and 60/40 at different places in the documentation. We assume it is 60% for the technical and 40% for the financial.</p> <p>2. We note that the documents state that there will be no pre-financing or interim payments made. Given that the framework could last for 4 years with costs incurred upfront and involving subcontractors, please can you clarify what the intended arrangements for invoicing would be and whether you would consider upfront and/or interim payments.</p> <p>3. Please can you confirm the numbers of deliverables envisaged per year/per 4 years to avoid any ambiguity. For example as the financial tables references 8 table-top and 8 fully-fledged exercises over the 4 years we are assuming this means that you require 2 each of these per year and that “biannual” means every other year (i.e. 2 over the framework)?</p> <p>4. For the fully-fledged exercise and table-top exercise, please can you clarify what is meant by “in this sequence” in Section 5 of the ToR.</p> | <p><b>06/07/2018</b></p> <p>1. The correct award criteria are: technical quality – 60% and financial offer – 40%. The point 3.5.2. Award criteria of the Tender Specifications should read as follows: The contract will be awarded to the tenderer offering the best value for money, with a 60/40 weighting between technical quality and financial offer.</p> <p>2. This FWC will be implemented in the way of a specific contracts and the payments will be done after completing services ordered by each specific contract. The Contractor (or leader in the case of a joint tender) must send an invoice for payment due under a specific contract, as provided for in the Terms of Reference and accompanied by the report on completed deliverable. Therefore, no interim payments or pre-financing is foreseen.</p> <p>3. Please be advised, that the document of Annex II – Terms of References has been amended. The new version named Annex II Terms of Reference (corrected after QA) has been uploaded to the document library.<br/>The requested deliverables shall be:<br/>•1 fully fledged crisis management exercises per year</p> |

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|---|-----------------|------------------|------------------|--|--|
|   |                 |                  |                  | <p>sequence” in Section 5 of the ToR. Are you envisaging that the table-top exercises are held after the fully-fledged exercises and during the same session (back-to-back), or are these separated in time?</p> | <p>exercises per year</p> <ul style="list-style-type: none"> <li>•1 table top crisis management exercises per year</li> <li>•1 training for the crisis mgmt. teams per year</li> <li>•1 Frontex staff awareness session per year</li> <li>•Consultancy services to provide support in the crisis management (up to 85 hours per year)</li> </ul> <p>Consequently, these changes are reflected in the changed Annex III - Financial Offer, which has been uploaded to the document library as Annex III - Financial Proposal (corrected after QA).</p> <p>4. Each of the deliverables will be ordered from the service provider separately, not in sequence, not to be held during the same session. One exercise after the other. It is foreseen to start with a fully-fledged exercise (first half of the year) and hold a table top exercise in the second half of the year.</p> |

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|---|---------------------|---------------------|---------------------------------|--|---|
| 8 | 02/07/2018<br>09:36 | 06/07/2018<br>15:46 | Travel costs/reimbursables      | Dear, we can read that the financial proposal should include all costs related to the deliverables in line with the TOR. Does this mean they are no reimbursables outside the financial proposal? This because nowhere is mentioned if all "intra muros" sessions are on the same location or that these sessions can take place in different locations. Can you please clarify. Thank you | <b>06/07/2018</b><br>No reimbursable costs are foreseen. All "intra muros" sessions are at the same location at Frontex premises in Warsaw, Poland.   |
| 9 | 29/06/2018<br>10:30 | 06/07/2018<br>15:47 | Additional consultancy services | In the terms of references, section 5.7, it is stated that consultancy services should be provided throughout the year. Should the tenderer provide a daily/hourly rate for this service and/or indicate the number of days/hours needed to provide this service?  | <b>06/07/2018</b><br>Please be advised, that the document of Annex II – Terms of References has been amended. The new version named Annex II Terms of Reference (corrected after QA) has been uploaded to the document library. According to the Section 5.7 of the Terms of References the consultancy services should be provided up to 85 hours yearly by the contractor from their own premises, via email, video conference or phone calls. Consequently, these changes are reflected in the changed Annex III - Financial Offer, which has been has been uploaded to the document library as Annex III - Financial Proposal (corrected after QA). |



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|----|---------------------|---------------------|---|--|---|
| 10 | 29/06/2018<br>10:29 | 06/07/2018<br>15:48 | Biannual crisis management for the crisis management team | In the terms of references, section 5, Frontex mentions a delivery of biannual crisis management for the crisis management team, what should be included in this delivery, i.e. is this a training session, an exercise or something else? | <p><b>06/07/2018</b></p> <p>Please be advised, that the document of Annex II – Terms of References has been amended. The new version named Annex II Terms of Reference (corrected after QA) has been upload to the document library.</p> <p>The requested deliverables shall be:</p> <ul style="list-style-type: none"> <li>•1 fully fledged crisis management exercises per year</li> <li>•1 table top crisis management exercises per year</li> <li>•1 training for the crisis management teams per year</li> <li>•1 Frontex staff awareness session per year</li> <li>•Consultancy services to provide support in the crisis management (up to 85 hours per year)</li> </ul> |

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|----|---------------------|---------------------|--|---|--|
| 11 | 09/07/2018<br>11:47 | 11/07/2018<br>09:39 | Could you please clarify the following for us? | <p>1 What is the maximum event capacity within the Frontex headquarters for the training sessions?</p> <p>2 Could you give us more details about your expectations regarding the biannual crisis management including a crisis communication?</p> <p>3 What type of population do you expect to attend the fully fledged exercise? How many participants do you expect for this type of exercise?</p> | <p><b>11/07/2018</b></p> <p>1. The annual training sessions are to be carried out at the Frontex HQ premises (Warsaw, Poland). The maximum capacity to host participants for a training session at Frontex headquarters is 200 with a theatre set-up of the room, or 90 with a classroom set-up of the room. However, the annual training session (0.5 days) is expected to be delivered by the contractor at Frontex premises to 40 participants (see 5.5 in Terms of reference on pg.6).</p> <p>2. Please be advised, that the document of Annex II – Terms of References has been amended. The requested deliverables shall be:</p> <ul style="list-style-type: none"> <li>•1 fully fledged crisis management exercises per year</li> <li>•1 table top crisis management exercises per year</li> <li>•1 training for the crisis management teams per year</li> <li>•1 Frontex staff awareness session per year</li> <li>•Consultancy services to provide support in the crisis management (up to 85 hours per year)</li> </ul> <p>Consequently, these changes are reflected in the changed Annex III - Financial Offer.</p> <p>3. The crisis teams at FRONTEX</p> |

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|    |                     |                     |                                |   | 3. The crisis teams at FRONTEX currently counts approximately 40 people, consisting of strategic, operational and supportive staff. The contractor may require their HR to replicate the “outside world” and have their staff available for exercise control. Frontex can provide limited number of staff to support the exercise (approx. 6 people). |
| 12 | 09/07/2018<br>11:25 | 11/07/2018<br>09:40 | Description of one deliverable | As for the fully fledged CME is the role of the advisor agency only limited to the preparation of materials and scenarios or shall the advisor team will be involved in the running of the crisis management exercise? In addition is it possible to foresee that part of the roles to be simulated in these sessions can be played by Frontex staff that are not involved in the crisis management plan? | <b>11/07/2018</b><br>The awarded company has to carry out the exercise by developing the scenario together Frontex project manager, and run the exercise. In addition Frontex can provide a limited number staff to support the exercise to replicate the outside world. The company shall foresee HR capacity to simulate and play.                  |

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| 13 | 12/07/2018<br>12:50 | 12/07/2018<br>16:39 | Page 5:<br>Kick-Off Meeting ( 1 day at Frontex Headquarters) | Is it right, that we should present the corresponding elaborated deliveries with our Team at Frontex? | <b>12/07/2018</b><br>Kick-off meeting (1 day at Frontex Headquarters)<br>a.Introduction to Frontex<br>b.Sharing documents for scenario preparations<br>c.File sharing platform (share point based) to be used<br>d.Prepare minutes of the meeting by contractor<br>The meeting serves as the first introductory contact between the contractor and Frontex. No presentation of elaborated deliverables of the contractor are expected at this meeting. That will be subject of further communication at later stage, in the process of preparation and/or execution of the deliverables. |
| 14 | 12/07/2018<br>12:48 | 12/07/2018<br>16:41 | Page 3, Pont 4:<br>" Frontex crisis mangement Framework..."  | Unfortunately we could not find a document after a search. Will we get that later?                    | <b>12/07/2018</b><br>Please see on pg.2, Part 3 General information, point 3.2 (ToR):<br>Information provided by Frontex shall be shared via a secure sharing platform to which the contractor shall be provided access by Frontex. The platform shall enable two-way document sharing between the contractor and Frontex.   |

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|----|---------------------|---------------------|---|---|---|
| 15 | 12/07/2018<br>12:09 | 12/07/2018<br>16:41 | Page 1, Point 1 (Terms of reference)<br>"The crisis Management (CM) program foresees bi-annual exercises, a table top exercise and a fully-fledged exercise".   | What does Frontex understand under a<br>a) Table-top exercise and<br>b) Fully-fledged exercise?<br><br>What exactly is the difference here?   | <b>12/07/2018</b><br>Differences between the 2 types of exercises are reflected in Descriptions to the deliverables on pg.5-6 of the Terms of reference.  |
| 16 | 12/07/2018<br>12:46 | 12/07/2018<br>16:43 | Page 2, Pont 3:<br>2.1 "The Tasks under this contract shall be performed "extra muros" at the site of the awarded contractor, and "intra muros" for interviews, Meetings and exercises, or a combination of both" | What does "extra muros" mean? Outside the Frontex Headquarters, e.g. in an EU member state on the spot? If not, what does "intra muros" mean? | <b>12/07/2018</b><br>The tasks under this "Contract" shall be performed "extra muros" at the site of the awarded contractor (preparations of CME, preparation and review of documents, preparation of reports,...), and "intra muros" at FRONTEX premises (for carrying out trainings, interviews, meetings and exercises), or a combination of both. |
| 17 | 12/07/2018<br>12:14 | 12/07/2018<br>16:43 | Page 1, Pont 2 (TOR)<br>"... to deliver two annual crisis Management exercises (CME) which shall include a crisis communication component, comprising one fully-fledged exercise and one table top exercise...    | Is it right, that the crisis communication should take place as part of the Training?   | <b>12/07/2018</b><br>The crisis communication should be part of the trainings and should be tested during the CMEs.   |

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| 18 | 13/07/2018<br>13:59 | 18/07/2018<br>08:43 | Clarification    | For the financial evaluation we note that the pricing has been requested in Annex III for certain of the deliverables. Please can you confirm how we include these elements into the pricing evaluation table: Post-CME reporting (one of the specified deliverables), and project management and planning (e.g. project plan deliverable, meetings and associated minutes, including the travel and subsistence for these). Please also can you confirm whether the revision to the deliverables has had any change on the anticipated budget for this work. | <b>18/07/2018</b><br>The expectation is, that knowing all the components, plans, tasks, actions, travels, reports to be necessary to carry-out in order to deliver e.g. a table-top exercise, the price in the Annex III, related to e.g. table-top exercise, shall be a package price (fixed price) for that type of the CME. For other deliverables listed in Annex III the same analogy applies. After the revision of the deliverables, the anticipated budget has not changed. |

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