

Clarification Note #7

EUSPA internal reference: **321602**

Procurement procedure: EUSPA/OP/16/25 (EUSPA/PRG/2026/OP/0003)

Title: 'Administrative support services to EUSPA'

Question #33: Could you please confirm the min duration and the max duration of the specific requests. The background is to propose the best employment solution and to attract the best candidates in accordance with the legislation of the Czech Republic?

Answer #33: See Question#28 (86632 in F&T portal).

Question #34: We would like to ask the Contracting Authority to extend the deadline for submission by two weeks, the 30th of March?

Answer #34: See Corrigendum no 1.

Question #35: If submitting a bid as a consortium, are both consortium members required to provide their balance sheets and profit and loss statements? Or is it sufficient for the group leader, provided that it meets the minimum financial requirements, to submit these documents on behalf of the consortium?

Answer #35: As mentioned in section 10.2.1 of the Tender Specifications, for criterion F1 (stable financial position) the annual accounts and the duly filled in Financial Statements, relating to the Selection Stage in Annex I.E is to be provided by separately for each entity on whose capacity it intends to rely (members of the Core Team). The stable financial situation is established via checking the financial indicators, calculated via filling in the form in Annex I.E – see the instructions provided therein.

Criterion F2, posing a requirement for a minimum turnover indeed may be met only by one of the core team members (or cumulatively accounting for the total turnover of the core team members).

Question #36: Could you please confirm whether, for the purpose of quality control of the services provided, the project manager will be granted access to the EUSPA premises as needed and at the supplier's discretion, including for unannounced spot checks?

Answer #36: It is not envisaged to enable access to project manager to EUSPA premises for this purpose.

Question #37: What was the staff turnover rate among service providers during the past year?

Answer #37: The notion of “staff turnover” is not relevant to the modality of the service provisions under the ADMIN support FWC, where the contractor makes available service providers for delivery of the services requested by the Contracting Authority via the signature of specific contracts. EUSPA is not aware of the reasons of changing / proposing different service providers by the contractors, and in particular whether (some) of these changes were caused by “staff turnover”.

Question #38: Does EUSPA operate an attendance tracking system for the purpose of monitoring working hours and, if so, would it be possible to grant service providers access to this system?

Answer #38: EUSPA tools monitoring working hours are not meant to be used by external consultants / service providers.

Question #39: Could you please clarify what is meant by “specialized processes” in Question 2?

Answer #39: The question is not understood. Question#2 (no. 84767 in F&T portal) contains no reference to “specialized processes”. Please precise.

If Question #3 (no. 84768 in F&T portal) is meant - it seeks for clarification whether “specialised support services for EU institutions” are relevant to criterion T1. The question further refers to “services involving access to and handling of EU Classified Information (EUCI)”, which is the assumed meaning, implied by the bidder, who posed the question.

Question #40: Will the contractor be granted access to EUSPA’s internal systems for the purpose of quality control of the services provided?

Answer #40: See Question#36 (86783 in F&T Portal).

Question #41: Do we understand Question 3 correctly that a medium-sized enterprise capable of delivering the contract using its own resources would, in order to obtain a higher score under Q3, be expected to engage EU-based subcontractors (e.g. start-ups) to perform part of the activities on its behalf?

Answer #41: It is assumed that the question refers to the qualitative award criterion Q3. Award criterion Q3 evaluates the quality and maturity of the plans required under Section 5.2 of the Tender Specifications. In particular, it evaluates (i) the plan/commitments to ensure

compliance with the Supply Chain requirement (including the target percentage of competitive subcontracting outside the Group or, where applicable, the robustness of the justification for derogation) and (ii) the plan to maximise participation of SMEs and start-ups from across the Union. Q3 assesses the quality and maturity of the plans required under Section 5.2 of the Tender Specifications, i.e. the tenderer's plan/commitments to achieve the Supply Chain target (or, where applicable, the robustness of a justification for derogation) and the plan to maximise participation of SMEs/start-ups from across the Union.

As provided in the answer to question 20 (86281 in F&T portal), the requirement for achieving the minimum share of competitive subcontracting indicated in section 5.2 of the Tender Specifications, applies irrespective whether the prime contractor is SME or not. **Further, indeed a mature plan of a high quality for ensuring** participation of SMEs and start-ups from across the Union in the delivery of the scope of the Contract will be assessed positively under criterion Q3.

Question #42: Would the absence of a supply chain be considered a factor that could result in a lower score under evaluation criterion Question 3?

Answer #42: Section 5.2 of Tender Specification requires achievement of the target subcontracting share (or a detailed justification for derogation) and confirms that the plan /commitments or derogation justification is evaluated under Q3 an absence of a supply chain would need to be supported by a detailed and robust justification and will be assessed under Q3, where the lack / low quality of such may lead to attribution of score below the minimum required.

Question #43: Could the contracting authority grant an extension to give the tenderers time to prepare high quality proposals?

Answer #43: See Corrigendum no 1.