

Call for tenders' details

Title: AO 10745 'Digitisation and Related Services'

Start date: 18/07/2019

Time limit for receipt of tenders: 16/09/2019

Contracting authority: Publications Office of the European Union (OP)

Status: Closed

Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	18/07/2019 17:40	22/07/2019 09:03	List of documents to be submitted	On page 14, point 2.6.2 of the Specifications, it is mentioned that the quality-control procedures should cover the whole production process, including the deliverables. However, we cannot find in the list of documents to be provided, or in the table on page 13 of the Specifications, any document containing these control procedures. Should we include them in the 10-page document describing our activity or does another document need to be added?	22/07/2019 Please be informed that the quality-control procedures mentioned on page 14, point 2.6.2 of the Specifications shall be outlined in the document "Short description of the tenderer's economic activity".

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2	22/07/2019 19:01	23/07/2019 11:53	GENERAL INVITATION TO TENDER No 10745	with reference to the above mentioned document, we would like to request the below clarifications: 1) The General Invitation to Tender N. 10745, in point 4.2.2 says that: "Transport of documents from place of origin to the contractor's premises, reception and take-over. Usually the place of origin will be the premises of the contracting authority or other EU Institutions or bodies, usually in Luxembourg or Brussels, although, for the purpose of this task, other places of origin may be considered." So we ask to the contracting authority to know, if possible, the places where the documentation was collected and how many withdrawals are expected in 48 months. 2) The General Invitation to Tender N. 10745, in point 4.1 says that: "Other possible tasks and services related (not exhaustive list) could include: [...] scanning of other supports than paper: offset films and printings, microforms/microfilms, video tapes, audio tapes, etc.". in this regard we ask to know in what percentage should the different document types (paper, films, microfilms etc.) be scanned? And, for paper supports, which are the minimum and	23/07/2019 1) At this stage, it is not possible to know the documentation-collection places or even how many withdrawals are expected in 48 months. 2) Likewise, at this moment in time, information about the percentage of documents to be scanned is not available, or even the minimum and maximum formats to be considered. 3) It is not possible, at the moment, to define the quantity of documents to be processed. Attention is drawn to the fact that each project has its own characteristics which may considerably differ from other projects with regard to quantity, format, supports, transport, etc.

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				which are the minimum and maximum formats to be considered? 3) Is it possible to define the quantity of documents to be processed (T1, T2, T3) in 48 months?	
3	23/07/2019 11:17	24/07/2019 08:33	PARFs	On page 13, point 2.6.1 of the Specifications, it is indicated that "PARFs must only consist of the three (3) pages presented in Annex 10 (all the pages shall be completed) plus the reference letter signed by the client. It is forbidden to add additional pages". We note that Annex 10 consists of two pages and not three (PARF No ... (page 1 of 2)). Should we limit ourselves to these two pages or are we entitled to go up to three pages, considering that the tables, once completed, may allow to provide two pages only	24/07/2019 Please note that PARFs must consist of TWO pages. Therefore, on page 13, point 2.6.1 of the Specifications, instead of: "PARFs must only consist of the three (3) pages presented in Annex 10", please read: "PARFs must only consist of the two (2) pages presented in Annex 10".

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4	23/07/2019 15:33	24/07/2019 08:35	ANNEX 1 LIST OF DOCUMENTS TO BE PROVIDED	could please you confirm that our offer have to include the following documents: - Recent extract from judicial record; - Recent certificate issued by the competent authorities of the State confirming payment of taxes; - Recent certificate issued by the competent authorities of the State confirming payment of social security contributions.	24/07/2019 We confirm that the documents listed in Annex 1 "List of documents to be provided" and referred to in the question shall be included in the tender.
5	24/07/2019 14:57	25/07/2019 09:14	Heading IV.2.4 of the contract notice	Do we understand correctly that issuing a bid in Dutch is allowed?	25/07/2019 We confirm that, as said in point IV.2.4. of the Contract Notice, and in the Invitation Letter, the tenders may be submitted in any official language of the EU.
6	24/07/2019 15:34	25/07/2019 09:15	Paragraph 4.2.4, page 23, bullet at the bottom	Are the documents to be scanned in all the official languages of the EU as specified under Heading IV.2.4 of the contract notice or in specific languages only?	25/07/2019 For the language in which the tender may be submitted please see answer to question 5. For the source language(s) of the documents to be processed during the execution of the contract please see point 4.3.4 of the Specifications.

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7	24/07/2019 15:22	25/07/2019 09:16	Short description of the tenderer's economic activity (10 pages)	Since the quality-control procedures description has to be included in the document "Short description of the tenderer's economic activity", it seems difficult to describe the entire whole in a 10-page document (including the Table of Contents). Could you allow us to present a document that exceeds 10 pages?	25/07/2019 We confirm that the document "Short description of the tenderer's economic activity" shall not exceed 10 pages.
8	25/07/2019 09:38	25/07/2019 12:06	Signature	Do you confirm that: - Declaration on honour and tender report must be electronically signed and - cover letter, form for identification of the tenderer and case study must be handwritten signed	25/07/2019 All the documents required at the time of submission of the tender shall be signed by hand. The only exception to the above is provided in point 1 of the Invitation Letter according to which "Declaration(s) on honour" and "Tender report" may be signed either by hand or by advanced electronic signature.

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#	Submission date	Publication date	Question subject	Question	Answer
9	26/07/2019 14:39	29/07/2019 12:27	How to fill in the e-submission tender	<p>To complete the e-submission tender, we are required to fill in 6 categories: - Declaration of honour duly signed - Legal and regulatory capacity - Economic and financial capacity - Technical and professional capacity - Exclusion criteria - Other documents Legal and regulatory capacity Form of identification of the tenderer? Economic and financial capacity Annex 7 Balance sheet for 2018 & 2017 Profit and loss account for 2018 & 2017 Technical and professional capacity Short description of the tenderer's economic activity, his technical equipment, human resources and quality control procedures PARF Exclusion criteria Recent extract from judicial record Certificate related to payment of taxes Certificate related to payment of social security contributions Other documents Cover letter? Case study ? To avoid rejection of our answer, could you be kind enough to confirm our assumptions? If we are wrong, could you be kind enough to tell us in which category we have to provide each document?</p>	<p>29/07/2019 Please see Document Library for updated version of Annex 1 "List of documents to be provided" containing now information where in e-Submission the particular requested documents are to be uploaded (last column). 04 AO 10745 - Annex 1 - updated</p>

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#	Submission date	Publication date	Question subject	Question	Answer
10	29/07/2019 23:13	01/08/2019 09:46	Visit of the premises and documents	Who should we contact in order to arrange a visit of the premises and documents? What are his/her contact details and availability during this summer break?	01/08/2019 No visit to the premises is foreseen during the call for tenders 10745. However, it may be foreseen under a specific tender procedures leading to the award of the specific contract (point 2.10 of the Specifications).
11	29/07/2019 23:16	01/08/2019 09:47	Start date and opening degrees	<ul style="list-style-type: none"> You mention in your specifications that the FWC would be signed in November 2019. It would be the implementation of the multiple framework contract and not the actual start/ performance of the digitization services right? Opening degrees of the (bound) documents: 180° or restricted opening 120° / 90°? 	01/08/2019 Your understanding is correct: in November 2019, a framework service contract is expected to be signed. Later on, in the scope of this FWC, and for each digitisation project, a request of services will be sent to each contractor (point 2.10 of the Specifications). It cannot be excluded that the first request for services will still be sent out in 2019. Detailed information on the opening degrees of the bound documents will be made available in due course, i.e. in the request of services related to the specific project concerned.

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12	29/07/2019 23:17	01/08/2019 09:47	Digitization specifics	<ul style="list-style-type: none"> • Digitization to be performed inside the document or leaving a small border around all sides (3-5mm)? • Is it only printed documents or is there handwritten ones? What are the proportion? This question is to understand if you want OCR with manual indexing or real ICR because you have handwritten documents • When using patrimonial scanners, can we leave the staples in place in order not to remove and then replace them and harm the document at the same time? 	01/08/2019 Detailed information on the services to be provided will be made available in due course, i.e. in the request of services related to the specific project concerned (point 2.10 of the Specifications). Please note that the existence of handwritten documents cannot be ruled out. Detailed information on the services to be provided will be made available in due course, i.e. in the request of services related to the specific project concerned (point 2.10 of the Specifications).
13	29/07/2019 23:18	01/08/2019 09:48	Average number of pages	<ul style="list-style-type: none"> • Average number of pages per document to be scanned? • Average number of pages to be scanned per project • Does the case study in annexe 2 reflects in terms of volume the projects led in the previous FWC ? • What would be the quantity / % of pages to be scanned in situ in the Client's offices (Luxembourg and Bruxelles) and in the provider's offices => It has an impact on the price per page.	01/08/2019 Information about the quantity of documents to be processed is not available at the moment. The same applies to the place of the performance. The case study refers to the sample of the projects that may be requested to be executed during the duration of the framework contract. The contracting authority is not bound to request execution of the projects during the duration of the framework contract. Information on the place of performance of the tasks will be made available in the request of services related to the specific project concerned.

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14	29/07/2019 23:18	01/08/2019 09:49	Number of projects and scope	<ul style="list-style-type: none"> • How many tender/project do you envision per year and what would be the minimum number of pages to be scanned for a small project? • Would there be in situ projects to be performed for small size projects? • Format of the documents: in the table on page 44, you say 95% A4 and 5% other sizes. You confirm that there won't be documents above the A3 format? • In most cases, a description file will be provided. If not, will the service provider have to create as an extra service? 	01/08/2019 It is not possible to estimate number of project per year during the duration of the framework contract. The same applies to their size. Detailed information on the quantity of documents to be processed as well as their size will be made available in due course, i.e. in the request of services related to the specific project concerned (point 2.10 of the Specifications). The presence of documents above A3 format cannot be ruled out.

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#	Submission date	Publication date	Question subject	Question	Answer
15	29/07/2019 23:19	01/08/2019 09:49	OCR/ICR questions	<ul style="list-style-type: none"> • OCR and indexing must be done on site as well when scanning must be performed in the EU buildings? • Regarding the OCR/ICR, 3 levels of quality are developed. The future price list in the course of the specific tenders will reflect these 3 OCR expectations right? • Based on the previous FWC, what was the average quantities per OCR "level" <p>Basic OCR/ICR Enhanced quality OCR/ICR High quality OCR/ICR</p>	<p>01/08/2019</p> <p>Information on the place of performance of the tasks will be made available in the request of services related to the specific project concerned. The requested level of quality will be made available in due course, i.e. in the request of services related to the specific project concerned (point 2.10 of the Specifications). Consequently, the prices proposed by the tenderers shall take into account the required level of quality. Given the differences between projects - in terms of quantity, format, supports, transport, etc. – calculation based on average quantities related to the expiring FWC would be misleading and devoid of interest.</p>

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16	29/07/2019 23:19	01/08/2019 09:50	Miscellaneous	<ul style="list-style-type: none"> • Regarding the insertion of the 2 pages at the beginning of the pdfs, will the name of the pdf be in the inventory sheet along with the disclaimer? Will the disclaimer be always the same? • Ok if we leave the staples and scan it with them => we don't harm the documents • Is it possible to get pictures of each type of documents (1.1; 1.2, 1.3 and 2)? • In case of in situ project, what would be the opening hours of the offices? • What is the set of metadata expected? Can you give us examples? 	01/08/2019 Detailed information, pictures of each type of document to be processed and examples related to the tasks to be performed will be made available in due course, i.e. in the request of services concerning the relative specific project (point 2.10 of the Specifications). The same applies to the metadata and opening hours of the offices.
17	02/08/2019 08:30	02/08/2019 09:21	How to fill in the e-submission tender	Following the Q/A No. 9 and the Annex 1 - updated, it is mentioned that we have to provide Case study in "Financial tender tab". I do not see this category in the e-submission. We suppose this category appears when we have finalized all other previous steps ? Do you confirm ? if not, where we can find this "place"?	02/08/2019 The tenderer are advised "e-Submission Quick Guide", to which hyperlink is available in the Invitation Letter, page 1, footnote 2.

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18	06/08/2019 17:35	07/08/2019 11:37	Transport of documents	could you clarify if the transport of the original documents, from the collection site to the contractor's headquarters and vice versa, is a service charged to the contractor? Furthermore, is it possible to know the dimensions of the cardboard boxes to be collected? Finally, on average how many boxes per order are there?	07/08/2019 Information concerning who shall bear transport costs will be made available in due course, i.e. in the request of services concerning the relative specific project (point 2.10 of the Specifications). The same applies to the dimensions of the cardboard boxes to be collected and to the number of boxes included in one order.
19	06/08/2019 17:20	07/08/2019 11:41	Balance sheet for 2018 and 2017	in case we do not have the 2018 balance sheet because it is not yet approved, can we produce the 2017 and 2016 balance sheets?	07/08/2019 Tenderers are exceptionally allowed to submit Balance sheet and Profit and loss account for 2017 and 2016 as long as they provide a convincing reason why Balance sheet and Profit and loss account for 2018 are not yet available on 17 September 2019 (deadline for submission of tenders). 08/08/2019 In the answer instead of "17 September" please read "16 September".

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20	07/08/2019 10:53	07/08/2019 11:43	PARF_If the project was executed for the Publications Office, the reference letter is not required (Spécifications, p. 68, footnote)	We would like to include a major reference of similar production for an agency of the European Commission. Tender had been initially launched by the Publication Office, the application contract is however concluded between our company and the European Commission. Do we have to provide you with a recommendation for this reference or not?	07/08/2019 In the situation as described in the question the reference letter is not required.
21	12/08/2019 11:45	12/08/2019 12:01	Software usage	I have noticed that you've subtly suggested a list of software to use, in section 4.3.3. Would you consider a software that has the same functionality, or even better?	12/08/2019 Answer to this question is to be found in the first paragraph of point 4.3.3.
22	30/08/2019 08:45	30/08/2019 12:07	Balance sheet	In 2018 our financial year (FY) changed from January -December, to May - April. Should we somehow mark this in the Annex 7? Should we provide balance sheets or letter form Board that confirms this?	30/08/2019 Annex 7 must be completed with data of the Balance sheet and Profit and loss account referring to the last two full financial years. Additionally, as requested on page 62 of the Specifications, Balance Sheet and Profit and loss account for the last two full financial years shall be attached.

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23	02/09/2019 12:52	03/09/2019 16:08	PARF	Tenderer in cooperation with its Consortium partner fulfilled a project that will be described in the PARF, should both of them be mentioned in the PARF or just the main contractor? And man-days fulfilled should be for both partners or just the main tenderer?	03/09/2019 That depends on whether your Consortium partner for the project mentioned in the PARF is also your Consortium partner for this call for tenders. If so, you can mention the Consortium partner and include its man-days in the PARF. If not, the PARFs shall cover only the activity and man-days that were provided by your company, i.e. the tenderer submitting the tender.
24	03/09/2019 16:21	05/09/2019 10:01	Usage of software specified.	Under the section "4.3.3. Software", ABBYY FineReader 12 has been recommended as the desired OCR engine for this project. We would like to confirm with you, whether ABBYY FineReader 12 desktop version is adequate or the server version is necessary to proceed with the requirements.	05/09/2019 The use of the software or its equivalent mentioned in point 4.3.3 of the Specifications is recommended. Nevertheless, in order to take adequate decisions, different aspects relating to the characteristics of the specific projects (e. g. high volumes/millions of pages, variety of documents to treat in many different languages, etc.) shall be taken into account. This information will be made available in the request of services related to the specific project concerned.

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25	03/09/2019 16:22	05/09/2019 10:01	Pricing and quality related aspects	In section “Annex 2 Case Study”, we are supposed to mention the price for 4 different publications with different volume projections and requirements. In such case, we wish to clarify with you that, the 3 different quality requirements mentioned in “4.2.4. Scanning and OCR/ICR” and additional requirements be taken into consideration for arriving the generic pricing for each publication descriptions, as different quality requirements will involve different efforts.	05/09/2019 Attention is drawn to the fact that in Annex 2 – Case Study, only the automatic quality of the OCR is foreseen. During the execution of the framework contract, other OCR quality levels, provided for in point 4.2.4 of the Specifications, may be requested. However, this information will be made available in the request of services related to the specific project concerned.

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