

## **Clarification Note #2**

EUSPA internal reference: 263385

**Procurement procedure: GSA/OP/24/20**

**Question #12: Could you please confirm that Annexes VI, VIII and IX to the draft contract are for Lot 3 only?**

**Answer #12:** Annex VI – Service Level Agreement is for LOT 3 only. Annex VIII - Declaration of Background IPRs and Annex IX - Declaration of Foreground IPRs are applicable to all LOTS.

**Question #13: There shall be “all evidence relating to the selection criteria in section 4.2 above” in the Envelope 2. But all these documents are already parts of Envelope 1 (except T1). Shall we duplicate it?**

**Answer #13:** If any of the evidences to selection criteria (e.g. the Legal Entity Form) are already part of the Envelope 1, the tenders are not required to duplicate further these documents to Envelope 2.

**Question #14: Do we understand right, that our proposal can be in one PAPER original and one ELECTRONIC copy?**

**Answer #14:** Tenderers may choose to submit their proposal as per section 5.6.1 of the tender specifications – 1 original on paper and 1 electronic copy per envelope or only on electronic media, as further specified under section 5.7 of the tender specifications.

**Question #15: For all scenarios, tenderers are asked to provide evaluation prices. Is our assumption correct that evaluation prices will have to be included in envelope 3 (financial offer) and not in envelope 2 (technical offer) and that evaluation prices therefore do not count towards the page limits of scenarios?**

**Answer #15:** We confirm the understanding. Prices are to be reflected in Annex I.F, which shall be part of the Financial Offer envelope 3 (see section 5.6.3.1 of the tender specifications).

**Question #16: For Lot 3, scenario 1, can you please share information about the objectives and target audiences of usegalileo.eu?**

**Answer #16:** The usegalileo.eu is meant for the generic public to raise awareness on the devices using Galileo.

**Question #17:** For Lot 3, scenario 2, can you please specify the new responsibilities and services that need to be incorporated in the re-designed website?

**Answer #17:** Please refer to [www.euspa.europa.eu](http://www.euspa.europa.eu) for the updated EUSPA responsibilities.

**Question #18:** For Lot 3, scenario 3, can you please provide a brief for the new competition “EU Space boosting entrepreneurship”? What is the target audience? What is the nature of the competition? What are the rules of competition? What is the timeline? What is the competition prize?

**Answer #18:** Please refer to the previous competitions (e.g. MyGalileoDrone and MyGalileoSolution) listed in the Scenario 3 for LOT 3 in order to understand the type of competitions and the targeted audiences for the scenario 3.

**Question #19:** For Lot 3, scenario 4, can you please clarify the following:

- What websites should be analysed for the quarterly web analytics reports?
- For the weekly content updates, what type of content is this referring to? Would this also include the creation the content and, if yes, what is the weekly volume of content? Does “3 pages update” refer to updates on content on 3 separate website pages?
- For content updates on the usegalileo.eu website, in which format are content updates received and in what frequency?
- For the social media strategy, tenderers are to plan for “3 posts per week across different media, 3 web stories”. Does this imply the creation of 3 web stories per week or 3 web stories for the entire 3-month campaign?
- What is the average length of the weekly GSA newsletter? Does creation of the newsletter include the sourcing of images? How is the newsletter distributed? Can you share a copy of a typical newsletter?

**Answer #19:** The quarterly web analytic reports should refer to [www.euspa.europa.eu](http://www.euspa.europa.eu) and [www.usegalileo.eu](http://www.usegalileo.eu).

In relation to the weekly content updates, this relates to updating existing pages with content provided by the Agency.

The updates are sent once a month, as provided under the scenario 3 / LOT3 of the tender specifications, via an excel sheet.

The 3 web stories should cover the period of 3 months. For the social media posts, there should be 3 posts every week for 3 months.

The average length of the GSA weekly newsletter is one A4.

**Question #20:** From title 3.2.7.2 we understand that a minimum percentage of 20% of the work should be outsourced to sub-contractors (p. 40). However, it appears there is room for an exception in case we submit 'a justification providing compelling reasoning' (p. 41). Could you please specify which elements such a justification should include, and whether or not a justifiable non-compliance would nevertheless have a negative impact on the score of the proposal?

**Answer #20:** According to the section 3.2.7.2 of the tender specifications, in case no competitive tendering is planned to be undertaken, tenderers shall submit a justification providing compelling reasoning for the non-compliance with the competitive tendering requirement. It is up to the tenderers to define the content of the "compelling reasoning".

Furthermore, please note that tenders will only be evaluated against the award criteria set in the tender specifications and no other elements are to be taken into consideration for the evaluation.

**Question #21:** We have noticed that (in our version of the call), there is no title 2.4.3. Title 2.4.4 directly follows title 2.4.2. We are worried we might miss valuable information this way. Could you clarify if this is just a minor formal inaccuracy, or if there is perhaps some information missing in the version we received?

**Answer #21:** We confirm that no information is missing from the tender specifications.

**Question #22:** Have understood correctly that the deliverables listed under title 3.1.6.3.4, covering scenario 4 related to Lot 3 (in case 30 web stories and 6 press releases), are to be provided only in the actual implementation phase, and not as mock-up versions in order to build a convincing proposal?

**Answer #22:** We confirm the understanding.

**Question #23:** We have a question regarding the award criteria for LOT 3: have we correctly understood that each of the award criteria is to be applied to each of the four scenarios described on pages 33-37 of the technical specifications, or are you expecting to receive a more general methodology in response to criteria Q1, with Q2 and Q3 applied per scenario, and Q4 applied to the framework contract overall?

**Answer #23:** In relation to LOT3, award criteria Q1, Q2 and Q3 are to evaluate the offer for the response to the simulation exercises of section 3.1.6.3 of the tender specifications. Award criterion Q4 is to evaluate the proposal for the Service Level Agreement. According to section 5.6.2 of the tender specifications, the response to the SLA is to be provided separately and not as part of any of the simulation exercises

**Question #24:** The original information - according to your Prior Information Notice - was that the total budget should be no more than €8.500.000. But the published tender documents with the same description of services talks about less than half that amount (€3.800.000). Why? Which services you will not need? Or are you going to order the same services in much smaller volumes? Please explain this.

**Answer #24:** Please note that according to section VI.3 of the Prior Information Notice, the information therein is only indicative and shall not be considered final or binding. Therefore, only the information included in the contract notice (as further reflected in the tender specifications) shall be taken into consideration.

**Question #25:** It is clear from the terms of reference that, unlike other EU institutions and agencies, you do not use the eSubmission service of the European Commission for both QAs and Bid electronic uploading. Is that really the case? Why?

**Answer #25:** The EUSPA does not use the eSubmission tool for the present procurement procedure.

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