

Call for tenders' details

Title: Helpdesk and Other Support Services to the EURES Portal

Start date: 22/09/2018

Time limit for receipt of tenders: 17/12/2018

Contracting authority: European Commission, DG Employment, Social Affairs and Inclusion (EMPL)

Status: Closed

Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	24/09/2018 09:35	24/09/2018 09:36	Technical specifications	We would like to show our interest in the recent published tender for qualified staff for the EURES Portal. Is it possible to receive more information on the exact requirements please?	24/09/2018 The procurement documents are available for unrestricted and full direct access, free of charge, at: https://etendering.ted.europa.eu/cft/cft-display.html?cftId=3947
2	02/10/2018 09:17	02/10/2018 09:18	Technical specifications	I saw on ted.tende.eu that the European commission is looking for a new helpdesk and I was wondering how we can take in this evaluation as a software provider? *(Reference number: VT/2018/024) * Link to tender page: https://ted.europa.eu/TED/notice/udl?uri=TED:NOTICE:413254-2018:TEXT:EN:HTML&src=0	02/10/2018 The procurement documents are available for unrestricted and full direct access, free of charge, at: https://etendering.ted.europa.eu/cft/cft-display.html?cftId=3947

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#	Submission date	Publication date	Question subject	Question	Answer
3	02/10/2018 12:12	02/10/2018 12:25	Selection Criteria - Evidence A2	According to the Tender Specifications, we need to provide references in English, German, French, Italian and Spanish and 2 other EU/EEA languages in order to fulfil the Selection Criteria C2. Could you please confirm if any of the languages spoken within the EU would be accepted for these references of "2 other languages"?	02/10/2018 The evidence to fulfil criterion A2 consists of references for actions (projects or services) delivered in the last five years showing language coverage in English, German, French, Italian, Spanish and 2 more languages, as defined under "2.6. Languages".
4	02/10/2018 12:19	02/10/2018 12:34	Total budget available	In the contract notice p3 you specify a total estimated value of 4million over 24 months. However in the tender specifications (page 8) the 4m amount is the total for 4 years. Please can you confirm which of the two amounts is correct ? Many thanks.	02/10/2018 The maximum cumulative value of all specific contracts to be concluded under the framework contract during the total maximum period of four years shall not exceed EUR 4.000.000.
5	02/10/2018 12:23	02/10/2018 12:40	Initial training section	On page 31 of the tender specifications you refer to the training detailed under point 2.1. However point 2.1. (on page 11 of the tender specifications) covers contract objectives - are you referring to the initial information and training session described under point 1.8 instead? Please confirm. Thank you.	02/10/2018 Yes. The training mentioned on page 31 under B2 – Helpdesk team refers to section 1.8.

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#	Submission date	Publication date	Question subject	Question	Answer
6	02/10/2018 15:31	02/10/2018 15:46	Frequency of face-to-face meetings	Please could you clarify whether the face-to-face meetings described on page 26 of the tender specifications are 2x or 4x per year (the paragraph describing these meetings seems to suggest both). Thank you.	02/10/2018 The face-to-face meetings mentioned in section 2.11 will be held four times per year. See also section A.3 (Additional operations) and Annex II.B (Flat rate travel and subsistence expenses).
7	02/10/2018 16:51	05/10/2018 09:12	Trend number of queries over time	Thank you for the 'Evolution of total number of user queries' graph provided in annex to this call for tender. Is this positive trend (growth in number of queries > 20% year on year) consistent with the entire 4 years of the previous framework contract? Many thanks.	05/10/2018 The total number of queries for the period 2015-2016 was 13698, for 2016-2017 was 16496, and, as shown on the graph provided with the tender specifications, for 2017-2018 was 20089. The Commission cannot make any assumptions on future trends.

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#	Submission date	Publication date	Question subject	Question	Answer
8	02/10/2018 17:21	05/10/2018 12:21	Size of existing knowledge database	<p>Please could you provide us with more information on the existing knowledge database:</p> <p>Q1 - how many single entries are there in the existing knowledge database (so not across the different languages)</p> <p>Q2 - what is the total size (in IT terms) of the database</p> <p>Q3 - how have both evolved over the course of the previous 4 year framework contract (number of single enquiries and size of the total database)</p> <p>Many thanks for your assistance.</p>	<p>05/10/2018 Currently there are 92 entries in the knowledge database. The total size of the database is 573Kb. The number of entries has evolved in the following manner: 2015 - 78 entries, 2016 – 78 entries, 2017 – 78 entries, 2018 – 92 entries.</p>
9	02/10/2018 13:42	05/10/2018 15:30	Breakdown of enquiries by language	<p>Please could you provide a breakdown of enquiries by language, as well as by country. Many thanks.</p>	<p>05/10/2018 Graphs included in document "Number of user queries by language/country (April 2017 – March 2018)"</p>

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#	Submission date	Publication date	Question subject	Question	Answer
10	05/10/2018 10:01	05/10/2018 16:16	Selection criteria- Evidence A1	According to the Tenderer Specifications, we need to provide references showing the provision of helpdesk services during three years involving at least 5000 enquiries per year. Our understanding is that the total number of enquiries of the references that we provide have to sum up (all of them) 5000 enquiries per year, could you please confirm?	05/10/2018 The tenderer must provide references showing the provision of helpdesk services. Only services provided in the last five years will be considered. The services mentioned have to cover a period of three years. The total set of services provided during a year has to involve at least 5000 enquiries, in order to be considered.
11	04/10/2018 13:58	05/10/2018 17:16	Language and number of current knowledge base entries to be provided as part of the handover	We have noted on page 10 the commitment of the Contracting Authority to provide the currently used set of standard replies, as well as the relevant elements from the current knowledge database. Please can you give us an indication on the number of standard replies we can expect, and the language(s) in which they will be provided? Many thanks.	05/10/2018 Currently there are 87 standard replies in the knowledge database. They are provided in all EU/EEA languages.

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#	Submission date	Publication date	Question subject	Question	Answer
12	05/10/2018 15:41	08/10/2018 09:28	Language of enquiries	Thank you for replying to question 9 - breakdown of enquiries by language. However I am not sure to which graph you are referring - if I look in the document "VT-2018-024_additional information_example of breakdown of queries" provided in the download "EN-Annexes_VT-2018-024_additional information_examples" I see only information by country, not by language. Am I looking in the wrong place? Where is the document to which you refer? Many thanks.	<p>08/10/2018</p> <p>1.- Go to the main page of this call for tenders at etendering: https://etendering.ted.europa.eu/cft/cft-display.html?cftId=3947</p> <p>2.- Click on "Document library"</p> <p>3.- Click on the last file "Number of user queries by language/country (April 2017 – March 2018)" (Document type 'Other')</p> <p>4.- Click on "All versions"</p> <p>5.- You will see the final link to the document (more validation steps can be required by the system)</p>
13	04/10/2018 15:10	09/10/2018 08:50	Number registrations to the portal	We note the requirement to administer all new registrations to the portal. Could you please give us an indication of how many can be expected on a monthly basis (the total + by type). Many thanks.	<p>09/10/2018</p> <p>For the period April 2017-March 2018, the helpdesk processed 7635 enquiries related to registration. Of this, 5471 were related to the registration of employers, 2024 were related to the registration of jobseekers, and 140 were related to other registration questions</p>

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#	Submission date	Publication date	Question subject	Question	Answer
14	09/10/2018 14:23	09/10/2018 15:11	Training for Helpdesk Team	On page 31 of the Technical Specifications it is mentioned that "all members of the helpdesk team are expected to have or acquire, through the training mentioned under point 2.1, detailed knowledge.....etc". When reading point 2.1 (Objectives), we cannot find any mention of training. Please advise.	09/10/2018 The reply is the same as for question #5. The training mentioned on page 31 under B2 – Helpdesk team is defined in section 1.8
15	09/10/2018 12:53	09/10/2018 16:41	Composition of Helpdesk Team	In the part of the Technical Specifications related to the team delivering the service, we note the requirement for one Project Manager and "at least 6 people". In a scenario where the minimum number of human resources is allocated, would it be envisaged that the Project Manager is to be included in the "6 people", or is that post an additional one to the minimum 6?	09/10/2018 Tenderers must comply with the selection criteria listed in section 3.2.4, which defines the team delivering the service composed by a project manager and the helpdesk team. Section 3.2.4 B2 defines the helpdesk team of at least 6 people. The project manager is defined separately in section 3.2.4 B1. According to section 3, page 27, tenders failing to meet the requirements of the "Selection of tenderers on the basis of selection criteria" step will not be considered for the "Evaluation of tenders on the basis of the award criteria"

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#	Submission date	Publication date	Question subject	Question	Answer
16	05/10/2018 17:46	10/10/2018 20:17	Eures Statistics	<p>In order to provide a proposal adapted to your needs can you provide statistics or reports on Eures Helpdesk services for the past years?</p> <p>Statistics related to: the number of questions received, the number of types (category A, B or C) of questions treated, the languages of the various questions, the authors (type of authors-such as job seekers, employers etc) and their geographical origins, will be helpful.</p> <p>Can you provide us with examples of questions and answers representatives of Eures Helpdesk daily work for the various categories (A,B or C)?</p>	<p>10/10/2018</p> <p>For statistics on the number of questions received, please refer to the answer to Question 7.</p> <p>For the distribution of questions (category A, B, or C), please refer to section 2.12 of the Technical specifications.</p> <p>For an indication on the number of questions per language and country, please refer to the answer to Question 9.</p> <p>For the distribution of questions per type of user-group (jobseekers, employers, etc.), please refer to the document "VT-2018-02_additional information_example of breakdown of queries" in the 'Annexes-additional information' folder in the Document library.</p> <p>For an example of questions and answers representative of the A, B and C categories, please see below:</p> <p>Question category A: Q: What is the EURES network? A: The EURES network promotes geographical and occupational mobility by informing, advising and assisting European citizens who want to work in another country, and employers who want to recruit staff abroad. To find out more, access the EURES portal at</p>

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#	Submission date	Publication date	Question subject	Question	Answer
					<p>EURES portal at http://ec.europa.eu/eures</p> <p>Question category B: Q: 'I cannot find a job vacancy when searching on the EURES portal': A: The Helpdesk will ask the users which search profile they use, will further investigate to make sure that there is no technical problem in the search interface and will make suggestions on the best way to search in the database.</p> <p>Question category C: Q: 'I am a journalist and would like to have an interview from the person responsible for EURES in the EC'. A: The Helpdesk will forward such requests to ECO who can decide to either directly reply to the request or ask the Helpdesk to reply on their behalf.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
17	10/10/2018 16:22	10/10/2018 20:23	Composition of Helpdesk Team	With reference to Section 3.2.4. Technical and professional capacity criteria and evidence, B2 – Helpdesk team of Technical Specifications and your answer to QA#15, we understand that the tenderer should include CVs for the criterion B2 – Helpdesk team in order to demonstrate the necessary technical and professional capacity in the tendering phase. Please confirm our understanding or clarify further.	10/10/2018 Evidence for 3.2.4 B2 – Helpdesk team: -Team description (listing roles of the members and how the collective requirements are covered), and -Individual CVs. The team description will include a table with the following columns: - Name - English level - Other languages and their level - Years of experience - Highest diploma or qualification obtained and year - First university diploma obtained and year - Category level (annex II)

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#	Submission date	Publication date	Question subject	Question	Answer
18	10/10/2018 16:23	10/10/2018 20:27	CV template	Since we have not found any specification related to the CV template, could you please confirm that we can use the Europass CV format when submitting the CVs?	<p>10/10/2018 Yes, Europass CV format is appropriate. The CVs include specifically these details (section 3.2.4 B):</p> <ul style="list-style-type: none"> - Role of the person in the team. - Level of qualification (according to Annex II) - Languages and level according to the Common European Framework for Reference for Languages. - Academic and other qualifications and primary background, and dates were their diplomas were awarded. - Expertise and experience relevant to the subject of the contract, indicating dates, place of work and recipients of the work (in particular those services implemented on behalf of the tenderer)

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19	10/10/2018 16:22	10/10/2018 20:34	Project Manager	<p>With reference to Section 3.2.4. Technical and professional capacity criteria and evidence, B1 - Project Manager of Technical Specifications, "presentation of the project manager and CV" are requested. We understand that the presentation of the project manager can be a golden paragraph of the proposed candidate which is embedded in the CV. Please confirm our understanding or clarify further.</p>	<p>10/10/2018 Evidence for 3.2.4 B1 - Project Manager is a presentation of the project manager and CV.</p> <p>The CV will include specifically these details:</p> <ul style="list-style-type: none"> - Role of the person in the team. - Level of qualification (according to Annex II) - Languages and level according to the Common European Framework for Reference for Languages. - Academic and other qualifications and primary background, and dates were their diplomas were awarded. - Expertise and experience relevant to the subject of the contract, indicating dates, place of work and recipients of the work (in particular those services implemented on behalf of the tenderer) <p>The presentation can have any format that helps to clarify how the required qualifications of the project manager are covered by the CV.</p>

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20	10/10/2018 16:23	10/10/2018 20:38	Technical and professional capacity	With reference to Section 3.2.4. Technical and professional capacity criteria and evidence, Evidence A1, it is stated that “the tenderer must provide references showing the provision of helpdesk services during three years in the last five years involving at least 5000 enquiries per year”. We understand that we can include projects/ contracts that began before the reference period (last five years) or projects/ contracts that are still ongoing, as long as orders under these contracts were active for a minimum period of three years during the indicated period. Please confirm our understanding or clarify further.	10/10/2018 The tenderer must provide references showing the provision of helpdesk services. Only services provided in the last five years will be considered. The services mentioned have to cover a period of three years. The total set of services provided during a year has to involve at least 5000 enquiries, in order to be considered.
21	10/10/2018 16:24	12/10/2018 09:31	Technical and professional capacity	With reference to Section 3.2.4. Technical and professional capacity criteria and evidence, Evidence A2, it is stated that “the tenderer must provide references for actions (projects or services) delivered in the last five years showing language coverage in English, German, French, Italian, Spanish and 2 more languages”. We understand that the coverage in all required language will be shown collectively by all the projects provided. Please confirm our understanding or clarify further.	12/10/2018 Yes, the language coverage required in section 3.2.4 A2 can be collectively covered by several actions (projects or services) delivered in the last five years

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22	10/10/2018 16:24	12/10/2018 09:33	Technical and professional capacity	With reference to Section 3.2.4. Technical and professional capacity criteria and evidence, Evidence A2, it is stated that "the tenderer must provide references for actions (projects or services) delivered in the last five years showing language coverage in English, German, French, Italian, Spanish and 2 more languages". We understand that translation services in the context of ICT projects are eligible references to this criterion. Please confirm our understanding or clarify further.	12/10/2018 To cover criterion 3.2.4 A2, the tenderer must prove capacity to WORK in English and other EU/EEA languages. The references showing language coverage are intended to show its ability to work in the requested languages, not only to produce documents in those languages. The intended type of work is defined in section 2.3. "Tasks to be carried out by the contractor".
23	11/10/2018 15:42	12/10/2018 09:46	Selection criteria- Evidence A1	According to the Tenderer Specifications, we need to provide references showing the provision of helpdesk services during three years involving at least 5000 enquiries per year. Our understanding is that every reference should have at least 5000 enquiries per year, during three years. Could you please confirm that our understanding is correct?	12/10/2018 Please see reply to question #10

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#	Submission date	Publication date	Question subject	Question	Answer
24	11/10/2018 11:16	12/10/2018 10:05	CVs	<p>With reference to Section 3.2.4. Technical and professional capacity criteria and evidence, B. Criteria relating to the team delivering the service of Technical Specifications, the role of the person in the team needs to be filled-in in the CVs. We understand that the roles are the following:</p> <ul style="list-style-type: none"> - Project Manager - Helpdesk Team leader - Helpdesk team members. <p>Please confirm our understanding or clarify further.</p>	<p>12/10/2018</p> <p>Tenderers must comply with the selection criteria listed in section 3.2.4, which defines the team delivering the service composed by:</p> <ul style="list-style-type: none"> - a project manager and - the helpdesk team. <p>Section 3.2.4 B2 defines the helpdesk team requirements. The project manager is defined separately in section 3.2.4 B1.</p> <p>Tenderers will define any necessary additional (sub)roles within the helpdesk team and describe them in</p> <ul style="list-style-type: none"> - the team description (listing roles of the members and how the collective requirements are covered) and - individual CVs (which will include, inter alia, specifically these details: Role of the person in the team, and Level of qualification according to Annex II)

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#	Submission date	Publication date	Question subject	Question	Answer
25	12/10/2018 14:13	12/10/2018 14:13	Technical specifications	<p>I am trying to download the call for proposals from the website in English or Italian, but it seems it is not working. It only downloads the file in one language.</p> <p>This is the website I am dealing with: http://ec.europa.eu/social/main.jsp?catId=624&langId=en&callId=544&furtherCalls=yes</p> <p>Could you please send me the call for proposals in Italian or English please?</p>	<p>12/10/2018</p> <p>The procurement documents are available for unrestricted and full direct access, free of charge, at: etendering.ted.europa.eu/cft/cft-display.html?cftId=3947</p>
26	12/10/2018 11:24	12/10/2018 14:48	Structure and content of the tender - Part C: Selection Criteria	<p>According to the tendering specifications we read that all the evidence concern the Selection Criteria will be provided from the successful tenderer and only upon request. As a result, our understanding is that Part C: Selection Criteria is not applicable at this phase so, our offer should include the following sections: Part A: Identification of the tenderer Part B: Non-exclusion Part D: Technical offer Part E: Financial offer</p> <p>Can you please confirm our understanding or else specify accordingly?</p>	<p>12/10/2018</p> <p>The tenders must be presented as follows (section 1.6): Part A: Identification of the tenderer Part B: Non-exclusion Part C: Selection Part D: Technical offer Part E: Financial offer</p> <p>Evidence for criteria 3.2.3 F1 and 3.2.4 A must be provided only on request.</p> <p>The tenders will be assessed in the order indicated in section 3. Only tenders meeting the requirements of one step will pass on to the next step.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
27	11/10/2018 15:31	15/10/2018 11:13	Technical Specifications - Annex II: Price quotation forms	Can you please provide the Annex II: Price quotation forms, in an editable (word or excel) format?	15/10/2018 Annex II has been published in the documents tab, in Word docx format.

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#	Submission date	Publication date	Question subject	Question	Answer
28	15/10/2018 17:48	17/10/2018 10:15	Annual / Quarterly Figures on Annex II	<p>We note that Form 2 of Annex II indicates number of units, of which the flat fee A1 is to be provided on a quarterly basis, while the rest of the units are to be calculated on an annual basis. That implies that the cost of only 5,000 additional WUs is to be included in the quotation for one whole year. That would allow for a maximum number of 35,000 WUs (30,000 WUs included in A2 plus 5,000). Please confirm that this is the case, or whether the quotation should be based on 5,000 additional WUs per quarter. The same question applies to the number of person days, which is indicated as a maximum 30 per annum for the four categories/qualification levels.</p>	<p>17/10/2018 Annex II, form 2 is intended for tenderers to present a quotation price for each row, multiplying the specified number of units of a given task x the tenderer unit price. Tenderers define their unit prices according to annex II, form 1. The total price FOR COMPARISON will be composed by the sum of all the row prices. This total price FOR COMPARISON includes, inter alia, 35 000 WUs (A1 and A2) and 30 person-days for additional work on request (A3). For the total list of services includes in this total price FOR COMPARISON, please read carefully the full set of technical specifications. The framework contract will be awarded to the most economically advantageous tender determined in accordance with the formula defined in section 3.4. The price taken into account in the formula is the total price FOR COMPARISON. While the total price FOR COMPARISON is conceived to reflect roughly a possible quotation for one year of helpdesk services; tenderers' attention is drawn to the fact that the framework contract does not constitute placement of an order but is merely designed to set the legal, financial, technical and administrative terms governing relations between the</p>

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					terms governing relations between the contracting parties during the contract term.
29	16/10/2018 14:58	17/10/2018 11:39	Formula liquidated damages	Please could you clarify the formula applied for liquidated damages, providing a few concrete examples so that we understand in what situations it could be applied and what the financial implications could be? For example, how would you apply this formula to an enquiry answered after the 15 day SLA? Many thanks	17/10/2018 If the contractor fails to perform its contractual obligations within the applicable time limits set out in the contract (for instance, failing to reply a question within the defined deadline), the contracting authority may claim liquidated damages for each day of delay using the following formula: $0.3 \times (V/d)$ where: V is the price of the relevant deliverable or result (1 working unit for a question type A). d is the duration specified in the contract for delivery (3 days for questions). The contractor has 30 days following the date of notification to submit observations. The contracting authority, taking into account the relevant observations, can withdrawal of its intention to apply liquidated damages.

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#	Submission date	Publication date	Question subject	Question	Answer
30	19/10/2018 08:53	23/10/2018 16:58	Level of qualification IV	<p>With reference to Annex II of Technical Specifications, the level of qualification IV is defined: "Junior expert, newcomer to the profession but holding a university degree or equivalent training related to the professional sector concerned and the type of the tasks to be performed". We understand that any university degree (Computing, Mathematics, Physics, Biology, Law, Political Science, European studies, Economics and Business Administration) in a EU language is acceptable. Please confirm our understanding or clarify further.</p>	<p>23/10/2018 Level of qualification IV (Junior expert) is defined as follows: 1.- newcomer to the profession but holding 2.- a university degree or equivalent training 3.- related to the professional sector concerned and the type of tasks to be performed.</p> <p>These requirements are understood as follows: 1.- Junior experts do not need to have any experience. 2.- Training is equivalent to a university degree if the national education system that provides it, states so. 3.- Section 2.3 describes the tasks to be carried out by the contractor.</p> <p>Relevant diplomas in any EU languages are acceptable.</p>

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31	19/10/2018 08:52	23/10/2018 16:59	Level of qualification IV	<p>With reference to Annex II of Technical Specifications, the level of qualification IV is defined: "Junior expert, newcomer to the profession but holding a university degree or equivalent training related to the professional sector concerned and the type of the tasks to be performed". In case of a junior expert with no university degree, we understand that it can be compensated by years of professional experience. If this is the case, could you please clarify how many years of professional experience can be considered equivalent to a university degree or equivalent training?</p>	<p>23/10/2018 Level of qualification IV (Junior expert) is defined as follows: 1.- newcomer to the profession but holding 2.- a university degree or equivalent training 3.- related to the professional sector concerned and the type of tasks to be performed.</p> <p>These requirements are understood as follows: 1.- Junior experts do not need to have any experience. 2.- Training is equivalent to a university degree if the national education system that provides it, states so. 3.- Section 2.3 describes the tasks to be carried out by the contractor.</p> <p>Relevant diplomas in any EU languages are acceptable.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
32	24/10/2018 09:12	24/10/2018 16:09	Transition and transfer between contractors	<p>Technical Specifications, page 10: "An initial information and training session will be provided by the Contracting Authority before the start of the Contract. The training session will have duration of one to two days and will be held in English at the Commission's premises in Brussels or at the Contractor's premises. Attendance is obligatory for all full-time team members and their replacements. An exact timetable and a detailed programme will be provided once the Contract is signed. By the end of the training, the Contractor must acquire the knowledge and expertise necessary to be able to carry out independently the services foreseen under this Contract."</p> <p>a. We understand that the initial information and training session will cover (at least) the business of the EURES portal, the working procedures and the current Workflow / Management system. Please confirm or elaborate further.</p> <p>b. From our experience, the duration of 2 days of training for the acquisition of all knowledge and expertise necessary, appears very limited. Does the Contracting Authority foresee any other takeover activities, supplementary to this initial training?</p>	<p>24/10/2018</p> <p>Tenderers must prove experience providing a helpdesk service. The contractor must ensure that the knowledge gained by his staff is maintained and further developed. Any new team members must get an appropriate initial training by the contractor. Section 2.2 provides a summary of essential topics to be understood by the team members, which are widely documented in public sources.</p> <p>An information session will be provided by the Contracting Authority before the start of the contract, covering non public aspects of the functioning and operation of the EURES Portal and the EURES network.</p> <p>The contractor is expected to provide its own solution to provide the services for Knowledge database and Workflow / Management system.</p>

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				initial training?	
33	25/10/2018 10:22	29/10/2018 14:52	Level of qualification IV	With reference to QA#30, could you please confirm that a university degree with English or any other EU language courses in a subject such as Computing, Mathematics, Physics, Biology, Law, Political Science, European studies, Economics and Business Administration is acceptable for the level of qualification IV?	29/10/2018 Relevant diplomas in any EU languages are acceptable. The degrees are expected to be related to the professional sector concerned and the type of tasks to be performed, as defined in section 2.3. When providing the CVs and related evidence(s), tenderers can explain how the qualifications and previous work experience of each team member covers the requirements of the technical specifications.

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34	24/10/2018 09:11	29/10/2018 14:58	Data Controller	<p>Technical Specifications, page 24: “The Commission is responsible as controller for the processing of personal data on the EURES portal under Regulation (EC) No 45/2001 and any subsequent legislation replacing or complementing it.” And “The contractor may also be acting as controller of personal data in its own right and must therefore also take full knowledge of and comply with the General Data Protection Regulation (EU) 2016/679.”</p> <p>Article 4 of the GDPR states that ‘controller’ means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data. Could you elaborate on the responsibilities of the contractor as ‘controller of personal data’ in this framework contract?</p>	<p>29/10/2018 The tenderer will identify any possible instance of processing of personal data with relevance for this contract, where the contractor would act as a controller in its own right and not as a processor on behalf of the Commission as the controller. Should there be such cases, the tenderer must describe the key aspects of how the processing of that data would be done and how to ensure GDPR compliance as a procedure in the draft PQP.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
35	24/10/2018 09:10	29/10/2018 15:31	Work Units	<p>Technical Specifications, page 18: “The calculation of the offered price should be based on the workload expressed as number of Work Units (WU), where a request category A corresponds to 1 WU, a request B to 3 WU and a request C to 2 WU.” And “A standard answer exists, or needs only a minor modification, and can be dispatched within 5 minutes.” And “A personalised reply can be prepared on the basis of existing documentation and other information at the disposal of the helpdesk, requiring an average processing time of 15 minutes.”</p> <p>We understand that 1 Work Unit corresponds to 5 minutes of work. Please confirm.</p>	<p>29/10/2018 The Commission cannot validate nor reject the estimations by tenderers since it is their responsibility to explain how they intend to achieve the goals specified, and which resources will be allocated to achieve those goals. The calculation of the offered price should be based on the workload expressed as number of Work Units (WU), where a request category A corresponds to 1 WU. A price per work unit refers to work of the type normally covered by the Quarterly fixed flat fee, that during one single calendar quarter exceeds the 7 500 work units included in the Quarterly fixed flat fee for that quarter. The actions required to complete a request category A include: - Analyse question and dispatch notification of receipt - Look up correct standard answer in the language of the query in the knowledge database - Make necessary modifications to the standard answer - Dispatch the answer by the appropriate channel - Log and archive Answers to request category A exist already, or need only a minor modification, and can be dispatched within 5 minutes.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
36	24/10/2018 09:13	29/10/2018 18:36	Additional and ad-hoc tasks	Please inform the tenderers on the estimated workload for the additional and ad-hoc tasks in the new contract, as described in section 2.4.6 of the Technical Specifications. If this information is unavailable, could you provide the tenderers with the statistics of the workload pertinent to the additional and ad-hoc tasks in the previous contract?	29/10/2018 Given the characteristics of the framework contract, the volume of services required by the Contracting Authority will vary annually. Therefore, no assurance is given on the volume, value and frequency of the assignments implemented under the contract. Examples of hypothetical ad-hoc tasks are listed as a guide in section 2.4.6.
37	24/10/2018 09:12	30/10/2018 12:15	Access to the Workflow/ Management System	Technical Specifications, page 25: "The Contractor must offer the Commission (or other actors on its behalf) unlimited access to the Contractor's Workflow / Management system and the knowledge database, to allow checks at any time on the quantity and registration of requests, and on the quality and classification of the replies provided by the Contractor." Could you provide us with an estimation of how many people will need to access the Workflow/Management System on the side of the Contracting Authority?	30/10/2018 The Commission cannot specify in advance the exact number of people who may need to have access to the Contractor's Workflow/Management system and the knowledge database. Currently, 10 Commission officials are accessing the system.

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#	Submission date	Publication date	Question subject	Question	Answer
38	29/10/2018 14:09	03/11/2018 21:44	Proportion of the contract to be subcontracted	Could you please indicate if the proportion of the contract that the tenderer intends to subcontract is to be stated in the cover letter or otherwise advice?	03/11/2018 The proportion of the contract that the tenderer intends to subcontract should be specified in the cover letter and, in addition, under the description of tasks to be carried out and resources to be allocated.

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#	Submission date	Publication date	Question subject	Question	Answer
39	29/10/2018 14:20	03/11/2018 23:24	Selection criteria - Evidence to be provided upon request	<p>Section 3.2.1 of the specifications states that 'The Contracting Authority will evaluate selection criteria on the basis of the declarations on honour. Nevertheless, it reserves the right to require evidence of the legal and regulatory, financial and economic and technical and professional capacity of the tenderers at any time during the procurement procedure and contract performance.</p> <p>However, only for Criterion F1 (3.2.2 Economic and financial capacity criteria) and A1, A2 - Criteria relating to the tenderer (3.2.4 A) it is explicitly stated that evidence is to be provided only upon request.</p> <p>Could you please confirm that evidence for</p> <ul style="list-style-type: none"> - the Legal and Regulatory capacity (section 3.2.2) and - the Technical and Professional capacity B - Criteria relating to the team delivering the service (3.2.4 B) <p>is also to be provided only upon request?</p>	<p>03/11/2018 Please see reply to question #26.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
40	31/10/2018 12:52	06/11/2018 11:12	Use of Jira ticketing system	Can the Contracting Authority explain how access to the JIRA based ticketing system will be provided to the Contractor?	06/11/2018 The Contracting Authority will provide the Contractor with the necessary credentials (username and password) to access the ticketing system which the Contractor will use for any interactions with the EURES Portal IT development and the European Coordination Office (currently based on JIRA).
41	31/10/2018 12:52	06/11/2018 11:36	Use of JIRA	Can the Contracting Authority explain if there are any plans to change the present JIRA based ticketing system during the time of the execution of the new framework contract?	06/11/2018 The Contracting Authority is not in the position to specify at this stage if the current JIRA-based ticketing system, to be used by the Contractor for any interactions with the EURES Portal IT development and the European Coordination Office, may be changed in the future.
42	31/10/2018 12:56	06/11/2018 17:55	Discarded Requests	Can the Contracting Authority provide volumes for the discarded junk, promotional or any other types of e-mails or other requests received which do not relate to the activities of EURES or the European Union in general?	06/11/2018 For the period April 2017-March 2018, 17% of all enquiries received were spam messages and/or irrelevant requests.

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#	Submission date	Publication date	Question subject	Question	Answer
43	31/10/2018 12:55	06/11/2018 18:27	Free phone lines	Can the contracting authority identify who today owns the present toll free number (00800 4080 4080) and how it would be transferred to the Contractor upon contract award?	06/11/2018 The current Contractor is the owner of the present toll free number. It is expected that the chosen future Contractor will co-operate with the Contracting Authority and the current Contractor to allow for an easy, uninterrupted and quality transfer of tasks to the new contract period. This will include ensuring a free phone number accessibility.
44	31/10/2018 12:54	07/11/2018 16:26	Contact Channels	Can the contracting authority confirm alternative contact methods are funded separately by them or should the cost of any such innovations be built into the WU price?	07/11/2018 The Contracting Authority expects the future Contractor to provide equivalent contact services to the currently available ones. In addition, the future Contractor should suggest, if relevant, other solutions in the future following technological evolutions. Such suggestions and their follow-up will be assessed by the Contracting Authority at that moment of time.

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#	Submission date	Publication date	Question subject	Question	Answer
45	05/11/2018 12:41	11/11/2018 23:00	Telephony infrastructure	<p>We have noted the requirement to cover all costs related to the telephony infrastructure for the duration of this contract.</p> <p>In order to help us assess what these may be, please could you clarify:</p> <ul style="list-style-type: none"> - who owns the numbers currently on the site of the EURES portal: 00800 4080 4080 and +352 42 44 87, and which is their current operator? - from which countries is the 00800 number currently unavailable and therefore in which country we should foresee an additional free national number ? - if there is any other contact phone number than 00800 4080 4080 and +352 42 44 87 ? - whether you will continue to limit this service to landlines only, or if we should foresee calls from mobiles to the number as well <p>Many thanks</p>	<p>11/11/2018</p> <p>The contractor is expected to provide equivalent contact services as are currently in place. This includes the maintenance in all EU/EEA countries and Switzerland of a European or, where not available, national free phone number. In relation to the ownership of the current toll free number, please refer to the reply to question #43.</p>
46	06/11/2018 11:40	12/11/2018 10:27	'Other' questions	<p>Please could you clarify the nature of the 'other' questions listed on the country of origin graph provided - are these non EU/EEA countries or how should we interpret this categorisation? Many thanks</p>	<p>12/11/2018</p> <p>This refers to the share of enquiries from end users who come from non EU/EEA countries.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
47	06/11/2018 12:21	12/11/2018 10:41	Email versus webform	Is there a separate email address to which users can send their enquiries? In the statistics provided we see both email and webform as means of contact, however on the EURES portal we see only a web form and no email address. Please could you clarify this point.	12/11/2018 No contact email address is directly shared on the EURES portal. Interaction with end users is done through the use of the webform. The statistics related to enquiries coming through email refer to some residual correspondence between users from the EURES network who contact the Contractor directly.
48	06/11/2018 12:23	12/11/2018 10:48	Registration of data	We read on page 17 of the tender specifications that questions can be asked in any EU/EEA language, but that data registration need to take place in English. By details do you mean address, name etc? Thanks	12/11/2018 For every request received by the helpdesk by any channel, the date and time of reception, country, language and contact details of the requestor as well as a short summary of the nature of the request must be registered in the Workflow / Management system maintained by the Contractor. Registration of this data is to be done in English.
49	08/11/2018 09:46	12/11/2018 10:53	Technical Proposal	Is there any page limit in the technical tender?	12/11/2018 No.

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#	Submission date	Publication date	Question subject	Question	Answer
50	08/11/2018 09:48	12/11/2018 11:00	Use of Jira	<p>In page 15 it is stated: "The contracting Authority provides the ticketing system (JIRA) which the contractor will use for any interactions with the EURES Portal IT development and ECO"</p> <p>Please confirm our understanding that the contractor will use JIRA in order to escalate a question to the Commission.</p>	<p>12/11/2018 The Contractor is expected to use the ticketing system (currently based on JIRA) in order to address questions to the EURES Portal IT development team and the European Coordination Office.</p>
51	06/11/2018 11:59	12/11/2018 19:33	Multiple questions	<p>In the situation where multiple questions are asked in one same email or other method of contact - do these count as multiple questions or as just the one? Many thanks</p>	<p>12/11/2018 For questions covering similar subject matters, these are to be considered as one question. In the case where questions cover very different subject matters, these can be considered as different questions. The Contractor should consult the Contracting Authority in case of doubt.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
52	08/11/2018 09:51	12/11/2018 19:37	Access to the Knowledge Database and to the Workflow Management System	<p>a. How many users will need to have access to those systems on Commission's behalf?</p> <p>b. Please, confirm our understanding that the access will be given for informational purposes only.</p>	<p>12/11/2018 A: See reply to question #37</p> <p>B: Regular monitoring of the helpdesk's activities will be ensured by the Commission for quality control and overall management purposes. This can include visits to the Contractor's premises or database checks as well as test enquiries. The Contractor must offer the Commission (or other actors on its behalf) unlimited access to the Contractor's Workflow / Management system and the knowledge database, to allow checks at any time on the quantity and registration of requests, and on the quality and classification of the replies provided by the Contractor.</p>
53	08/11/2018 14:23	13/11/2018 09:50	Handling of complaints and abuse reports	<p>On page 16 of the technical specifications you refer to 'background documents in annex' regarding the handling of complaints and abuse reports. When we look through the annexes provided however we are not sure to which annex specifically you are referring. Please could you clarify. Many thanks.</p>	<p>13/11/2018 The documents are in the "Document library" in the eTendering page for this call for tenders: - Annexes - Additional information - Number of user queries by language/country (April 2017 – March 2018)</p>

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#	Submission date	Publication date	Question subject	Question	Answer
54	08/11/2018 09:47	13/11/2018 09:55	Workflow Management Solution	Could you please confirm our understanding that all types of licensed software are allowed to be used in the project i.e. SaaS (Software as a Service) and on-premise licensing?	13/11/2018 The Contractor must maintain the infrastructure necessary to handle all requests, and make any necessary adaptations of this infrastructure at his own expense and at his own location(s) throughout the life of the contract. This infrastructure includes in particular a Workflow / Management system and a Knowledge database. The contractor is expected to provide its own solution to provide the services for Knowledge database and Workflow / Management system, which will be described in detail in their tenders.

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#	Submission date	Publication date	Question subject	Question	Answer
55	08/11/2018 09:45	13/11/2018 10:08	Statistics regarding replying to requests.	In order to be able to size the project it is important that we have the following information: - The arrival rate of requests, per channel / per hour of the day / per language. - the handling time distribution per channel / per request category.	13/11/2018 1.- The Commission cannot provide any estimation on the future rate of arrival of requests. For the current rates, see replies to questions 7, 9, 13, 42 and 46, as well as the statistics in the "Document library" in the eTendering page for this call for tenders ("Annexes - Additional information", "Number of user queries by language/country (April 2017 – March 2018)"). 2.- The handling time will depend on the solution proposed by the tenderers. Tenderers must prove experience providing a helpdesk service. The tenderer should describe in detail how they intend to implement the service.
56	13/11/2018 12:05	16/11/2018 12:36	takeover	How much time is foreseen for the takeover period between contract signature and operational launch? Many thanks	16/11/2018 The available time will depend on the date of the signature of the new framework contract, which depends partly on the new contractor. Therefore, the Commission cannot commit on a precise duration for the handover period.

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#	Submission date	Publication date	Question subject	Question	Answer
57	15/11/2018 11:17	16/11/2018 12:38	Opening Session	Our understanding is that in case an authorized representative cannot attend the Opening Session, an opening report will be sent if requested by the tenderer. Can you confirm that our understanding is correct, please?	16/11/2018 Yes
58	19/11/2018 09:48	20/11/2018 11:56	University Qualifications	Is a University diploma a prerequisite for all members of the Helpdesk team?	20/11/2018 The possible and required levels of qualification for all team members are defined under section 3.2.4 Technical and professional capacity criteria and evidence and in Annex II. The lowest level qualification level is IV, which requires at least a university degree (or equivalent training). See also the replies to questions 30 and 31.
59	20/11/2018 15:16	21/11/2018 10:20	Education requirements Level I, II and III	According to Annex 2, we understand that for the Level I, II and III CVs the university degree is not required, there is only the requirement of the level of experience. Can you confirm that our understanding is correct?	21/11/2018 See reply to question 58

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#	Submission date	Publication date	Question subject	Question	Answer
60	16/11/2018 17:09	25/11/2018 22:38	Operator of 00800 number	Thank you for answering questions #43 and #45 in relation to who owns the present 00800 number. However it would help us to understand also who the current operator is so that we can predict costs. Many thanks.	25/11/2018 As ensuring the telephone infrastructure is related to an award criterion (see section 3.3.1 of the Technical Specifications) and also has an impact on the expected financial offers, the Contracting Authority recommends to all entities, who would like to participate in the present open call for tender, to find the best price/quality service in the market without being influenced by the current service provider.
61	21/11/2018 10:30	26/11/2018 10:19	Questions 58 and 59	It is not completely clear whether all the members of the Helpdesk team need to have a university degree? Can you clarify, please, that our understanding is correct: The level I, II and III are not required to have univeristy degree.	26/11/2018 All experts defined in Annex II (Qualification levels I to IV) will hold a university degree (or equivalent training) related to the professional sector concerned and the type of tasks to be performed. (ref. Technical specifications - ANNEX II, pg. 37).
62	23/11/2018 11:08	26/11/2018 10:25	Telephone number	Referring to your answer to question 43, we understand that the new contractor will take-over the same phone numbers (00800 4080 4080 and +352 42 44 87) from the current contractor. Please confirm.	26/11/2018 Please refer to the answers of questions #45 and #60.

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#	Submission date	Publication date	Question subject	Question	Answer
63	23/11/2018 11:08	26/11/2018 11:24	Mail server	Please clarify if the hosting of the mail server, where all incoming requests will be directed, will be a responsibility of: a. The Contracting Authority b. The new contractor	26/11/2018 The hosting of the mail server for incoming requests will be responsibility of the new contractor.
64	23/11/2018 11:09	26/11/2018 11:25	Skype account	Please confirm that the new contractor will take-over the Skype account used in the previous contract.	26/11/2018 Yes.
65	26/11/2018 15:56	29/11/2018 09:16	Answer to question 61	According to the answer 61: "All experts defined in Annex II (Qualification levels I to IV) will hold a university degree (or equivalent training)". Does "equivalent training" include a two year professional training related to the field? Thank you.	29/11/2018 See replies to questions 30 and 31
66	26/11/2018 13:59	29/11/2018 09:17	New technical specifications	Please could you confirm that the only difference between the new tender specifications and the old ones is the addition of this sentence to page 37: All the experts defined in Annex II (Qualification levels I to IV) will hold a university degree (or equivalent training) related to the professional sector concerned and the type of tasks to be performed.	29/11/2018 Yes, this is the only corrigendum.

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#	Submission date	Publication date	Question subject	Question	Answer
67	26/11/2018 14:36	29/11/2018 09:19	New version of Technical Specifications	We note that a new version (01) of the Technical Specifications was posted on 26 November 2018. We have seen the clarification added on page 37 regarding the required academic qualification of Experts Level I-IV. Please kindly indicate whether any other addition/amendment has been introduced to this version of the Technical Specifications.	29/11/2018 No, this is the only corrigendum.
68	27/11/2018 16:35	29/11/2018 09:21	Answer to Question 61	Is it accepted a CV of a consultant with large experience providing Helpdesk services + ITIL Certified as an equivalent to "university degree (or equivalent training)" (QA 61)?	29/11/2018 See replies to questions 30 and 31

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#	Submission date	Publication date	Question subject	Question	Answer
69	27/11/2018 09:20	29/11/2018 09:58	Ad Hoc Services	The terms of reference state on page 22 'Ad hoc services' that we have to provide 'Quality checks and controls of EURES services'. Could you please specify exactly what services are included here so that we can answer correctly.	29/11/2018 Tenderers' attention is drawn to the fact that the Framework Contract does not constitute placement of an order but is merely designed to set the legal, financial, technical and administrative terms governing relations between the contracting parties during the contract term. When the Contracting Authority wishes to contract services under the framework contract, it will send to the contractor a request for services as described in section 1.2.2. The regular services likely to be requested are defined in section 2.4. Given the unexpected evolution of the needs of the EURES Portal, the requests could include other tasks, undefined at this stage. An indication of the kind of tasks, as a guide, is presented in section 2.4.6.

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#	Submission date	Publication date	Question subject	Question	Answer
70	27/11/2018 09:18	29/11/2018 09:59	Ad hoc services	The terms of reference state on page 21 'Ad hoc services' that we have to provide 'Monitoring and reporting on the performance of the system and services provided'. Could you please specify what you mean by 'the system and the services provides' so that we can scope what we have to analyse. We presume that we do not have to monitor and report on the whole EURES network but need clarity on what you mean by this to answer correctly.	29/11/2018 Please see reply to question #69.
71	27/11/2018 09:19	29/11/2018 10:10	Ad hoc Services	The terms of reference state on page 21 'Ad hoc services' that we have to provide 'Tests and analysis relating to the performance of the system and the services provided'. Could you please specify exactly what you mean by 'the system and the services provided' so that we can scope what we have to analyse. We presume that we do not have to test and analyze the whole EURES network but need clarity on what you mean by this to answer correctly.	29/11/2018 Please see reply to question #69.

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#	Submission date	Publication date	Question subject	Question	Answer
72	04/12/2018 16:56	06/12/2018 09:09	Validity of existing admin documents	Will documents, such as the Financial Identification Form, produced in August 2018, be accepted for the purposes of this Tender?	06/12/2018 Dates of administrative documents are acceptable if issued maximum one year before tender submission.
73	04/12/2018 17:24	06/12/2018 09:13	Use of Power of Attorney	In case of a tender with no other partners, but with the participation of subcontractors, is a Power of Attorney required to be submitted by the Tenderer?	06/12/2018 No
74	07/12/2018 19:01	10/12/2018 11:13	Electronic version of tender	Would an electronic version, stored in a memory stick accompanying the printed tender be required?	10/12/2018 No
75	10/12/2018 13:30	10/12/2018 13:43	Required meetings	Regarding the meetings as specified in the technical specifications of the CfT, we note the following contradiction about the day-long (periodical) meeting: The specifications describe the day-long periodical meetings as follows: "... the Commission will invite the Contractor to bi- annual face-to-face meetings to provide updates on EURES and other relevant Commission activities and to review the volume of work handled by the Contractor. These meetings, that will be organised about four times per year,..." Please confirm whether these meeting will be held on a bi-annual, or quarterly basis.	10/12/2018 Tenderers have to include in their overall quarterly fixed fee the provision for 4 face-to-face meetings per year at the Commission premises.

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#	Submission date	Publication date	Question subject	Question	Answer
76	10/12/2018 13:25	10/12/2018 13:51	Reporting foresee in the technical Specifications	<p>According to the specification of the CfT, there appear two different sets of reports: (Section 1.2.4):</p> <p>“1.- within the first month of the specific contract, the updated Project Quality Plan (PQP) based on their own tender proposal, tailored for the tasks of the specific contract, and taking into account the remarks from the European Coordination Office. 2.- after the sixth month of the specific contract, a mid-term progress report The final payment can be requested by the contractor after the approval of the final report and all other deliverables requested by the contract”; BUT THEN, A DIFFERENT LIST OF REPORTS APPEARS IN THE SPECS (Section 2.4.4):</p> <p>“The Contractor shall provide monthly a 1-page flash The Contractor shall also provide quarterly a summary report Details must also be supplied of all additional ad-hoc activities carried out under this contract at the Commission's request. The Contractor will also provide once a year a detailed report The Contractor will also provide at the end of the contract a final report”</p> <p>Please kindly confirm which of the two sets of reports</p>	<p>10/12/2018</p> <p>Both lists are correct and complement each other. Section 1.2.4 explains delivery from the payments perspective, mentioning some specific deliverables “and all other deliverables requested by the contract”. Section 2.4.4 list operational deliverables from the management perspective. The contractor will have to provide all the deliverables mentioned in the specifications.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				which of the two sets of reports is to be proposed, so our tender is in compliance with the Tender Specifications.	
77	11/12/2018 10:07	12/12/2018 09:20	Annex II	In Form 1, in the field "A3 – Additional operations", our understanding is that we should provide 4 unit prices, one for each category. Please confirm or clarify further.	12/12/2018 Yes. table at Annex II / Form 1. Unit prices / A3. Additional operations, is intended for tenderers to provide their person-day prices for each of the 4 categories defined.

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