

## Call for tenders' details

Title: Eurostat external user support.

Start date: 04/04/2014

Time limit for receipt of tenders: 16/05/2014

Contracting authority: European Commission, DG EUROSTAT

Status: Closed

## Call for tenders question list

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
1	25/04/2014 15:21	25/04/2014 15:26	Page 37 of the tender specifications under 4.4.3. Section three: Selection criteria - b) Technical and professional capacity - First passage first sub-passage	<p>1. The tender specification refers to "section 2 item 2.8". But the passage relates to Lots 1-12 and a chapter 2.8 does not exist as selection criteria for Lot 1-12. Our question now is, whether chapter 2.7 is meant instead?</p> <p>2. Page 37 states that "any relevant evidence providing the requirements of the selection criteria should be attached". Supposing that 2.7 is meant, do we need to describe then our working infrastructure for the treatment of requests (cf page 17)? We are slightly confused, because one issue related to the working infrastructure is the technical infrastructure which is also listed as a separate topic on page 37.</p> <p>Could you please clarify these two points for us?</p>	<p><b>25/04/2014</b> Instead of: Lots 1-12: • a list of the principal services provided in the past three years, with the amounts, dates and recipients (public or private) and any relevant evidence proving the requirements of the selection criteria (refer to section 2 item 2.8). Lot 13: • a list of the principal services provided in the past three years, with the amounts, dates and recipients (public or private) and any relevant evidence proving the requirements of the selection criteria (refer to section 2 item 2.8).</p> <p>Please read: Lots 1-12: • a list of the principal services provided in the past three years, with the amounts, dates and recipients (public or private). Lot 13: • a list of the principal services provided in the past three years, with the amounts, dates and recipients (public or private).</p>

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2	29/04/2014 16:29	05/05/2014 15:55	Tender specifications - Lot 5	<p>Question 1: "2.2 Volume of the contract"</p> <p>Eurostat stated figures for anticipated numbers of user requests 2014-2018 Lot 5 English 4500 500 18000 2000 where: 4500 = Anticipated maximum number of standard user requests in one year 500 = Anticipated maximum of non-standard (complex) user requests in one year 18000 = Anticipated total of standard user requests over 4 years 2000 = Anticipated total of non-standard (complex) user requests in one year.</p> <p>What is the justification for quoting the above figures?</p>	<p><b>05/05/2014</b></p> <p>As indicated in the tender specifications on page 6 - Section 2.2 Volume of the contract: "Please note that the figures are estimations and the total value of the contracts will depend on the number of requests Eurostat will order. However, the Commission cannot commit itself to order the number of requests given in the estimation."</p> <p>The estimated maximum amount of requests is based on a historical time period of the last 9 years.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
3	29/04/2014 16:31	05/05/2014 17:08	Tender specifications - Lot 5	Question 3. Lot 5: "The service has to be available on the official working days of the European Commission in Luxembourg." This is fine if the contractor is based in Luxembourg but may not suit contractors based in the UK where different public holidays apply and labour laws may be infringed by forcing staff to work on days which are public holidays in the UK but not in the Commission. Surely it is better to offer the services on the standard working days of the country in which contract is applied ?	<b>05/05/2014</b> This question only concerns Lot 13 and not lots 1-12. As the work will be executed on the Commission's premises in Luxembourg, the service has to be available on the official working days of the European Commission in Luxembourg. As indicated in the tender specifications page 26, Section 3 "Information on the contract", 3.1.2. "Ordering processes": "Services shall be provided on the basis of Time & Means orders, which correspond to the order of a number of days performed at the Commission's premises (i.e. intra-muros). In a Time & Means order the Commission specifies the workload (e.g. person-days) and its specific needs for requested profiles."

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#	Submission date	Publication date	Question subject	Question	Answer
4	29/04/2014 16:31	05/05/2014 17:14	Tender specifications - Lot 5	Question 4. Lot 5 - "The Commission may exercise the option to increase the estimated market amount at a later stage via negotiated procedure with the successful tenderer in accordance with Art. 134(1) (f) of the rules of application of Regulation." If the request numbers remain the same, or diminish as one would expect through efficiency and improvement, what other services may be required by Eurostat under a further negotiated procedure? Might this involve other project or administration work not related to user support, or services which are an adjunct to user support but carried out intra-muros?	<b>05/05/2014</b> The use of this procedure is only an option for the Commission. For example, this option could be used if the number of user requests received is higher than expected, in order to ensure continuity of service pending the signature of a framework contract following a new call for tender.

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#	Submission date	Publication date	Question subject	Question	Answer
5	29/04/2014 16:32	05/05/2014 17:16	Tender specifications - Lot 5	Question 5. Lot 5 - "2.3 Tasks and expected results Please note that, apart from a few exceptions, the Central Support team in Eurostat do not provide tailor-made data extractions for users and that any third party (outside Eurostat and contractors) is free to offer this service. Contractors will not be allowed to offer such a tailor-made service against payments in order to avoid any conflict of interests." It has been evident for some years that the market for selling tailor-made extractions of Eurostat data does not exist. This is because the improvements in the wesbsite and user tools make it more possible to extract data even as a complete novice in the field. However, potential contractors for the user support operation may well be engaged in paid research for clients which involves the extraction of data from public sources and its assembly into a report. This is paid research work and has nothing to do with re-selling data. Will companies who do this kind of work be barred from being user support contractors because of their paid research work?	<b>05/05/2014</b> "Section 2.3. Tasks and expected results" should be understood as follows: Contractors are not allowed to offer tailor-made data extractions of Eurostat data against payment in order to avoid any conflict of interest.

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#	Submission date	Publication date	Question subject	Question	Answer
6	29/04/2014 16:33	05/05/2014 17:18	Tender specifications	Question 6. "Section 4.5.1.b The last annual turnover has to be at least the double of the annual value of the contract to be awarded (equal to the annual value of the financial offer submitted)." What is the legal justification for this requirement?	<b>05/05/2014</b> The aim of the selection criteria is to determine whether a tenderer has the financial, economic, technical and professional capacity to carry out the services. For the financial and economic capacity, the selection criterion relates to a minimum turnover, i.e. the last annual turnover has to be at least the double of the annual value of the contract to be awarded (equal to the annual value of the financial offer submitted). This is in accordance with the Financial Regulation and rules applied in the Commission. In order to guarantee equal treatment and non-discrimination, all tenders will be evaluated in the same way.
7	29/04/2014 16:34	05/05/2014 17:20	Tender specifications - Lot 5	Question 7. "The tenderer is required to present a minimum of 2 Curriculum vitae per profile in order to guarantee a back-up" How does Eurostat justify a need for a team of four staff on this user support job when the actual usage figures do not support such a requirement?	<b>05/05/2014</b> Lot 1-13: The second CV serves the purpose to ensure that the contractor can make available a second qualified person in case the first person is no longer available before the start of the contract.

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#	Submission date	Publication date	Question subject	Question	Answer
8	29/04/2014 16:18	05/05/2014 17:23	Tender specifications - Lot 5	"c- Notification of tenderers of decisions taken by the contracting authority If only one tender has been received, there will not be a standstill period for signing the contract. If necessary, the contracting authority may suspend signing of the contract for additional examination if justified by the requests or comments made by unsuccessful tenderers during the standstill period or any other relevant information received during that period. In that event, all the tenderers must be informed within three working days following the suspension decision. Should it not be possible to conclude the contract with the successful tenderer or should they withdraw, Eurostat reserves the right to review its decision and to award the contract to another tenderer, to close the procedure or to abandon the procurement." If sufficient complaints are made about the conduct of this call for tender or if sufficiently qualified and authoritative personnel are enlisted to investigate the conduct of this call for tender, will Eurostat reconsider the content of the call, abandon the existing process and re-launch the call for tender ?	<b>05/05/2014</b> Tender specifications on page 44 - Section 4.5.2 Award of the contract – c - Notification of tenderers of decisions taken by the contracting authority. Once the selection process is finished, all tenderers will be notified about the result of this call for tender and informed about the possibility of redress, with the type of redress, the body to which it can be brought, and the time limit. "The contracting authority may not sign the contract with the successful tenderer until 14 calendar days have elapsed. Should it not be possible to conclude the contract with the successful tenderer or should they withdraw, Eurostat reserves the right to review its decision and to award the contract to another tenderer, to close the procedure or to abandon the procurement."



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#	Submission date	Publication date	Question subject	Question	Answer
9	08/05/2014 10:12	08/05/2014 10:13	Tender specifications - Section 2.3.1.6 "Adaptation of request form"	<p>1) The information that the Contractor has to provide Eurostat under this point will be provided once the contract is signed (i.e. information provided only by the successful candidate), or should also be provided in the offer?</p> <p>2) The last line states "see examples on Eurostat's website: User support tab": unfortunately I cannot see many examples, except from the telephone numbers and the hours of services for each country under the "telephone help" option. Should I check somewhere else?</p>	<p><b>08/05/2014</b></p> <p>1) The information should be provided once the contract is signed.</p> <p>2) The examples can be found via clicking on the different language links on the user support page. Web forms in the corresponding language will appear (registration required).</p>

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#	Submission date	Publication date	Question subject	Question	Answer
10	08/05/2014 10:14	08/05/2014 10:15	Tender specifications - Section 2.3.2 Training courses	<p>1) How many participants have to be considered for each training course?</p> <p>2) Should the Contractor bear the costs of travel and accommodation for each participant or the users themselves will pay for their travel and accommodation?</p> <p>3) Should a per diem be paid to each participant? If so, at what rate?</p> <p>4) Should the Contractor organize and pay for the coffee-break and/or the lunch for each participant?</p> <p>5) How will the training courses be published and users informed? Will Eurostat take care of informing possible users about the training courses, or should the Contractor take care of that? If this is Eurostat's responsibility, how it will be implemented? If the Contractor has to publicize the training and inform users, how Eurostat is expecting to be done?</p> <p>6) How will work the registration process to the training courses? By emails sent by interested users, or Eurostat is expecting some other means to be put in place (for example via an automatic registration form)?</p>	<p><b>08/05/2014</b></p> <p>1) We recommend training courses for around 15 participants and with a minimum of 10 participants</p> <p>2) Participants will pay for eventual travel and accommodation costs</p> <p>3) No per diem</p> <p>4) The contractor could organise and pay for the Coffee break, but not for the lunch of each participant.</p> <p>5) The contractor uses his network/client relations for promoting such trainings</p> <p>6) The Contractor invites and register/managing the trainings. The contractor is free to register the participants as they wish. For instance via email or register forms. Before each training is carried out, Eurostat must approve the training course (content, number of participants and organization, etc). After the training course, the contractor will be asked to send an evaluation report about the training, which must include a signed list of participants.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
11	08/05/2014 10:16	08/05/2014 10:16	Tenders specifications - Section 2.4 Meetings and missions	<p>It seems that only a kick-off meeting is planned during each year of implementation of the project; the other meetings (follow-up/progress meetings) will only be organized if needed. Following your experience, how many follow-up/progress meetings could be considered necessary during each year of implementation?</p> <p>In case a follow-up/progress meeting has to be organized, will it be always held via telephone or video conference (instead of coming to Eurostat's premises in Luxembourg), or this will be agreed each time?</p>	<b>08/05/2014</b> In addition to the kick-off meeting, there could be 1-2 meetings on an annual basis. Could be arranged as video conferences and/or telephone conferences or on-site visits from Eurostat

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