

Call for tenders' details

Title: Framework contract for the provision of editing services for the European Environment Agency (EEA).

Start date: 13/02/2015

Time limit for receipt of tenders: 31/03/2015

Contracting authority: European Environment Agency (EEA)

Status: Closed

Call for tenders question list

| # | Submission date | Publication date | Question subject | Question | Answer |
|---|---------------------|---------------------|-------------------------|---|--|
| 1 | 18/02/2015 11:41 | 18/02/2015 11:45 | Length of standard page | The tender specifications refer to a unit of one page. For example, in section 7, you refer to turnaround times "based on time it takes to edit one page documents", and the price quotation also refers to a "rate per page". Can you please clarify the length of one standard page, in number of words, as to be applied in this tender? | 18/02/2015 We estimate a page of text, in this context to be approximately 550 words in Microsoft Word (Times New Roman, 11). |
| 2 | 18/02/2015 11:42 | 18/02/2015 11:49 | Use of track-changes | Do you expect tenderers to deliver the edited and proofread text samples as a final revised document, or as a document showing "track-changes"? | 18/02/2015 With reference to section 6 of the tender specifications, Subject of the contract, page 5 of 12, we would expect the edited and proofread text sample as a document showing changes clearly using the 'track changes' function. |

Call for tenders questions summary

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|---|---------------------|---------------------|------------------------------------|--|--|
| 3 | 19/02/2015 11:20 | 19/02/2015 18:53 | Contract notice 2015/S 021-033242 | <p>According to the contract notice 2015/s 021-033242, Provision of events and exhibitions services to the European Environment Agency (EEA), We would like to know:</p> <p>1) Is it already known how many events and exhibitions will be included in the entire duration of the framework agreement (48 months)? Or can we infer that there will be the sample tasks (2) every year, so 2 X 2 = 4 total for the initial period of 24 months?</p> <p>2) Is it allowed to use image libraries besides iStockphoto?</p> <p>3) Which thickness is required for the exhibition panels covering the stand walls?</p> | <p>19/02/2015</p> <p>The question refers to a different call for tenders (Ref.: EEA/COM/15/001). The related clarification has been published on the EEA's website: http://www.eea.europa.eu/about-us/tenders/eea-com-15-001-provision</p> |
| 4 | 03/03/2015 14:24 | 05/03/2015 18:53 | Call for tenders No EEA/COM/15/004 | <p>When you say that the sample task is to be completed with 'track changes' switched on, do you mean that the task should be undertaken in Microsoft Word? In this case, can you supply a Word file of the text to be edited. Alternatively, should tenderers indicate changes in Adobe Acrobat using its annotation features or are we expected to convert the PDF file supplied to a Word document?</p> | <p>05/03/2015</p> <p>Tenderers can use either Microsoft Word and track changes or Adobe Acrobat and insert their comments. Both will be assessed equally. Should the tenderer use a conversion from the PDF file to Word, please pay attention that nothing in the formatting gets lost, so to allow the evaluation of all tenders on an equal basis.</p> |

Call for tenders questions summary

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|---|---------------------|---------------------|--|--|--|
| 5 | 06/03/2015 10:58 | 06/03/2015 11:08 | Estimated volume of the editing services | To calculate the prices according to the template in annex 5 of the tender specifications including all relevant costs e.g. for management or travelling, it would be very helpful if you could provide us with the estimated volume of the editing services per year. | 06/03/2015 The volume of editing per year fluctuates, as well as the length and complexity of each service. Based on last year's experience, the contractor may expect 20-30 requests for service per year, up to an indicative maximum of 50. |
| 6 | 11/03/2015 09:26 | 11/03/2015 10:28 | Turnaround times | Tenderers are required to indicate the turnaround time based on the time it takes to edit a one page document. The length of a "one page document" has been defined in Q1, but could you please clarify what is here meant by "editing" the document? Does this refer to "editing" as defined on page 5 of the tender specifications and therefore include time required for proofreading? | 11/03/2015 As specified in Section 6, Subject of the contract, of Annex I, Tender specifications, it is confirmed that 'editing' includes a proof read. |

Call for tenders questions summary

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| 7 | 13/03/2015 15:19 | 16/03/2015 14:10 | Team experience required | <p>Looking through the list of experience required of the team, there are clearly some criteria that is more important than others. Is the expectation that each editor will have all of the experience highlighted?</p> <p>For example would the following be acceptable:</p> <ul style="list-style-type: none"> - An editor that has the relevant experience but that has never used Zotero - An editor that has 10 years of experience editing environment-related texts, and 5 years experience editing texts with a policy dimension - but no experience editing environment-related texts with a policy dimension - An editor with all relevant experience, who has used style guides, but not specifically the EU's international style guide <p>Any guidance with regards these expectations would be appreciated.</p> | <p>16/03/2015 The required experience of the team of editors will be assessed in relation to the combined experience of the proposed team members, as a whole. It is therefore not required that each editor possesses individually the experience required in all areas, as long as the combined experience of the editors in a team fulfills all the mandatory requirements specified in section 7 of the tender specifications.</p> |
| 8 | 19/03/2015 16:44 | 19/03/2015 17:29 | Annex 8 – Sample Task of the Tender is provided in PDF format, so track changes are not possible. | <p>Please provide us the text of the sample task in word format in order to be able to edit it with track changes.</p> | <p>19/03/2015 Please refer to question/answer No 4.</p> |

Call for tenders questions summary

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| 9 | 19/03/2015 16:44 | 19/03/2015 17:32 | Section 12 – Performance, of the Tender Specifications, page 12, mentions: | <p>'Once the framework service contract has been signed, the contractor must be able to offer editors with the required skills and experience to carry out the requested tasks within five calendar days after having received an order form.'</p> <p>Can you please confirm whether this sentence means that an editor must be assigned to start the requested tasks within five calendar days, or that an editor must finish the requested tasks within five calendar days?</p> | <p>19/03/2015 The period of five days refers to the time granted to the contractor to assign one or more editors with the appropriate skills and competence to match the requirements of the tasks to be performed. The period of implementation of the tasks will be specified in the order form taking into account the nature and complexity of the requested tasks, and it will start to run on the date both parties would have signed the order form, unless otherwise specified in the order form.</p> <p>Please note that the reference to calendar days in section 12 of the tender specifications shall actually be construed as a reference to working days.</p> |

Call for tenders questions summary

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| 10 | 19/03/2015 16:41 | 19/03/2015 17:39 | Section 11.3.2 Price (P) of the Tender Specifications page 11, sets the points that will awarded for the Price provided for the Tender to 30, nevertheless within the section: | <p>"40 = the maximum number of points that can be awarded under this award criterion" is mentioned.</p> <p>Please confirm that 40 is a clerical mistake and that the points that will be awarded for the Price Section of the Tender are actually 30.</p> | <p>19/03/2015 Thank you for drawing our attention to this clerical error. We confirm that the maximum score that can be awarded under the price award criterion is 30.</p> <p>For convenience sake a consolidated version of the tender specifications including the present clarification has been published on the e-tendering website, in Section "Document library".</p> |
| 11 | 19/03/2015 16:42 | 19/03/2015 17:48 | In Section 11.3.1of the Tender Specifications, page 10, the section title is: 'Technical merit (TM) (max. 70, min. 45 points)', but the column heading of the table is: 'Minimum points (44)' | Can you please confirm whether the minimum score on technical merit is 44 or 45? | <p>19/03/2015 Thank you for drawing our attention to this clerical error. We confirm that the minimum score required on technical merit is 45 points in total.</p> |
| 12 | 19/03/2015 16:40 | 19/03/2015 17:50 | Section 11.3.2 Price (P) of the Tender Specifications, page 11, presents a series of Weighing Factors: | <p>"WF = weighing factor; the prices P1 and P3 will each be affected by a weighing factor of 25%, whereas P2 and P4 will each be affected by a weighing factor of 20% and P5 will be affected by a weighing factor of 5%"</p> <p>We notice that the addition of the percentages of the weighing factors does not sum up to 100%. Is one of the percentages wrong? Please clarify.</p> | <p>19/03/2015 Thank you for drawing our attention to this clerical error. We confirm that the weighing factor for P5 – total rate per page in Word proofread is 10%.</p> |

Call for tenders questions summary

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| 13 | 23/03/2015 14:21 | 25/03/2015 07:33 | Call for Tenders No. EEA/COM/15/004 – Presentation of the tender | <p>Tender Specifications, page 2 of 12 “Tenders and submitted in triplicate (one signed original unbound and two copies)”</p> <p>i) Our understanding is that the submission of a signed cover letter for each tender envelope along with the signed tender forms is adequate. There is no need to sign every page of the tender. Please confirm.</p> <p>ii) To avoid possible misplacement or mix up of the contents of the original tender, are tenderers allowed to submit the original and the copies of their proposal in ring binders/dossiers that allow easy removal of their contents?</p> | <p>25/03/2015</p> <p>i) Tenders shall consist of all the documents listed in section 2 to the tender specifications divided according to the following three sections: Administrative section (envelope No 1), technical offer (envelope No 2) and financial offer (envelope No 3). Hence each envelope shall consist of one signed original plus two copies. There is no need to sign every page of the tender, however, it is important that all forms are signed (one original and two copies) and supporting evidence is included (one original and two copies).</p> <p>ii) According to section 2 of the tender specifications, tenders shall be submitted in triplicate, the original (unbound) and two copies that may be submitted in ring binders/dossiers, however, it is recommended that tenders are submitted in an environmentally friendly way (see section 13 of the tender specifications, Environmental considerations, page 12 of 12).</p> |

Call for tenders questions summary

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| 14 | 23/03/2015 14:23 | 25/03/2015 07:35 | Call for Tenders No. EEA/COM/15/004 – Consecutive page numbering | <p>Tender Specifications, page 12 of 12 “Moreover it is strongly recommended that tenders are submitted in an environmentally friendly way, e.g. consecutive page numbering)....”.</p> <p>Our understanding is that the consecutive page numbering is not mandatory since it is not easily applicable to the various different parts of the tender. For example, “Envelope No 1: Administrative Section” consists of various different tender forms and administrative certificates where applying consecutive numbering is not feasible. The separate files produced by the tenderer (examples: CVs, file presenting past contracts, environmental policy, responses to technical award criteria, etc) will have their own page numbering. Please confirm.</p> | <p>25/03/2015 The page numbering is not mandatory. It is in your interest to keep your tender concise and well-structured and in this respect, the tenderer is free to choose the page numbering which he considers best.</p> |

Call for tenders questions summary

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| 15 | 23/03/2015 14:26 | 25/03/2015 07:38 | Call for Tenders No. EEA/COM/15/004 - Freelancers | In the case a tenderer proposes freelancers in the tender, the submission of a Letter of Intent signed by each freelancer is sufficient and no other document or certificate is required. Please confirm. | 25/03/2015 Submission of a signed letter of intent confirming that the freelancer will put his/her resource at the disposal of the tenderer for performance of the contract will indeed suffice. Freelancers delivering the services to the service provider are in principle to be considered as subcontractors. In this respect, please note that in accordance with the provisions in section 4.3 of the tender specifications, the EEA reserves the right to request the tenderer at a later stage to provide documentation in relation to the exclusion and selection criteria for any proposed subcontractors. |
| 16 | 17/03/2015 15:54 | 25/03/2015 07:42 | Levels of editing | The price quotation distinguishes between rates for a standard edit and a complex edit. Yet, the tender specifications include only defines editing in general terms. Can you please clarify what are the distinguishing characteristics of standard editing and complex editing, respectively? | 25/03/2015 Please refer to the definitions provided in the second paragraph of section 6 of the tender specifications, where the term Editing refers to complex edit, whereas the term Proofreading refers to standard edit. |

Call for tenders questions summary

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| 17 | 18/03/2015 13:14 | 25/03/2015 07:44 | Distinction standard and complex editing | We have a question regarding the pricing categories listed in the Tender Specifications. While we understand the difference between Senior Editor and Junior Editor, we would like to ask for a distinction between the terms “standard edit” and “complex edit”. We believe that these terms are not defined elsewhere in the tender documents (though there is of course the definition of editing and proofreading). Should we assume that a complex edit goes further in altering the text (e.g. altering the structure, reordering etc.) than a standard edit, in which case the definition of “editing” supplied by you is a complex edit? | 25/03/2015 Please refer to question/answer No 16 |
| 18 | 20/03/2015 09:20 | 25/03/2015 07:49 | Services of junior and senior editors | The price quotation form foresees the possibility of both junior and senior editors performing the same type of service, i.e. standard and complex editing. Could you please clarify when and under what circumstances you would request the services of a junior editor and of a senior editor, respectively? | 25/03/2015 We are aware that different levels of editing experience exist and that the volume of work sometimes requires the use of ‘junior’ or ‘less experienced’ editors. We would not request the services of a ‘junior’ editor but understand that the involvement of a ‘junior’ editor may be a necessity. As such, we will accept ‘junior’ editors, on condition that their work is quality assured in the manner outlined. |

Call for tenders questions summary

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| 19 | 23/03/2015 15:18 | 25/03/2015 07:55 | Pricing of individual jobs | How will individual jobs be priced? Will the EEA specify individual rates per job (one of P1-5). Or will all jobs be priced at one rate (the aggregate of P1-5 adjusted by the stated weighing factors). If the former, can the vendor challenge the EEA's judgement? (e.g. if a piece of work thought to be simple is in fact complex). | 25/03/2015 It is envisaged that all jobs will be priced at one rate and yes, the contractor can give guidance as to the complexity of the job. Most of the jobs outsourced to contractors require a thorough copy edit (standard edit) rather than an 'edit' or 'complex edit'. |
| 20 | 23/03/2015 18:02 | 25/03/2015 09:17 | Editing sample (Annex 8) | Could please clarify if we can submit both the track-changes and the clean versions of the editing sample or if only one of the aforementioned possibilities is allowed? Can you also clarify if there is a page limit for the edited text? Many thanks | 25/03/2015 You may submit both the track changes and the 'clean' version but must submit the version with track changes. There is no page limit. |

Call for tenders questions summary

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|----|---------------------|---------------------|---|--|--|
| 21 | 20/03/2015 09:07 | 25/03/2015 12:05 | Specifications p.10, Section 11.3.1, table. Criterion 2, Management approach in terms of organisation, flexibility and service orientation | This section has a maximum score of 20, and a minimum of 15 – which is a threshold of 75% - whereas Criterion 3, Quality assurance and control, has a maximum score of 20, and a minimum of 6 – which is a threshold of 30%. Given that these percentage thresholds are both unusual for tender criteria, can you please confirm that the maximum and minimum scores are correct for these criteria. | 25/03/2015 Thank you for drawing our attention on this clerical mistake. The minimum threshold for the award criteria No 2 and 3 shall read 10 points, i.e. 50% of the maximum score. As stated in section 11.3.1 of the tender specifications, tenders shall score at least 50% for each award criterion and at least 65% overall in order to be considered further in the next stage of the evaluation process. For convenience sake a consolidated version of the tender specifications including the present clarification has been published on the e-tendering website, in Section "Document library". |

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