

Call for tenders' details

Title: EPALE (Electronic Platform for Adult Learning in Europe): Central Support Service

Start date: 03/05/2019

Time limit for receipt of tenders: 26/06/2019

Contracting authority: European Education and Culture Executive Agency (EACEA)

Status: Closed

Call for tenders question list

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
1	21/05/2019 14:07	22/05/2019 15:16	Economic and financial capacity criteria	In case the leader of a consortium alone satisfies the Criterion F1, and provides the related evidence F1, is it required that the other group members provide evidence F1 as well?	22/05/2019 Pursuant to Section 4.2.1 of the Tender Specifications ('declaration and evidence'), the evidence related to Criterion F1 must be provided together with the tender. The aforementioned Section specifies that this requirement applies to each member of the group in case of joint tender and to subcontractors whose capacity is necessary to fulfil the selection criteria. Section 4.2.1 must be read in conjunction with Annex 1 of the Tender Specifications ('list of documents to be submitted with the tender or during the procedure') and notably the heading 'Evidence of economic and financial capacity F'. The latter explicitly states that "the documents must be provided only by the involved entities who contribute to reaching the minimum capacity level for criterion F1". As a result, the evidence defined in Section 4.2.3. of the Tender Specifications ('economic and financial capacity criteria') must be provided with the tender for all and any of the entities whom it is relied upon in order to reach the minimum capacity level. Nevertheless, once the minimum capacity level is reached, the other entities participating in the tender do not need to provide any of the evidence mentioned under Section 4.2.3.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
					Section 4.2.3.
2	21/05/2019 14:03	27/05/2019 16:37	Economic and financial capacity criteria	In case the leader of a consortium alone satisfies the Criterion F1, and provides the evidence E1, is it required that other members provide evidence E1 as well?	27/05/2019 It is our understanding that this question was submitted by mistake and contained clerical errors. The answer to the second and corrected question which was submitted has been provided under question 1. If this question was not submitted by mistake, do not hesitate to let us know thereof by submitting another question to that end.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
3	23/05/2019 11:21	27/05/2019 18:42	Translation of content by the NSSs	Referring to section 3.3.2.2, sub-section 5. Translation of content, page 32 of the tender specification, We would appreciate if you could clarify the following issue: Could you kindly confirm if the NSSs will also do the translation of the content generated by the contractor ?	27/05/2019 We confirm that the NSSs will participate in the translation of the content generated by the contractor. As stated at page 17 of the tender specifications "The network of NSSs was set up by the Commission in 2014 to [...] to undertake translations of content and to support the EPALE CSS. [...]The arrangements for fulfilling the tasks currently undertaken by NSSs may vary during the lifetime of this contract". At present, the NSSs carry out translation of the monthly newsletter, enquiries transmitted, blogpost created by the CSS or blog posts of high quality and long-standing value, useful links, news items, synopsis of selected event reports important for a larger audience, sub-sites for EPALE training and conference (at least 6 main languages), promotional pages, infographics, and videos (sub-titles in the languages of the platform). It is foreseen that the NSSs should be increasingly involved in translations, coordinated by the CSS. This could involve updates of thematic pages, navigation, landing and basic pages, glossary, FAQ, the policy portal and thematic pages. Furthermore, as stated on page 32, ('4. Generation of content by EPALE Community'), "In collaboration with the NSSs, these

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
					collaboration with the NSSs, these guidelines and handbooks will be translated and made available to users on the NSS pages in the language of the NSS". However, please note that the contractor is responsible for coordinating the translation by the NSSs of the content it generates.
4	23/05/2019 11:21	27/05/2019 18:44	Cost of Translation of content	Referring to section 3.3.2.2, sub-section 5. Translation of content, page 32 of the tender specification, We would appreciate if you could clarify the following issue: Could you kindly confirm if the Contractor must cover the cost for the translation of the content generated by the contractor?	27/05/2019 We confirm that the contractor must cover the costs of translation of the content it generates. However, please note that the contractor will be assisted by the NSSs in this translation task. Where the translation is done by the NSSs, the contractor will need to coordinate it. As a result, the costs of translation of the content generated by the contractor may relate to either of the following tasks: 1) coordination of the translation by the NSSs; or 2) provision of the translation by the contractor itself. In either case, the contractor remains responsible for the translation of its content and the aforementioned costs must be included in the financial offer.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
5	23/05/2019 11:21	27/05/2019 18:49	Cost of Translation of content	Referring to section 3.3.2.2, sub-section 5. Translation of content, page 32 of the tender specification, We would appreciate if you could clarify the following issue: Could you kindly confirm that the Contractor must not cover the cost for the translation of the community-generated content ?	27/05/2019 Contrary to your statement, the Contractor must cover the costs of translation of some of the community-generated- content, when translation is requested by the Steering Committee. This content could be identified by the contractor and proposed to the Steering Committee for translation or identified by the Steering Committee as high quality content of longstanding value for dissemination in all languages of the platform. Translation costs should also be foreseen for the policy portal in all languages of the Platform. The tenderer should estimate translation costs based on a professional translation up to 50 000 words yearly. The contractor will be assisted in this task by the NSSs. We refer to questions 3 and 4 published in this call for tenders for more information to that end.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
6	23/05/2019 18:46	28/05/2019 12:12	Translation of eLearning content	Referring to 3.3.2.2 EPAL platform animation and content, section 5. Translation of content, page 32 of the tender specification, we would appreciate if you could clarify the following: Could you kindly confirm that the development of additional e-learning resources, including audio voiceover (3.3.2.2, section 3 and 3.3.2.6) should not include localization/translation of all e-learning resources in all languages of the platform?	28/05/2019 In relation to translation of e-learning resources, the contractor is not responsible for translating the e-learning resources (including potential voiceover). The translations are done by the NSSs and at their own initiative. However, the contractor is responsible for ensuring that the translations carried out by the NSSs are correctly uploaded on the platform. Please also note that, as indicated in section 3.3.2.6, 'Accessibility for persons with disability', "[a]ll the content generated on the platform should be produced in such a way that internet users can access and understand the information, with multiple formats and displayable on mobile devices. It shall respect the Web Content Accessibility Guidelines 2.0. ". In addition, as stated on page 53 of the tender specifications, section 4.3. Award Criteria, ('2.2. Generation of content'), "[...] Furthermore, the accessibility of the content to users, including users with special needs, will be assessed."

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
7	27/05/2019 15:32	28/05/2019 14:36	The EPALE website link at page 17 of the tender specifications (www.epale.ec.europa.eu) is dead.	Could you please confirm that the correct link is the following instead? https://ec.europa.eu/epale/	28/05/2019 We confirm that there is a clerical error in the tender specifications, section 3.1.2. Previous contractual context, paragraph 9, page 17, which now reads: "The platform of EPALE www.epale.ec.europa.eu is hosted through a service level agreement between the Agency and the Directorate for Informatics (DIGIT). (...)". Instead, it should read "The platform of EPALE https://epale.ec.europa.eu is hosted through a service level agreement between the Agency and the Directorate for Informatics (DIGIT). (...)". A corrigendum will be published. Please note that https://epale.ec.europa.eu is the new address of the platform that is currently redirected to the multisite address https://ec.europa.eu/epale .

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
8	28/05/2019 17:24	29/05/2019 13:32	Login to EPALE is not possible	With reference to Corrigendum no. 1, step 2: "After confirmation of the EU Login account, the tenderer need to login to EPALE using the EU Login credentials (https://webgate.acceptance.ec.europa.eu/multisite/epale/ecas).". Kindly note that this step is not working. In fact, it is not possible to login using an EU Login username and password at that address.	29/05/2019 Thank you for the question. We are trying to fix the issue. Could you please try to connect via this adress instead: https://webgate.acceptance.ec.europa.eu/multisite/epale The login button is located below the main banner, on the top right of the webpage. When you click on it should open a pop up window which is entitled "User Account". Normally, you should have two options. On the one hand, under "Login to EPALE", you have the option of entering your "Username or e-mail" and, below "password". On the other hand, you have the option to "Login via EU Login". You should pick the second option ("Logging via EU Logging") by clicking on the "EU Login button". In principle, this should redirect you to the ECAS connexion webpage, where you can insert your EU Login username and password. Please let us know whether this solution works by submitting another question to that end. We will post a corrigendum accordingly.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
9	29/05/2019 18:08	03/06/2019 18:08	Subcontracting individuals	In case of subcontracting individuals to fulfil one profile of the tender, could you please confirm if a Letter of Intent from the freelance is enough?	03/06/2019 As stated in section 2.4 ('Subcontracting') of the Tender Specifications, page 8, if the capacity of a subcontractor is necessary to fulfil any of the selection criteria, the latter qualifies as "identified subcontractor". As further stated therein, "identified subcontractors are required to provide the tenderer with a commitment letter drawn up in the model attached in Annex 5.1". In addition, if the subcontractors are relied upon to fulfil the minimum levels of economic and financial capacity, they also have to provide for a commitment letter drawn up on the basis of Annex 5.2. Please note that the identified subcontractors must also provide a declaration on honour on the exclusion criteria (see Section 4.1 of the Tender Specifications). Furthermore, subcontractors whose capacity is relied upon to fulfil any selection criterion must provide a declaration on honour on selection criteria (see Section 4.2.1). Both declarations on honour are combined in one document, which is to be found in Annex 2 of the tender specifications. Finally, the relevant evidence pertaining to the selection criterion concerned must also be provided for and uploaded with the tender (see section 4.2.1 and Annex 1

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
					tender (see section 4.2.1 and Annex 1 of the tender specifications).

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
10	31/05/2019 15:47	03/06/2019 18:11	References	Regarding the request 4.2.4. Technical and professional capacity criteria and evidence, selection A. Criteria relating to tenderers, to present a list of relevant services provided in the last three years, please tell us how many references we need to present for each requested projects.	03/06/2019 As stated in Section 4.2.4 of the Tender Specifications (' Technical and professional capacity criteria'), subsection A ('criteria relating to tenderers'), page 48, first paragraph, project references are defined as "consist[ing] in a list of relevant services provided in the last three years, with the sums, dates and clients, public or private, accompanied by statements issued by the clients." The minimum number of projects for which the aforementioned references must be provided is stated in the paragraphs pertaining to Evidence A1, A2, and A3. Accordingly, as stated under "Evidence A1", "the tenderer must provide references of two projects delivered in each of the aforementioned fields, with a minimum value of € 100,000.00 for each ". As further stated "(...) the tenderer may provide for one project reference in order to cover several of the aforementioned fields.", meaning that one project reference can cover several of the fields of experience as required under "Criterion 1". For Criterion A2, "Evidence A2" states that "the tenderer must provide the references of two projects." For Criterion A3, "Evidence A3" states that "the tenderer must provide one project reference of one IT application

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
					project reference of one IT application developed for mobile devices".

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
11	03/06/2019 11:18	04/06/2019 10:35	Login to EPALE still not possible	Dear all, with reference to question and answer 8: 1. The login to EPALE is still not possible. Maybe the link provided could be an intranet website ? In this case, only internal users from EC and from the current supplier have access to this intranet. 2. We also tried to login on the official website https://ec.europa.eu/epale/en/ using an EU-login account, but we receive error messages ("Account blocked. Your account is not yet approved") , and there is no button to ask for approval. Thank you.	04/06/2019 We apologise for the inconvenience. The following procedure should work: 1. Open a EU Login account (https://webgate.ec.europa.eu/cpn/p/public/ecas-signup.cfm), the same account is also used for accessing the technical specification for the platform available in this link https://webgate.ec.europa.eu/fpfis/wikis/pages/viewpage.action?spaceKey=MULTISITE&title=Next+EUROPA+CMS 2. After confirmation of the EU Login account, the tenderer needs to login to EPALE at the following address: https://webgate.acceptance.ec.europa.eu/multisite/epale . 3. A pop up window opens, requesting a username and password. Fill-in the following information: Username: multisite Password: ec2016 4. The tenderer is automatically redirected on the EPALE platform. The login button is located below the main banner, on the top right of the webpage. When clicking on it, another pop up window entitled "User Account" appears. The tenderer must click on the "EU Login" button. 5. The tenderer is automatically redirected to the ECAS connexion webpage, where it can insert its EU Login username and password. 6. Send the EU Login username to EACEA-

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
					username to EACEA-TENDERS@ec.europa.eu .The tenderer will receive an automatic notification from the system when they have been granted administrator role with which they can access all relevant information in website application. A corrigendum will be published. Please let us know should you encounter further issues with logging in the EPALE Platform.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
12	03/06/2019 10:22	04/06/2019 10:37	Login to EPALE is not possible	Please note that access to the EPALE through the workaround link below, is not possible: webgate.acceptance.ec.europa.eu/multisite/epale A login box is automatically displayed and EU Login credentials do not work.	04/06/2019 We apologise for the inconvenience. The following procedure should work: 1. Open a EU Login account (webgate.ec.europa.eu/cpnp/public/ecas-signup.cfm), the same account is also used for accessing the technical specification for the platform available in this link webgate.ec.europa.eu/fpfis/wikis/pages/viewpage.action?spaceKey=MULTISITE&title=Next+EUROPA+CMS 2. After confirmation of the EU Login account, the tenderer needs to login to EPALE at the following address: webgate.acceptance.ec.europa.eu/multisite/epale . 3. A pop up window opens, requesting a username and password. Fill-in the following information: Username: multisite Password: ec2016 4. The tenderer is automatically redirected on the EPALE platform. The login button is located below the main banner, on the top right of the webpage. When clicking on it, another pop up window entitled "User Account" appears. The tenderer must click on the "EU Login" button. 5. The tenderer is automatically redirected to the ECAS connexion webpage, where it can insert its EU Login username and password. 6. Send the EU Login username to EACEA-TENDERS@ec.europa.eu .The

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
					TENDERS@ec.europa.eu .The tenderer will receive an automatic notification from the system when they have been granted administrator role with which they can access all relevant information in website application. A corrigendum will be published. Please let us know should you encounter further issues with logging in the EPALE Platform.
13	31/05/2019 10:33	04/06/2019 16:26	Extension of submitting deadline	Considering the issues encountered in accessing the EPALE platform, according to the technical specifications in order to prepare our technical offer, we kindly have the request to extend the deadline for submitting the offer as we did not have access to the platform in order to clarify us your technical requirements. We kindly ask you to extend the deadline for submission in order to be able to prepare our offer according to your requirements.	04/06/2019 The deadline to submit tenders has been extended from 13/06/2019 to 26/06/2019 at 23:59. The call for tenders will be edited once the corrigendum has been published in the Official Journal.
14	04/06/2019 11:38	04/06/2019 16:27	Access to the platform	Seeing how the deadline is close and we still cannot access the EPALE platform, is the CA considering a prolongation of the deadline for submission of offers?	04/06/2019 The deadline to submit tenders has been extended from 13/06/2019 to 26/06/2019 at 23:59. The call for tenders will be edited once the corrigendum has been published in the Official Journal.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
15	04/06/2019 13:32	04/06/2019 16:50	Issue with the access to the Epale Platform and possible extension of the deadline	The procedure for accessing the EPALE Platform described in the Q&A n°12 is now working, but a) the account created is still blocked and b) no administrator role has been granted after having sent the request via email. Taking into account this technical issue and given the impossibility for tenderers to check the platform in details, are you considering the possibility of extending the deadline for submitting the proposal?	04/06/2019 The deadline to submit tenders has been extended from 13/06/2019 to 26/06/2019 at 23:59. The call for tenders will be edited once the corrigendum has been published in the Official Journal. With regard to the procedure to access the EPALE Platform, a new corrigendum (Corrigendum 4) will be published today. If you carefully follow all the steps mentioned therein, you should not encounter any problem accessing the platform. An administrator role will be granted to you upon acceptance of the account in EPALE. Please note that the acceptance of your account may take some hours. In addition, account should be taken of the Commission working days and official holidays.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
16	07/06/2019 17:38	12/06/2019 16:02	Documents for "personnel"	According to point 2.4 of the tender specification, "The following shall not be considered subcontracting: ... d) Use of staff without employment contract ("self-employed persons working for the contractor") to perform substantially the same tasks as the staff with employment contract ("employees"), without the tasks of the self-employed persons being particular well-defined parts of the contract. The persons mentioned in points a), b), c) and d) above will be considered as "personnel" of the contractor as defined in the contract." We kindly ask you what kind of documents we need to submit. We can submit only the CV?	12/06/2019 Identified subcontractors are required to provide the tenderer with a commitment letter (model in Annex 5.1.). In addition, identified subcontractors relied upon for the selection criteria on economic and financial capacity must also provide for a commitment letter on the basis of Annex 5.2. To be considered as identified subcontractor: 1) The situation must fall under the definition of subcontracting, as per Section 2.4 §1; and 2) The subcontractor's share of the contract must be above 10% or the capacity of the subcontractor must be necessary to fulfil any of the selection criteria. Pursuant to Section 2.4 §1 (d) read in conjunction with §2, self-employed persons working for the contractor are considered members of the personnel insofar as the following cumulative conditions are complied with: - they perform substantially the same tasks as the employees; and - the tasks of the self-employed persons are not particular well-defined parts of the contract. If the two aforementioned conditions are fulfilled, the self-employed persons are not considered as subcontractors for the purposes of Section 2.4. As a result, there is no obligation to provide the commitment letters (Annex 5). Nevertheless, the evidence

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
					Nevertheless, the evidence mentioned in the Selection Criteria (Section 4.2.) must be provided in order to comply with the said criteria. This includes, where required, the relevant CVs of the persons relied upon to meet the selection criteria, independently of whether or not the persons are to be considered as part of the personnel or subcontractors. Please note that a definition of "personnel" is also provided in Article II.1. of the model contract.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
17	10/06/2019 11:21	18/06/2019 15:07	Commiment letter and free-lancers	The commitment letter by an identified subcontractor (Annex 5.2) presumes that the person providing for this letter has the legal capacity to act on behalf of a company. What if he/she is a self-employed persons working for the contractor without being part of a company (i.e. freelance individual expert)? Can he/she provide the commitment letter without mentioning any company?	18/06/2019 As apparent from Section 2.12 of the tender specifications ('Signature policy: how can documents be signed?') where a document must be signed pursuant to the tender specifications, the latter must be signed by a person legally entitled to commit the signatory, namely by the signatory him/herself when he/she is a natural person, or by a duly authorised representative when the signatory is a legal person. Provided that the requirements of Section 2.12 are complied with, the annexes 5.1 and 5.2 may be adapted in order to reflect accurately the legal and factual situation in relation to the signatory of relevant annex. Any such adaptation must however not alter the provisions and the wording of the aforementioned annexes which pertain to the commitment itself.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
18	10/06/2019 11:21	19/06/2019 19:35	Self-employed persons working for the contractor	According to section 2.4 (Subcontracting), the following shall not be considered subcontracting: d) Use of staff without employment contract ("self-employed persons working for the contractor") to perform substantially the same tasks as the staff with employment contract ("employees"), without the tasks of the self-employed persons being particular well-defined parts of the contract. The persons mentioned in points d) above will be considered as "personnel" of the contractor as defined in the contract. On the other as stated in section 2.4 ('Subcontracting') on pag. 8 and in Q&A 9, if the capacity of a subcontractor is necessary to fulfill any of the selection criteria, the latter qualifies as "identified subcontractor" and identified subcontractors have to provide for a commitment letter drawn up on the basis of Annex 5.2 Can you please clarify the followings: If a self-employed person working for the contractor is identified for covering the role of adult learning expert (Criterion B5), he/she has to be considered as a subcontractor or as "personnel" of the contractor as defined in the contract?	19/06/2019 In order to provide a complete answer, we also refer to question-answer n°16. To fall under the exception to subcontracting mentioned in Section 2.4 §1 (d) of the tender specifications ('TS'), self-employed persons working for the contractor must meet the following cumulative conditions: - they perform substantially the same tasks as the employees; and - they are not going to perform tasks that will be particular well-defined parts of the contract. In casu, the self-employed person is relied upon to meet a selection criterion pertaining to technical and professional capacity, sub-section B ('Criteria relating to the team delivering the service'). These criteria serve to demonstrate the expertise and experience of the persons responsible for the performance of the contract. The roles mentioned therein can be considered important for the performance of the contract (see p40 and 44 of the TS). In addition, pursuant to the Financial Regulation 2018/1046, Annex 1, point 18.6, where a tenderer relies on the capacity of other entities to meet the selection criteria, the latter shall prove that it will have at its disposal the resources necessary to perform the contract by producing a commitment

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
					contract by producing a commitment by those entities to that effect. As a result, the tasks performed by a person relied upon to meet any of the aforementioned selection criteria can be considered as particular well-defined parts of the contract. The exception to the qualification of such person as subcontractor is thus not applicable and the relevant commitment letters have to be provided.

Generated on the 19/03/2024 04:10:05 - Generation time 22 ms