

Call for tenders' details

Title: Copywriting, Editing, Proof Checking and Formatting Services in English

Start date: 22/04/2021

Time limit for receipt of tenders: 01/06/2021

Contracting authority: European Agency for Safety and Health at Work (EU-OSHA)

Status: Closed

Call for tenders question list

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
1	22/04/2021 10:36	26/04/2021 11:27	Eligibility of economic operators	The invitation to tender states 'Economic operators interested in this contract are invited to submit a tender in one of the official languages of the European Union.' Are economic operators based in the United Kingdom eligible to tender for this contract?	26/04/2021 The tender specifications say in section 3.2: "Participation in this call for tenders is open on equal terms to all natural and legal persons coming within the scope of the Treaties, as well as to international organisations. It is also open to all natural and legal persons established in a third country which has a special agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. Where the Agreement on Government Procurement concluded within the World Trade Organisation applies, the participation to this call for tenders is open to all natural and legal persons established in the countries that have ratified this Agreement, on the conditions laid down therein." Nevertheless, as stated in the contract notice (section IV.1.8), EU-OSHA as regulatory Agency does not apply the GPA. Therefore, economic operators established in third countries (the UK included) are not eligible.

Call for tenders questions summary

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2	23/04/2021 14:00	26/04/2021 11:38	Criterion T2 - T3	To our understanding providing references of public sector projects at EU level, similar to the services described in the call for tenders, would be sufficient for meeting criterion T2 and T3. Could you please confirm our understanding?	26/04/2021 Your understanding is correct: yes, to only public sector and yes to public and private sectors, but no to private sector only

Call for tenders questions summary

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3	04/05/2021 11:40	04/05/2021 12:37	Award criteria weighting	<p>We have reviewed the tender specification carefully and noted that price has an award criteria weighting of 40%. During open procedures with a 40% price weighting, we have seen that many providers like to focus aggressively on lowering prices at the expense of quality, in order to secure the contract. Unfortunately, we anticipate we will be unable to reduce our prices sufficiently in order to submit a competitive offer, without comprising on essential quality assurance measures. We have come to this conclusion based on extensive experience in delivering similar editorial services contracts for agencies of the EU. We would like to suggest that colleagues consider rebalancing the weighting to increase the emphasis on quality, taking into consideration the value of editorial services to the EU's reputation and to stakeholder engagement.</p>	<p>04/05/2021 EU-OSHA has not experienced excessively low prices in the past tenders in this field and will therefore not reconsider the weighting, given that, within the award criteria, there is a clear quality threshold that tenders have to meet.</p>

Call for tenders questions summary

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4	06/05/2021 15:07	06/05/2021 18:50	Scenario 5 – Editing exercise	Is our understanding correct that the editing exercise, is a standard editing exercise and not a substantial editing exercise?	06/05/2021 Yes, provided that all edits are done in track changes, using the annotation tools and comments facility, clearly indicating the required changes.
5	06/05/2021 15:11	06/05/2021 18:55	Award Criteria: Continuous improvement plans	In the tender specifications, it is stated that "The tenderer should demonstrate, through examples or lessons learned, how the accomplishment of project goals will be ensured and how improvement plans will be implemented". Shall we provide you with hypothetical examples of potential issues resolution and lessons learned based on the services expected to deliver in this framework contract?	06/05/2021 Real examples or lessons learned of past or current experiences from the tenderer in similar tasks/services as the ones described in this call for tenders should be provided.
6	07/05/2021 14:13	07/05/2021 17:44	Formatting in Word or InDesign	According to the service description "Formatting includes adding visual material to illustrate publications, online texts or social media posts. Images should be retrieved either from EU-OSHA's library or from copyright-free websites". Do we receive the selected images together with the brief or we have to make the selection?	07/05/2021 The contractor can make proposals following a brief by EU-OSHA and final selection will be done together.

Call for tenders questions summary

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7	10/05/2021 10:24	10/05/2021 12:08	Scenario 4: Copywriting social media entries	According to the tender specs, tenderers must provide a written text of three social media posts to promote EU-OSHA's OSH Barometer (see scenario 1). You indicate three accounts, namely, Facebook, Twitter and LinkedIn. To our understanding we should have three posts tailored to each account (the same topic, with adjustments on the style, tone and length) and not three different posts for each account (e.g. three twitter posts, three fb posts and three linkedin posts). Could you confirm that our understanding is correct?	10/05/2021 Yes, your understanding is correct.

Call for tenders questions summary

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8	11/05/2021 12:17	12/05/2021 13:01	Account Director	On page 9 of the tender specifications, it is stated the following: "The tenderer shall appoint an account manager, under the responsibility of an account director". Then the text describes responsibilities of the Account Manager but provides no further input on the tasks and role of the Account Director. However, this profile is not requested in the selection criteria. Could you please elaborate further on the Account Director's role and tasks? Is such a profile necessary or is this a clerical mistake?	12/05/2021 The tenderer has to provide a CV/profile for an account manager, as requested under criterion T4 (technical and professional capacity). And it is expected that there will be also someone in the organisation with high-level managerial and strategic oversight capable of intervening in case of need and/of escalation of any issues (account director).
9	11/05/2021 17:00	12/05/2021 13:07	Substantive vs language editing	Editing in English – Generally, the contractor is required to do language editing to check whether each section of a transcript expresses the author's meaning clearly, particularly in texts where the authors are not writing in their native language. In some cases the contractor is required to perform substantive editing. Q. What is your estimate of the ratio of substantive editing to language editing?	12/05/2021 We cannot estimate the ratio of substantive editing vs language editing. Based on our experience in the past, substantive editing used to be a very small proportion of the overall work to be performed.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
10	11/05/2021 16:59	12/05/2021 13:11	Onsite attendance	The services will be performed at the contractor's premises. Occasionally, onsite attendance at EU-OSHA's events is required for research or minute taking. Q. Can you confirm at which location(s) and how often you estimate onsite attendance may be required?	12/05/2021 No, we cannot confirm at this stage locations and frequency of assignments. Based on our experience in the past, we estimate that Bilbao and Brussels would be the most probable locations and up to 2 occasions per year.
11	11/05/2021 16:58	12/05/2021 13:16	Drupal and other platforms	In some cases, the service provider could be asked to access EU-OSHA's content management system (Drupal) or other web-based platforms directly in order to copywrite or edit texts online. Q. Will you provide training on the aspects of Drupal (or the or other web-based platforms) you want us to use to edit texts, if required?	12/05/2021 Yes, induction will be provided to the relevant members of the tenderer organisation when necessary.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
12	12/05/2021 14:38	17/05/2021 10:31	Kick-off meeting	According to the tender specifications, "kick-off meeting (1 day) will be held with the contractor at EU-OSHA's premises" and "The contractor's staff attending this meeting should be the same as those proposed in the tender". First of all, is there an option of hosting a virtual kick-off, due to covid-related traveling challenges. Secondly, in our project team we plan to propose multiple profiles with varying levels of seniority. Is there a necessity for all these profiles to attend or shall we invite only the Account Manager and the team leaders of our Editorial and Graphic Design team.	17/05/2021 As stated in the footnote in page 10 of the technical specifications, when referring to the kick-off meeting, due to current travel restrictions, it is very likely that the kick-off meeting will take place online. Regarding the participants, it is expected that the account manager together with the "core editorial /copy-writing and design team members" assigned to the contract attend the kick-off meeting.
13	13/05/2021 14:16	17/05/2021 11:11	Criterion T4	Dear Sir/Madam, Could you please indicate the minimum number of resources per profile/CVs required for this contract (editor/copywriter, formatter)? Are freelance copywriters considered subcontractors? Thank you,	17/05/2021 There is no minimum number given per profile, but the contractor should be able to deliver on the agreed annual publications plan, taking into account the annual workload described in point 2.9, and the contractor should be able to respond effectively to fluctuating workloads and bottlenecks. Regarding the freelancers, please see the section 3.4.2, especially d) of our tender specifications.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
14	17/05/2021 12:44	18/05/2021 09:26	Economic and Financial Capacity - Criterion F1	You request specific turnover of the past two years, with a minimum 100,000 EUR. Can you please confirm whether this amount is per year or accumulative for the two years? Also, in the case the results of 2020 are still unpublished and yet they are above 100K, can we use interim reports and formal accounting letters?	18/05/2021 The requested specific turnover is meant to be yearly amount of EUR 100,000. The year 2020 can be used.
15	18/05/2021 14:41	19/05/2021 15:50	Annex X - Financial model	EN-Annex X - Financial model, Price per working-day, 100,00. Is this the maximum price for each service? Could you please confirm if the Research (desktop or on location), involving attending conferences, workshops and meetings, taking notes and conducting telephone interviews, is a mandatory requirement? Can you specify the locations? Thank you,	19/05/2021 - about the price/working day, you are free to indicate any price you consider appropriate; for better clarity, a new version of the Annex X has been uploaded in eTendering. - the research is mandatory, necessary for copywriting, minute taking, etc and all light green cells of Annex X should be completed. - concerning the locations, please see our answer to question 10. In addition, as stated in Annex X, fees should EXCLUDE any travel or accommodation costs which would be paid apart.
16	20/05/2021 11:25	21/05/2021 18:03	Criterion F2 - Certification	We have an attestation by the Ministry of Finance dated February 2021. Can we use this one? It might take a long time to request a new one now with the COVID restrictions and the online applications. Many thanks.	21/05/2021 Yes, this attestation can be used.

Call for tenders questions summary

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17	24/05/2021 13:57	24/05/2021 16:49	Exercises - scenarios	Should we upload all exercises in a single unified document or one by one, accordingly? Plus, should exercises be uploaded on the technical offer tab of the e-form?	24/05/2021 Exercises/scenarios can be uploaded individually or all in one single document. As they are part of the technical offer, they should be uploaded under 'technical offer' in eSubmission
18	24/05/2021 09:53	24/05/2021 16:50	Exercises - Scenarios	For two of the exercises you provide templates. As requested in the tender specifications, for each exercise, we need to provide our turnaround time. We were wondering whether we should add those in the end of each exercise (thus adapting your template) or providing all turnaround times for the five exercises in a separate document. Furthermore, to our understanding, you would like to see the exercises in a PDF format. Could you please confirm our understanding?	24/05/2021 You can indicate the turnaround at the end of each exercise, which should be presented, as the templates, in Word format (or equivalent)

Call for tenders questions summary

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19	24/05/2021 14:16	24/05/2021 16:56	Administration and registration	The administrative parts of the tender and the registration and fulfillment of all the online forms in the participants portal are very time consuming for an SME that tries to invest high quality effort for this tender while working in parallel. In this context and so as to not favour large companies that have specific departments that deal with the administrative parts, we would like to ask for a week's deadline postponement. T	24/05/2021 EU-OSHA will not postpone the deadline
20	24/05/2021 14:59	24/05/2021 17:44	Annex I - List of documents - How to name the file	Do we have to stick to the naming requirements i.e. call a document by TENDERER NAME, just 'Declaration on Honour' or can we name it: 'NAME Declaration on Honour?'	24/05/2021 As stated in the Annex I, Declaration on honour
21	24/05/2021 15:22	24/05/2021 17:48	Technical and Professional Capacity - Criterion T2 and T3	What is the difference between the two Criterion? and can a Tenderer merge them? A list of projects does not per se constitute experience while the PARFS do with the inclusion of client contact persons and details. Please clarify	24/05/2021 Criterion T2 requests a general list of all services of the past 3 years provided in the same field of the tender specifications, when criterion T3 requests more specific projects, more detailed and of the past 5 years

Call for tenders questions summary

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22	24/05/2021 14:14	25/05/2021 10:25	Section 3.4 - ways to submit a tender	Can you please confirm that the Tenderer is allowed to use its own collaborators i.e. freelancers and entities - to which the tenderer DOES NOT reply to satisfy the selection criteria - without them being subcontractors, or parts of a joint tender or reliant entities? In this case we aim to present the sole Tenderer and provide all selection criteria evidence as such without involving these entities? As the CVs are anonymous can you please confirm that you do not require letters of intent with names and signatures at this stage?	25/05/2021 The tenderer is free to use its own collaborators. Please see clear definition of subcontractors in the section 3.4.2. Commitment letters are needed in case of subcontracting of for other entities on which you would rely and power of attorney in case of joint tender only.
23	25/05/2021 14:45	25/05/2021 17:31	Company Profile and firm's organisational structure	Should these two elements be described in two different documents or in the same document? Plus, if a firm has diverse activities, some of which are not relevant to the tender, shall it include the relevant departments in the organisational structure or focus solely on aspects of its business that are relevant to the tender?	25/05/2021 Please note that the deadline for answering questions has been reached on 24/05/2021 (6 working days before the deadline)

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24	25/05/2021 11:38	25/05/2021 17:35	Anonymised CVs and Letters of Intent	You request for anonymised CVs: (1) Does the anonymity also extend to age, location, address and names of past/current employment and education? (2) How does that adhere to the need to have signed commitment letters by people whose CVs we submit? Can you please clarify on how this issue will be addressed?	25/05/2021 See Question23
25	25/05/2021 11:56	25/05/2021 17:39	Anonymised CVs	Can you please confirm that in the description of the company's activities we cannot use names whose CV will be using?	25/05/2021 See Question23

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