

## Call for tenders' details

Title: Framework Contract – Technical and Logistical Support to the Activities of the Directorate-General Migration and Home Affairs and Related Policies

Start date: 07/05/2019

Time limit for receipt of tenders: 27/06/2019

Contracting authority: European Commission, DG Migration and Home Affairs (HOME)

Status: Closed

## Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	07/05/2019 16:03	07/05/2019 16:25	Technical specifications for tender N° HOME/2018/ISFP/PR/EVNT/0016	Dear Sirs, Will the technical and logistical support requested by Call for Tenders N° HOME/2018/ISFP/PR/EVNT/0016 be limited to activities organised by DG HOME itself, or does it also include such support to activities organised by third party service providers to DG HOME, such as events within the Radicalisation Awareness Network, European Strategic Communications Network and European Migration Network? Kind regards.	<b>07/05/2019</b> As stated, in Point 2.1 of the technical specifications, “the contracting authority intends to conclude the framework contract for the purpose of providing technical and logistical support to activities of the Directorate-General Migration and Home Affairs (DG HOME) and related policies”. The future awarded contractor for this call for tenders will be a third party acting on the sole request of the contracting authority (i.e. the Commission) as for any other procurement contract.

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#	Submission date	Publication date	Question subject	Question	Answer
2	08/05/2019 09:31	08/05/2019 09:43	Technical + specifications document - N° HOME/2018/ISFP/PR/EVNT/0016	Dear sirs, Can the contracting authority confirm that this contract will not be used to deliver RAN and/ or ESCN meetings? If such confirmation cannot be provided, can the contracting authority indicate whether it is currently considering to use this contract to support the delivery of RAN and/ or ESCN meetings? Looking forward to your reply. Kind regards.	<b>08/05/2019</b> Your question does not relate to the Technical specifications of this Call for tender. We refer to the reply to question n°1. The Contracting Authority cannot exclude any type of events to be covered over the 4 years duration of the FWC.
3	16/05/2019 11:02	17/05/2019 15:43	Case study 1	Regarding the following: '- 1 stand to be installed in a building of the contracting authority dimensions L10 m, W 3m, H 2,4m; - storage behind the stand' Does it mean that the total surface for storage and stand is 30sqm, or do we have to consider the storage behind the stand as extra space? Thank you in advance.	<b>17/05/2019</b> The storage surface is included in the 30 sqm.
4	16/05/2019 11:03	17/05/2019 15:44	Case Study 1	Regarding the following: '15 meters long zig zag exhibition with 15 photos with description plate for each photo (provided by the contracting authority);' We understand that both pictures and description plate will be provided by the contracting authority, is that correct? Can you confirm the size of the pictures?	<b>17/05/2019</b> The text on the plate shall be provided by the Contracting Authority, while the plate itself shall be provided by the contractor. The size of the pictures may vary, but for this case study the size should be 30x40.

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#	Submission date	Publication date	Question subject	Question	Answer
5	16/05/2019 11:04	17/05/2019 15:45	Case study 1	Concerning the Slido wall, are we allowed to propose other interactive tools?	<b>17/05/2019</b> No, only Slido in order to allow the comparison of offers and guarantee a fair and equal treatment.
6	16/05/2019 11:06	17/05/2019 15:47	Case study 1	Is it possible to provide the key messages that need to be conveyed by the stand?	<b>17/05/2019</b> This is not requested for the case study. If provided in the offer it will not be considered at the evaluation stage.
7	16/05/2019 11:06	17/05/2019 15:48	Case study 1 - Graphic Design	Except the graphic guidelines from the European Commission, is there any visual identity that needs to be implemented on the stand?	<b>17/05/2019</b> No, only the graphic guidelines from the European Commission need to be followed for the case study.

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#	Submission date	Publication date	Question subject	Question	Answer
8	16/05/2019 11:12	17/05/2019 15:49	List of Prices - Annex III	Regarding the first 3 lines, i.e. the following: 'Management fee for organisation of event to prepare, coordinate, find/book venues, etc. for an event in Belgium' 'Management fee for organisation of event to prepare, coordinate, find/book venues, etc. for an event outside Belgium (EU/EFTA)' 'Management fee for organisation of event to prepare, coordinate, find venues, etc. for an event outside Europe (third-countries).' Shall we assume that these lines should cover all the tasks described under point 2.2.2 of the Tender Specifications (all bullet points under point A, all bullet points under point B, all bullet points under point C) ?	<b>17/05/2019</b> Your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
9	16/05/2019 12:34	17/05/2019 15:51	Case Study	<p>Could you please specify what is required for the case studies? Just the "services to be provided" as mentioned for each case study or do you expect tenderers to provide a description of the full organisation also including conceptualisation/communication approach for the case studies as well?</p>	<p><b>17/05/2019</b> The general part of the technical offer shall focus on a description of how the tenderer intends to implement the service, the proposed general approach, structure and tools. (part 1.11.D.1 of the Technical specifications). The specific part of the technical offer must cover all aspects and tasks required in the case studies and provide all the information needed to be assessed against the award criteria (quality and price). Therefore a bidder shall be demonstrative on how he will implement the proposed general approach, structure and tools, as described in the general part, to the case study, providing a description of the full organisation (including the communication approach if this relates on the communication with the Contracting Authority in the context of the case study).</p>

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#	Submission date	Publication date	Question subject	Question	Answer
10	17/05/2019 17:50	22/05/2019 15:53	Criteria - Call for Tenders - page 18	<p>In the Call for Tenders, page 18, in the section A. Criteria relating to Tenderers, it is mentioned that the Tenderers must have expertise and a minimum of 5 years' experience (as of submission date) in the activities enlisted for both the criteria to be fulfilled. We would like to have a clarification on the interpretation of this requirement and on the supporting evidence to be submitted by the Tenderer.</p> <p>1/ Question 1: Should the projects presented as evidence fall within the past 5 years (as of submission date) or should the sum of the projects' period of implementation amount to a total of 5 years?</p> <p>2/ Question 2: Are projects currently under implementation eligible as references?</p> <p>3/ Question 3: In the case of a positive answer to Question 2, should the minimum value for the project be interpreted as the overall budget of the project or the budget already spent on the project (as of submission date)?</p> <p>4/ Question 4: Criterion A1 mentions 'project of an event'. Does this requirement applies for projects organizing series of events, or to an specific event within the project?</p> <p>Thank you in advance for your</p>	<p><b>22/05/2019</b></p> <p>1) Projects listed as evidence under criteria A1 should have been carried out within the past 5 years as of submission date. 2) No. Projects must be over as of date of submission. 3) N/A 4) For criteria A1, the evidences required are 5 different and separated projects each one covering the specificities as indicated on. P 18.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				Thank you in advance for your answer and collaboration.	
11	17/05/2019 16:41	22/05/2019 15:56	Budget allocation	Could you please indicate the budget allocation between Framework contrat prices and reimbursables ?	<b>22/05/2019</b> Framework contracts stipulate the subject matter of the purchase, the price list, the parties, the legal setup, the duration and the method of making particular purchases. The other necessary elements of the contractual relationship are defined at a later stage in a specific contract indicating e.g. the quantities, date of delivery, locations, etc. Therefore, the proportion cannot be provided.

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#	Submission date	Publication date	Question subject	Question	Answer
12	17/05/2019 16:40	22/05/2019 16:10	Proportion of events	What is the annual proportion between events in Belgium, events in Europe and events outside of Europe ?	<b>22/05/2019</b> Framework contracts stipulate the subject matter of the purchase, the price list, the parties, the legal setup, the duration and the method of making particular purchases. The other necessary elements of the contractual relationship are defined at a later stage in a specific contract indicating e.g. the quantities, date of delivery, locations, etc. As a rough estimate, the annual proportion of events is the following: 75% take place in Belgium 20% take place in Member States 5% take place outside Europe Nevertheless, these figures are indicative and are in no way binding for the Commission as they may change depending on the needs of DG HOME.
13	17/05/2019 16:39	22/05/2019 16:18	List of prices - Annex III - Management fee for organisation of event	Does this management fee outside of Belgium include transport and accommodation costs for the Contractor's staff ?	<b>22/05/2019</b> Could you please clarify why the contractor would send its staff and which staff profile ?
14	17/05/2019 16:24	22/05/2019 16:28	Flat fee for the different types of events	Our understanding is that there is no difference of flat fee between the different types of events. The same flat rate is applicable for events with 50-70 participants and events with 10 participants. Is it correct ?	<b>22/05/2019</b> Your understanding is correct.



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#	Submission date	Publication date	Question subject	Question	Answer
15	17/05/2019 16:35	22/05/2019 16:29	List of prices - Annex III - Management fee for organisation of event	Our understanding is that the same fee is applicable for an event with 50-70 and an event with 10 participants. Is it correct ?	<b>22/05/2019</b> Question14
16	17/05/2019 16:34	22/05/2019 16:32	List of prices - Annex III - Management fee for organisation of event	Our understanding is that the same fee is applicable for all types of events. Is it correct ?	<b>22/05/2019</b> The management fee is a flat rate and varies only depending on the location where the event takes place (Belgium, EU/EFTA, third-countries).
17	17/05/2019 16:38	22/05/2019 16:45	List of prices - Annex III - Management fee for organisation of event	Regarding an Open Day Event with 1000 participants, How do we invoice this event, as the management fee cannot be applicable ? We would be grateful if you could revise the invoice procedure.	<b>22/05/2019</b> Management fees for organisation of event to prepare, coordinate, find/book venues, etc. are applicable for an Open Day. Fees per participants (eg.: travel and accommodation) are not applicable during the Open Day (general public are not "participants").
18	24/05/2019 16:17	28/05/2019 09:26	Case Studies	Could you please clarify the expertise/domains required for trainers and coaches both for the "general services" section and for the specific case studies?	<b>28/05/2019</b> Trainer/coach shall be understood as a professional used during team building activities. In the case study, no trainer/coach is foreseen.

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#	Submission date	Publication date	Question subject	Question	Answer
19	27/05/2019 10:42	28/05/2019 09:28	case study 1	can we consider that the stand will be located in the same area than during the OpenDays in 2019?	<b>28/05/2019</b> The location is in Brussels and the venue is provided in the case study by the Commission at zero cost. Therefore no other information on the location is relevant to address the case study.

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#	Submission date	Publication date	Question subject	Question	Answer
20	27/05/2019 10:51	28/05/2019 09:31	Q13	<p>we believe it is not possible to have a local network of own or identified providers in each EU country and outside the EU. We believe that the event coordinator having contact with the client and with the participants has to attend the event and be present on site for each event organised in this contract. We therefore would like to clarify if costs of accommodation and travel for the event coordinator are covered or not by the management fee. For contractor outside Brussels for events located in Brussels it should be possible to include costs of accommodation and travel in the management fee for events in Brussels.</p> <p>for the three management fees, please confirm we can included these costs. Please confirm if yes or not these costs have to be included and are covered in the management fee in order to have equal treatment to all. thank you.</p>	<p><b>28/05/2019</b> If the Contracting authority requests the presence of the event coordinator or any other profile as defined in the price list under complementary activities, the Commission will reimburse the cost for travel and accommodation upon prior written approval and provision of the supporting documents (invoice of hotel and travel). Please refer to the draft Framework contract, Article I.5.3, to Article II.22 of the General conditions and to Annex VI and VII of the mission guide. The corrigendum of the FWC will follow.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
21	28/05/2019 12:35	29/05/2019 14:36	Request for extension	Given the presence of several other specific event focused tenders and a natural limit in business development resources, would the contracting authority consider a 4-week extension for this call for tender, allowing each tenderer to fully focus and submit a bid of the highest possible quality on which to base an informed decision?	<b>29/05/2019</b> The Contracting Authority does not foresee extending the deadline for submission.
22	28/05/2019 12:49	29/05/2019 14:38	List of prices. Budget line &quot;venue with equipment included&quot;;	We have noticed that no percentage of total cost is applied to this budget line. Could you clarify if this is a clerical mistake or we should consider this real cost without possibility to apply a margin?	<b>29/05/2019</b> The price of a venue with equipment included is on real cost base. No margin should be applied.
23	28/05/2019 13:09	29/05/2019 14:39	List of prices. Budget line &quot;accommodation allowing big sized dogs&quot;;	We have noticed that no percentage of total cost is applied to this budget line. Could you clarify if this is a clerical mistake or we should consider this real cost without possibility to apply a margin?	<b>29/05/2019</b> The accommodation allowing big sized dogs will be on a real cost base as it is considered the same as an accommodation (hotel allowing a dog to stay in the room).
24	28/05/2019 13:12	29/05/2019 14:40	List of prices. Budget line &quot;virtual reality equipment&quot;;	There is no unit applied to this budget line. Should we consider it to be &quot;real price + % of total price, margin not exceeding 10% ?	<b>29/05/2019</b> Price per Unit per day. Corrigendum of the price list will follow.

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#	Submission date	Publication date	Question subject	Question	Answer
25	28/05/2019 13:15	29/05/2019 14:43	Budget lines with % of total price (margin not exceeding 10%)	Are you expecting tenderers to propose a percentage at this bidding phase or is this to be specified on an ad-hoc basis when preparing a budget following a request for services ? Are you expecting one single percentage for these budget lines or are we free to adapt such percentage according to each different product/service ?	<b>29/05/2019</b> The Contracting authority expects the bidder to indicate the percentage at this bidding phase. The percentage will be applied during the whole duration of the FWC. Bidders can provide different percentages according to each different product/service.
26	28/05/2019 13:19	29/05/2019 14:46	Case study 2. Video deliverables	Could you detail your expectations in terms of the edited video of 3min? Is this supposed to be produced before the event and used during or produced post-event ? Could you elaborate on the presence of the video maker for day 2 only, and the fact that he/she would then be missing the opening sessions which would have been key moments to be displayed on the video material. Thanking you in advance	<b>29/05/2019</b> The Contracting authority may decide when a service shall be provided. The case study being fictive, there is no need to elaborate on the reasons of the presence of the video maker only for day 2. The video shall be shot during day 2 of the event and produced post-event.

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#	Submission date	Publication date	Question subject	Question	Answer
27	28/05/2019 13:24	29/05/2019 14:47	Registration management of participants	We have well noted a budget line for the delivery of a registration website. There is however no indication in your price list of how a contractor can invoice for time of managing the registration of participants (time which varies greatly depending on number of participants : 10, 70 or 1000 of the "Security research" event). Could you please clarify ?	<b>29/05/2019</b> The Contracting authority considers that, as the participants register themselves on the website, the service expected from the contractor is only the delivery and operation of the website and when requested provision of an extracted excel sheet with the names of the participants.
28	28/05/2019 13:25	29/05/2019 14:48	Template of price list	Do you confirm that we can add a column to your template in order to fill in our unit prices ?	<b>29/05/2019</b> Tes <b>29/05/2019</b> YES

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#	Submission date	Publication date	Question subject	Question	Answer
29	28/05/2019 13:33	29/05/2019 14:49	Management fee for the organisation of an event	We understand that a unique management fee applies per event, based on its location. However, you have described in your specifications a variety of events (one for 10 participants lasting one week, or a standard meeting gathering 50 to 70 persons, or a conference for 1000 stakeholders). Such variety implies distinct management fees (because distinct resources and time allocation for the organisation of each of these three typologies of events). Could you please elaborate as we find this flat rate per event, regardless of the size of event, difficult in terms of implementation and comprehension, in order to define a price ?	<b>29/05/2019</b> The management fee for organisation of events to prepare, coordinate, find/book venues, etc. is a flat rate per event taking into consideration the complexity of the organisation based on the location (Belgium, EU/EFTA, third countries). Added to this flat rate, the contractor will apply management fees per participant for the travel and management fees for the accommodation. Therefore, the number of participants and thus the contractor's resources to be dedicated should be covered by these fees (flat rate plus travel fees plus accommodation fees). Under point 2.2.1 of the Technical specifications, there is an estimation of the frequency by type of events that the Contractor will be requested to provide.
30	29/05/2019 16:25	03/06/2019 17:43	Case Study 2	For case study 2 transcript of the proceedings are requested. What is the purpose of these proceedings? Will they be published? Will we need graphic adjustment for publishing?	<b>03/06/2019</b> The aim of the transcript of the proceedings is online publication. For the case study, no graphic adjustment is requested.

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#	Submission date	Publication date	Question subject	Question	Answer
31	31/05/2019 16:50	03/06/2019 17:44	List of price. Budget line « Virtual reality equipment (headset)»	Could the contracting authority please specify what should be included in this price? Is it the price for rental of a headset only (price per unit per day, as per your previous clarification)?	<b>03/06/2019</b> The price per unit per day includes the rental of such equipment.
32	31/05/2019 16:50	03/06/2019 17:45	List of price. Budget line “Providing Slido / Interactive / Twitter wall”	Could you please confirm whether: a) the given price is for the use of the platform with a user’s account only or b) the given price is for the rental of technical equipment and moderation for questions or other functionalities?	<b>03/06/2019</b> The price per day shall only include the access to such platform. No other services are requested.
33	03/06/2019 16:23	03/06/2019 17:47	Contract Award Criteria	You request in Award Criterion 1, our approach towards timely reporting but there is no official mention as to what contractual reporting you require neither in the Specifications nor in the Draft Contract. Please can you clarify what contractual reporting do you require and where is it described?	<b>03/06/2019</b> Please refer to section 1.3 “Implementation of the Framework Contract”, to the last paragraph: “After each activity, the contractor must provide a technical report (number of participants, services delivered (eg.: travel and accommodation), supporting documents in case of real cost,...) and lessons learnt to improve services in future orders. The technical report should be sent at the same time as the final invoice and maximum one month after the date of the event. The submission and acceptance of the report by the contracting authority is compulsory in order to proceed with the final payment.”



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#	Submission date	Publication date	Question subject	Question	Answer
34	03/06/2019 16:20	03/06/2019 17:48	Contract Award Criteria	<p>1. Award Criterion 1, titled Quality and relevance of the proposed methodology and work organisation. In the list of items that you highlight, there are no specific parts requested to describe the contract/service organisation and/or the methodology for all the services requested in sections 2.2.2 (Tasks). Please can you confirm that you wish us to (a) describe the service/contract organisation and (b) describe the Tenderer's methodology to carry out the services requested in sections 2.2.2? Please can you also confirm that the two above aspects (organisation and methodology) can be customized for the case studies and that the case studies can cross-refer to them?</p>	<p><b>03/06/2019</b> Please refer to section 1.11, Part D: Technical offer. "Part D: Technical offer (see section 2 and Annex II) The general part of the technical offer shall focus on a description of how the tenderer intends to implement the service, the proposed general approach, structure and tools. In particular it should be detailed how he will a) run several requests in parallel, b) ensure the timely response to requests as foreseen under point 1.3., c) communicate with the contracting authority in the context of a request for service, d) ensure that each project is properly followed by a dedicated team, e) ensure the timely reporting (technical report and invoice). The specific part of the technical offer must cover all aspects and tasks required in the case studies and provide all the information needed to be assessed against the award criteria (quality and price). Offers deviating from the requirements or not covering all requirements may be rejected on the basis of non-compliance with the tender specifications and will not be evaluated."</p>

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#	Submission date	Publication date	Question subject	Question	Answer
35	04/06/2019 07:20	04/06/2019 17:22	Corrigendum and new versions of the specifications and the draft contract.	Please could you indicate in the NEW document the new/changed parts in both documents instead of us checking word by word the alterations/modifications/new text?	<b>04/06/2019</b> <ul style="list-style-type: none"><li>• In the technical specifications, the first paragraph of section 1.1 and first paragraph of section 2.1 have been modified.</li><li>• In annex III list of prices, the unit for the Virtual reality equipment (headset) has been added.</li><li>• In annex V draft FWC, Article 1.5.3 has been modified.</li></ul>

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#	Submission date	Publication date	Question subject	Question	Answer
36	04/06/2019 19:45	07/06/2019 16:21	Technical Offer	<p>1. Please can you confirm that the general part is the parts addressing criterion 1 and 2, and that specific parts are the parts addressing the Case Studies 1, 2 and 3? 2. Can you please confirm that we can refer to the general parts from the case studies? For example refer to specific methodologies and roles and responsibilities? 3. Can you please confirm that you want the Tenderer to describe in the general parts its contract organisation, tools and means as methodologies to implement all tasks in section 2.2.2? 4. Can you please confirm that the bullets in the description fields of the table of section 4 (Contract Award Criteria) is the obligatory and minimum aspects to be demonstrated in the general part? We ask so that we address 100% your requirements so please be kind enough to be specific instead of re-stating the terms of reference. Many thanks in advance.</p>	<p><b>07/06/2019</b> 1. As indicated in section 4 “contract award criteria”, award criteria 1 and 2 will be applied to evaluate the general presentation and award criteria 3, 4, 5 will be applied to evaluate the 3 case studies. 2. The bidder should concretely apply the approach, structure and tools described in the general part to the case studies. 3. To be specific: please refer to section 1.11, part D, 1): The general part of the technical offer shall focus on a description of how the tenderer intends to implement the service, the proposed general approach, structure and tools. In particular it should be detailed how he will a) run several requests in parallel, b) ensure the timely response to requests as foreseen under point 1.3., c) communicate with the contracting authority in the context of a request for service, d) ensure that each project is properly followed by a dedicated team, e) ensure the timely reporting (technical report and invoice). 4. The table under section 4 “contract award criteria” contains the award criteria against which the offer will be evaluated. For each criteria the total maximum points are indicated. Tenders must score minimum 60% for each criterion and sub-criterion, and minimum 70 % in total. Tenders that</p>

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					minimum 70 % in total. Tenders that do not reach the minimum quality levels will be rejected and will not be ranked.
37	06/06/2019 11:03	07/06/2019 16:22	The general part of the tender	For the purposes of the tender, in order to describe his capacity to run the events effectively and smoothly, is the tenderer supposed to draw a calendar of events for the whole year or can he present a hypothetical scenario of several events running simultaneously or overlapping.	<b>07/06/2019</b> The bidder should describe how he will run several requests in parallel (section I.11, part D 1) a)) (among other things) as far as the bidder is demonstrative and convincing. The Commission raises the attention of the bidders on the dates mentioned in the case studies.
38	06/06/2019 17:24	07/06/2019 16:22	Case studies	As for case studies 2 and 3, we are asked to provide travel and accommodation for participants. Should we plan only plane/tickets to the hosting city and back or should we also provide airport transfers ?	<b>07/06/2019</b> Only plane/tickets to the hosting city and back should be proposed. <b>12/06/2019</b> Corrected answer: For case study 2, only plane/tickets to the hosting city and back. For case study 3, “collective round-trip transportation between airport/train station and the hotel on both days”.

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#	Submission date	Publication date	Question subject	Question	Answer
39	07/06/2019 09:44	07/06/2019 16:24	Award criterion on price	<p>P.22 of the ToR states that the price of the tender is a combination of the estimates for the three case studies. As it stands, nothing guarantees that contenders cannot deliberately underestimate the price of a purely hypothetical exercise and obtain an unfair advantage over 40% of the award criteria. It has happened in previous tenders, as nothing forces a winning company to stick to a simulated pricing. This encourages contenders to present simulations that simply are not realistic and is a handicap for responsible professionals. It also contains the risk that the result is challenged, and all have worked for nothing as a new tender must be launched. What measures has the EC envisaged to ensure that this cannot happen?</p>	<p><b>07/06/2019</b> As stated on page 1 of annex II “Case studies”, “For the award of the contract, the tenderer shall, as indicated in the technical specifications, point 1.11 (structure and content of the tender) part D, part 2): (...) submit a detailed budget including all the services and or equipment requested using strictly the prices stated in the list of prices (Annex III) using the same layout as the list of prices.” Moreover as also indicated in the Case studies “For the purpose of comparing the financial offers, a fictive flat rate of 500€ for travel should be applied from/to any destination per participant and the price of 150€/night for accommodation /participant in any location.”</p>

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#	Submission date	Publication date	Question subject	Question	Answer
40	12/06/2019 11:54	12/06/2019 12:19	Case Study 3 coach/bus trip	Your former answer to question nr.38 appears to be contradictory to what is stated in Annex II of the Case Studies attachment – page 7 – last bullet point: “collective round-trip transportation between the airport/train station and the hotel on both days” needs to be provide. Could you please clarify if we need to put this item in the Case Study budget or not?	<b>12/06/2019</b> For case study 2, only plane/tickets to the hosting city and back. For case study 3, “collective round-trip transportation between airport/train station and the hotel on both days” as well.
41	09/06/2019 07:43	12/06/2019 17:00	Specifications and your answer to question 34: Further clarification	Thank you for your prompt reply, nevertheless, there is still some room for clarification. Please can you kindly confirm that: in Criterion 1 and 2 (and in addition to the sub-criteria listed in Table of section 4) the Tenderer should include: (a) a work methodology to address all services 2.2.2 ? (b) a contract organisation on how roles will manage and implement services 2.2.2 to your satisfaction?	<b>12/06/2019</b> A) Please refer to section 4 “contract award criteria”, criterion 1, which refers to the elements of the proposed methodology and work organisation which will be taken into account for the evaluation. B) Please refer to section 4 “contract award criteria”, criterion 1, 4th dash and criterion 4 “organisation of the work and resources”.

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#	Submission date	Publication date	Question subject	Question	Answer
42	09/06/2019 07:47	12/06/2019 17:01	Specifications, section 1.3 - Implementation... Technical Report	In your text you state &quot;after each activity, the contractor must provide a technical report...&quot;; (1) Can you please confirm that an activity is an event, meeting, etc. and NOT a specific contract? (2) Can we assume that a specific contract can include more than one activity?	<b>12/06/2019</b> A specific contract can cover one or more activities (event organisation or provision of one or more tasks described in section 2.2.2). A technical report must be provided together with the final invoice linked to a specific contract.
43	12/06/2019 13:54	13/06/2019 14:40	all case studies (1-2-3)	please confirm there is no translation services to be foreseen. thank you.	<b>13/06/2019</b> No translation foreseen in case study 1, 2, 3.
44	12/06/2019 13:56	13/06/2019 14:41	case studies (2-3)	please confirm there are no interpretation services to be foreseen. Meetings on case study 2 and case study 3 will be held only in English.	<b>13/06/2019</b> For case study 2, 2 sign language interpreters (from English) are required. For case study 3, no interpretation.
45	12/06/2019 14:26	13/06/2019 14:43	Case Study 1	For this case study, could you please clarify what is the aim/purpose of the big screen and the 4 computers? Do all of them have to be connected to the big screen? Are them for the visitors to use?	<b>13/06/2019</b> - Big screen with USB port: display pictures and videos. - 4 laptops to be used by the visitors - Large white screen format 2,5m x 2m as it is listed in the price list - Laptop capacity: windows 10, minimum processor Intel I.7, RAM min 8GB, SSD 160 GB, HDMI connectivity.

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#	Submission date	Publication date	Question subject	Question	Answer
46	12/06/2019 14:36	13/06/2019 14:44	Case #1 : clarification of equipment &quot; 1 big screen with 4 computers and internet connection&quot;;	Dear, In this case, a &quot;big screen with 4 computers&quot; are requested. Could you explain the purpose of this equipment ? Size of the screen and capacity of the computers ( in the price list only laptop and 42&quot; screen are foreseen )? Kind regards,	<b>13/06/2019</b> - Big screen with USB port: display pictures and videos. - 4 laptops to be used by the visitors - Large white screen format 2,5m x 2m as it is listed in the price list - Laptop capacity: windows 10, minimum processor Intel I.7, RAM min 8GB, SSD 160 GB, HDMI connectivity.
47	13/06/2019 13:02	13/06/2019 14:47	case study 1-2-3	please confirm that no photographer has to be foreseen in any of the three case study since it is not stated in the list of services to be provided	<b>13/06/2019</b> Please refer to case study 1, "services to be provided". A photographer is requested for the whole day (9:00-17:00). No photographer in case study 2 and 3.
48	14/06/2019 16:08	17/06/2019 17:26	Case 1 :15 meters long zig zag exhibition with 15 photos with description plate for each photo (provided by the contracting authority);	Dear, Does the 15 meters long zig zag exhibition have to be included in the booth surface ( 10 meters x 3 meters ) or could it be outside this area. Many thanks,	<b>17/06/2019</b> Yes, the zig zag exhibition has to be within the stand surface.
49	18/06/2019 15:12	18/06/2019 15:42	Price formula	Could you confirm please that the following formula is applied to the price of the case study 2: 200 x price of case study 2 ?	<b>18/06/2019</b> Yes we confirm.
50	18/06/2019 11:55	18/06/2019 15:43	Case study	Are we allowed to provide links to visual representation of the Case Studies elements within the body of the Case Studies proposals? Will the content of those links be evaluated?	<b>18/06/2019</b> You may provide links, however those links will not be evaluated.



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#	Submission date	Publication date	Question subject	Question	Answer
51	18/06/2019 11:41	18/06/2019 15:43	Graphic products: Case study 1 - services to be provided Typo?	On page 3 of the Annex II Case studies, Case study 1 graphic designer who will decline.... Should we understand: who will design the graphic products...'	<b>18/06/2019</b> Yes, your understanding is correct.
52	19/06/2019 09:40	20/06/2019 17:17	Clarification Price List	Dear, Could you clarify some items of the price list : 1/ Touchscreen with stand : size of the touchscreen ? 2/ Internal Podium : size ? 3/ Customised complete stand : by "running meter" unit, do you mean the perimeter of the floor surface ? Many thanks for your confirmation.	<b>20/06/2019</b> 1) 32" 2) The podium shall be understood as lectern: the size shall be more or less: 120 cm x 65cm x 45cm. 3) yes
53	19/06/2019 19:09	20/06/2019 17:18	answer to question 48	Dear Sir, Madam, receive this new element on 17/06, 7 working days before the deadline submission is not adequate. Some competitors might have mock-ups of the stand already designed and ready. Please confirm you are flexible with the approach proposed on the stand for the purpose of this case study. it will moreover offer DG HOME with more creativity and innovation.	<b>20/06/2019</b> For the case study 1, the contracting authority did not request the bidders to provide a mock-up or concept of the stand. The zigzag exhibition was already foreseen in the case study 1 and therefore the answer provided on the 17/06 is a clarification provided to all bidders at the same time and not a new element.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
54	19/06/2019 10:46	20/06/2019 17:19	Case Study 3 - Budget	In the Budget : Do we have to inform the price of the rental room ? And do we also have to provide information on the price of chairs ?	<b>20/06/2019</b> As indicated in the case study 3, for the venue without equipment at Crown Plaza place Rogier, the amount to be used in the case study financial offer is a flat rate of 15 000 EUR +bidder's margin. Regarding the chairs, the price needs to be provided for 400 chairs with integrated desk based on the price of the price list.
55	19/06/2019 15:04	20/06/2019 17:20	case study 2	are we right to assume that no staff contractor will be present of site during the event? Related to Q13, this is not clear to us. Please clarify.	<b>20/06/2019</b> The case study 2 does not foresee the presence of contractor' staff.
56	19/06/2019 15:04	20/06/2019 17:21	case study 3	are we right to assume that no staff contractor will be present of site during the event? Related to Q13, this is not clear to us. Please clarify.	<b>20/06/2019</b> The case study 3 does not foresee the presence of contractor' staff.

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#	Submission date	Publication date	Question subject	Question	Answer
57	19/06/2019 15:06	20/06/2019 17:22	price list - management fee	are we right to assume that the price of the three management fee Belgium/oustiste Belgium/oustide EU does not cover staff contractor attending the event: daily rate/travel and accommodation costs. Please clarify. Thank you.	<b>20/06/2019</b> If the Contracting authority requests the presence of the event coordinator or any other profile as defined in the price list under complementary activities, the Commission will reimburse the cost for travel and accommodation upon prior written approval and provision of the supporting documents (invoice of hotel and travel). Please refer to the draft Framework contract, Article I.5.3, to Article II.22 of the General conditions and to Annex VI and VII of the mission guide. The corrigendum of the FWC will follow.
58	19/06/2019 15:08	20/06/2019 17:23	EN-Annex III - List of Prices / price list Q28	may we kindly ask the contracting authority to provide all tenderers with a document with this column to avoid any mistake please.	<b>20/06/2019</b> Please add a column to the word version of the list of prices.
59	19/06/2019 15:14	20/06/2019 17:23	PRICE LIST - VENUE	there are 2 cells, we do not know how to proceed to encode. Please advise. if "Real cost": shall we put "0"? Please indicate us how to encode. Thank you Venues Venue (with equipment included) Real cost Venue (without equipment included) Real cost + % of the total cost (margin not exceeding 10%)	<b>20/06/2019</b> In the list of prices, in the column "Unit", when it says real cost, you shall not indicate anything as the contractor will invoice the Commission at real cost based on supporting documents. The bidder should only indicate the margin he will apply to the real cost, when requested in the price list.

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#	Submission date	Publication date	Question subject	Question	Answer
60	19/06/2019 15:27	20/06/2019 17:25	Q48	are we free to make a recommendation of the best approach? Please confirm that it is not mandatory to have the zig zag structure in the 30 m <sup>2</sup> . Thank you very much for your answer.	<b>20/06/2019</b> Please refer to answer 48. The bidder is not requested to provide a concept different from the one foreseen in the case study, therefore the zigzag exhibition shall be in the stand.
61	19/06/2019 15:37	20/06/2019 17:27	Case Study 3	Concerning case study 3: is the contractor requested to provide networking cocktail on 8 December ?	<b>20/06/2019</b> No case study refers to the date of 8 December. If the question refers to case study 3, the bidder shall not provide the networking cocktail. As complementary information, the bidder shall not provide hostesses/stewards either.
62	19/06/2019 16:17	20/06/2019 17:27	price list - Taxi, public transport, personal car	please confirm the value to be indicated since the price is "Reimbursed according to EC mission guide (see annexes VI and VII)" or "0" or "1". Please confirm to all tenderers in order to provide you all with the same value.	<b>20/06/2019</b> The bidder shall not fill in the unit price as it will be reimbursed according to EC mission guide.

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#	Submission date	Publication date	Question subject	Question	Answer
63	19/06/2019 19:13	20/06/2019 17:29	answer to question 13	the answer to question 13 is: "Could you please clarify why the contractor would send its staff and which staff profile ? " we are not sure to understand if DG HOME is expecting form the contractor assistance only before the event and not during the event. Shall we understand that no matter the location of the events, there is no staff on site during the event. Please clarify.	<b>20/06/2019</b> The contracting authority does not foresee the presence of the contractor's staff during an event. The contracting authority considers that if the presence is requested, the price of the contractor' staff is included in the management fees. Please also refer to answer 57.
64	19/06/2019 19:23	20/06/2019 17:36	list of prices - Accommodation allowing big sized dogs (canine police)	the price of this item is supposed to be at "real price",. please indicate the amount to be completed in the cell. Should all competitors indicate "0"?</td>	

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#	Submission date	Publication date	Question subject	Question	Answer
65	19/06/2019 23:56	20/06/2019 17:37	technical Equipment - venue case study 3	<p>in case study 3 it is stated: "Venue without equipment included (meeting room and cocktail networking room) in a hotel in the center of Brussels." rental of a venue does always include some standard technical element. How do we proceed? Shall we make a list of what is included in the rental of the selected venue and another list of what has to be added? IT Equipment listed in the services to be provided might not be sufficient. Do we have to follow stricly this and no more item to be added in order to make the evaluation of all Financial offers easier : IT equipment for the meeting room on day 2: o 3 laptops; o 8 wireless microphones; o 1 lectern; o 1 projector; o 1 screen; or are we free to propose more IT Equipment for the good smooth of this event? Please advise. thank you</p>	<p><b>20/06/2019</b> For the case study 3, the bidder shall consider that the room is rented at the Crown Plaza without equipment at a flat rate of 15 000 EUR + the bidder's margin. In addition, the bidder will include the price for the IT equipment requested in the case study, using the price of price list.</p>

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## Call for tenders questions summary

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#	Submission date	Publication date	Question subject	Question	Answer
66	19/06/2019 23:58	20/06/2019 17:38	chairs - case study 3	flat rate of EUR 15 000 is without technical Equipment. 400 chairs are requested. chairs are furniture and not technical Equipment do we have to assume that the flat rate of EUR 15 000 includes prices of the 400 chairs or not? Please advise to make sure we adapt correctly the detailed budget	<b>20/06/2019</b> The flat rate of 15 000 EUR does not include the price of the 400 chairs. The bidder shall include the price for 400 chairs with integrated desk according to the price list. The case studies are fictive scenarios and aimed at comparing the offers. During the implementation of the framework contract, if a room is already equipped with the furniture, the price of the chairs or any other furniture as listed in the price list will not be applied. The price of the chairs and other furniture will only be applied in case a room must be fitted out.

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