

Clarification Note #1

EUSPA internal reference: **324921**

Procurement procedure: EUSPA/OP/19/26 (EUSPA/PRG/2026/OP/0011)

Title: 'Administrative support services to EUSPA'

Question #1: For Lot 1 activities can you please detail which categories of deliverables or administrative tasks that EUSPA expects to remain exceptionally on-site among Tasks 4, 5, 6?

Answer #1:

As outlined in section 3.2.1 of the Tender Specifications, the default place of delivery for all tasks for Lot 1 shall be from Contractor's premises. The tasks referred to in the question will also, by default, be performed remotely. However, in exceptional circumstances, their delivery may be requested to be performed from the Agency's premises. Examples of activities that may exceptionally be requested to be delivered from the Agency's premises could include: production of deliverables related support to meetings, submission of documents with local authorities (within task 3), onboarding support for newcomers (within task 5) or Agency branding activities, career fair activities or training activities (within task 6).

Question #2: Does EUSPA intend to provide a standard template for the Deliverables Register and progress reporting, or may the Contractor propose its own reporting format?

Answer #2: The templates to be used for the Deliverables Register and Progress Reports may be proposed by the Contractor; the parties may coordinate their format to optimise the reporting efficiency during the contract implementation.

Question #3: Sec. 15.7.2 of TS: tenderers must submit a FWC technical proposal, SC technical proposals, and a section for each award criterion (Q1 to Q5). However, there is an overlap between some of these requirements: the structural elements required in the FWC (e.g. procedures ensuring timely delivery and quality control measures) are identical to the core evaluation blocks of Qualitative Award Criterion Q1. To ensure compliance and avoid repetition: **1)** Should the FWC technical proposal and the SC technical proposals be drafted as standalone, independent sections, or should they be embedded directly within the respective sections dedicated to Qualitative Criteria, especially Q1? **2)** If the FWC proposal and the core qualitative responses must remain in the main body text of Envelope II, is it acceptable for the highly detailed

Technical Proposals for SC1 and SC2 to be submitted as formal Annexes (separate files or documents within Envelope II)?

Answer #3: The bidder is free to find the most suitable format of the proposal, demonstrating the compliance to the award criteria:

1. the FWC technical proposal and SC technical proposals may be drafted as standalone, independent sections or as separate documents / the technical proposals for the specific contracts may also be in the form as standalone annexes
2. the sections dedicated to each award (sub) criterion may be drafted with reference to the sections of the FWC and SCs technical proposals or embedded in them, or approached in a different way, as far as it will allow to clearly outline the elements pertinent to each (sub) criterion.

Question #4: Will the SC proposal be evaluated versus Qualitative award criteria or will it only be evaluated versus financial criteria?

Answer #4: As provided in section 12.1 of the Tender Specifications, the technical quality of the Tender will be assessed on the basis of the Tenderer's technical proposal (FWC and SCs proposals) against the qualitative award criteria. Further, as provided in section 12.2, the financial evaluation shall be made on basis of the Total Price for Evaluation of the Tender, calculated as provided in section 12.2.2 based on the SCs proposals.

Question #5: Given the holiday period and the fact that many organisations (as well as public institutions responsible for admin documentations) are closed in August, we kindly ask for an extension until mid of September.

Answer #5: The Contracting Authority has taken into consideration the summer period while planning the procurement timeline and set the deadline for submission of Tenders accordingly (considerably beyond the minimum required timeframe stipulated in the Financial Regulation), thus allowing sufficient time for the tenders' preparation.

Question #6: In some cases (e.g., section 7.1.1, section 8) if documentary evidence has already been provided in a previous procedure, only a reference to that procedure and confirmation that there has been no change in the situation is sufficient. Will procedure EUSPA/OP/16/25, even if it was closed, be considered a "previous procedure" and therefore will be no need to provide the related evidence in this one?

Answer #6: The Open Procedure EUSPA/OP/16/25 cannot be considered as a "previous procedure" as it was cancelled before the deadline for the tenders' submission and therefore no tender evaluation phase took place.

Question #7: Section 5.1. TS: The following shall not be considered subcontracting: b) Use of workers hired out to the Contractor by a temporary employment undertaking or placement agency. Can however placement agencies be considered as subcontractors?

Answer #7: Placement agencies participating in the Tenderer's industrial organization shall not be considered as subcontractors.

Question #8: Section 3.3.7 TS: Agency Undertakings the Draft FWC contains specific provisions in relation to Agency Undertakings, which are mainly related to: • Access to EUSPA IT systems (for both Lots); • Provision of laptops and accounts for classified networks for the Service Providers in Lot 2. Can you please identify in which section of the Draft FWC these aspects are treated?

Answer #8: Article I.20 of the FWC provides general approach to Agency Customer Furnished Items while some aspects, inter alia related to the access to EUSPA Information Systems under Lot 1 can be additionally found in Annex I.M.1 to the Tender Specifications (Security Convention remote access), which shall become part of annex II.II to the FWC. Please note that the level of compliance to it shall be assessed as part of the assessment under qualitative award criterion Q4 for Lot 1, and that the statement of compliance to the draft FWC (Annex I.M) shall indicate also the compliance to Annex I.M.1, which will be an annex to the FWC.