

Clarification Note #4

GSA internal reference: 221315

Procurement procedure: GSA/OP/37/15 - Information and communication services for the European GNSS Agency (GSA) and the European Commission (EC) – 2 lots

Question #73: The draft framework contract, Article 1.4.2 Place of performance mentions only “(i) GSA Headquarters in Prague, (ii) any EC premises in Brussels or (iii) any other location requested in the specific contract/order form.” On the other hand, section 2.2.2.1.2 of the tender specifications state that work will be performed either a) at the contractor’s premises or b) “at a GSA premises”. Can the GSA clarify?

Answer: The procedure should lead to an interinstitutional contract, where the location of the tasks will be clarified at each specific contract level. Depending on the tasks and the lot concerned, work can be executed at European Commission premises in Brussels, GSA headquarters in Prague, contractor’s premises or any other location requested in the specific contract.

Question #74: In lot 2, Scenario 2: GSA asks tenderers to refer to <http://gsa.europa.eu/go/communications/events>. Unfortunately it does not work. When searching for it on your website the following result appear: requested page “/go/communications/events” could not be found. Can the GSA give access on this page?

Can the GSA please give tenderers time to analyse it and ask questions (postpone deadlines for asking questions as well as to postpone deadline for submitting the tender) as the incumbent contractor who knows about it will get here a competitive advantage?

Answer: The website is not password protected and there is no need to be provided any special access. All events can be openly accessed here: <http://www.gsa.europa.eu/communication/event-highlights>.

Lot 2 Scenario 2 refers specifically to ‘European Space Solutions’ a regular, free and public event that the GSA organises in cooperation with the Commission. All info on previous GSA organised events is freely and publicly available via the GSA web site. And the link to all previous site information on previous European Space Solutions events is:

<http://european-space-solutions.eu/>

http://european-space-solutions.eu/previous_conferences

Question #75: In lot 2, Scenario 2: Tenderers should provide a mock up in line with the visual identity of the event and comply with the overall look and feel of the GSA website. Can the GSA provide the look and feel of the event and the graphic charter manual of the GSA? If the look and feel of the following website has to be used: <http://www.european-space-solutions.eu/> (2016), can the GSA explain which elements are belonging to the visual identity of the event?



Answer: Please refer to answer to Question #66. Current GSA visual identity guidelines can be openly accessed here: <http://www.gsa.europa.eu/communication/identity-0>. Apart from it, there is no visual identity set for a GSA event and it is up to tenderer to come up with a proposal.

Question #76: In lot 2, Scenario 2: Can the GSA clarify if the final deliverable to be costed is a mini site ready to be uploaded (necessitating IT development on the tenderer's side) or only:

- **A website structure (a wireframe)**
- **A lay out of (a mock-up of how the pages should be)**
- **A generic information page (word or text document to be uploaded).**

Answer: It is not necessary to prepare any IT developments. As stated in the scenario, the GSA only expect the tenderer's approach for the tasks, the organisation of the team, and a mock-up of the homepage of the mini-site.

Question #77: In lot 2, Scenario 3: In its technical offer the tenderer has to provide the source graphic files for printing and low resolution file for internet. The tenderer has also to provide in its technical offer a detailed description of the content of the brochure.

Can the GSA confirm that the source graphic files the tenderers have to provide are only a mock-up of the brochure filled with lorem ipsum and the full brochure does not have to be designed in full and all text drafted? In case of negative answer can the GSA postpone the deadline for reception of the tenders in order to have time enough to draft the content of the brochure?

Answer: The tenderer shall deliver the graphic file but shall not draft the detailed text of the publication, only a description of the content. Lorem ipsum are accepted. As clarified in answer to Question #59, the reference to a detailed text of the publication in English and the translation shall only be used for the cost estimation, but shall not be provided as part of the technical offer.

Question #78: In Lot 2, Scenario 3: Do the tenderers have to implement these rules: <http://publications.europa.eu/code/en/en-250000.htm>? In case of positive answer the brochure will be only 10 pages plus 6 pages of cover pages and title page

Answer: No, in this scenario the tenderer is only required to provide the requested information on a publication that is as described:

- A4 format
- 16 pages (covers excluded)
- 5 languages
- 4-color printing

Question #79: In Lot 2, Scenario 5: GSA is mentioning a media event and a conference. Is the media event the conference or is that two different events?

Answer: In this scenario the 'conference' is the special event targeting the media.

Question #80: In lot 2, Scenario 5: GSA is mentioning maritime applications using the wording safe, clean and smart transport. This wording is usually used for road transport. Can the GSA clarify in which extent safe clean and smart are applicable to maritime transport?



Answer: In this scenario the terms 'safe, clean and smart' are adjectives to describe transport in general as it applies to the potential benefits offered by satellite navigation.

Question #81: In lot 2, Scenario 5: Can the GSA confirm that the tenderer do not have to provide a visual identity in the technical offer (only its approach to design it)? In case of negative answer can you please give us time enough to design it? Can you please confirm that a visual identity provided by another tenderer will not be taken into account by the jury?

Answer: The GSA confirms that actual preparation of the visual identity is not requested. Tenderers shall only provide in their technical offer their approach and methodology for the task and the organisation of the work within the team.

Question #82: In lot 2, Scenario 5: Can the GSA list the elements of the branding platform for this scenario?

Answer: The visual identity's 'branding platform' refers to the instructions/specifications on how the proposed visual identity can be used and applied on various information and communications tools as described on page 8 of Annex II.F.2.

Question #83: On page 33 sections 3.2.2 and 2.3.10 are mentioned. Can the GSA clarify the reference?

Answer: This is a clerical mistake, and the sections shall read 3.2 and 2.4.10.

Question #84: For Lot 2 scenario 3.6 Creation of a video clip, "new B-roll to be shot by the contractor" is mentioned twice – first, in the section headed '3.6.2 The clip should', and second in the section headed 3.6.3 'The video should include'. To avoid doubt, could the GSA confirm that these two references are to the same B-roll material, which should be of roads, airports and air traffic control?

Answer: Yes, it refers to the same B-roll material in both references.

Question #85: Can the GSA provide an editable/word version of the Annexes to be filled and signed (Identification Sheet, Legal identification form, Financial identification form, Declaration of Honour)?

Answer: No, to avoid any modification of the documents by the tenderers, those documents are only provided in pdf version.

Question #86: If tenderers' representative might not be able to participate in the opening session, can the GSA provide the list of accepted tenderers?

Answer: The list of tenderers may be provided after the opening session at the request of a tenderer.

Question #87: In the revised Appendix I to Annex II.F.2, the Unit cost in € for some staff profiles is given as "... /man-days" and for others as "... /man-day". Does this difference imply any distinction in the way these price are treated, or may tenderers assume that they are precisely equivalent?

Answer: All prices are daily rate for each staff profile.

Question #88: Row 54 of the revised Appendix I to Annex II.F.2, item 2.2.9 Translation, asks for a price: "... /page". Can the GSA confirm that no price should be entered in this cell or alternatively clarify what service is covered by this price?

Answer: No price shall be entered in this cell, it is just a heading row for translation costs to be filled in by language below.

Question #89: Rows 55 to 81 of the revised Appendix I to Annex II.F.2, items 2.2.9.1 to 2.2.9.27 cover translation into 27 languages. In practice, the price of translation varies according to the pair of source language and destination language. So that tenderers may offer the most competitive prices, can they assume that all or most translations will be from English into the language concerned? Please also indicate the languages from which the contractor may be asked to translate into English (item 2.2.9.7).

Answer: Yes, the price quote is to translate texts from English to another language. For item 2.2.9.7, translation shall be based from French into English.

Question #90: Row 228 of the revised Appendix I to Annex II.F.2, item 2.3.3.1 Fewer than 100 units, does not state the unit to be used for Unit price 'Standard' or Unit price 'Prestige'. May tenderers assume that these should be the same as for row 229, immediately below, and make the necessary adjustment to the Excel sheet?

Answer: Appendix I to Annex II.F.2 had been modified already and re-published.

Question #91: In the revised Appendix I to Annex II.F.2, the Unit cost in € for a number of items is given as "... /page". It is usual to define the length of a contractual page in the tender specifications – often, as "1500 characters excluding spaces". However, we can find no such definition in the Lot 2 tender specifications. To allow for accuracy in pricing, can the GSA provide one?

Answer: Yes, price per translated page should be based on EU standard (1500 characters without spaces = 225 words).

Question #92: "Tenders sent by post mail are to be sent no later than on the date specified in section 1.2 above, in which case the evidence of date of dispatch shall be constituted by the postmark or the date of the deposit slip (...)"

Can the GSA confirm post mail has to be understood as regular post services and courier services (such as DHL etc) and that the postmark or the date of the deposit slip serve as proof of the date of dispatch?

Answer: Yes, tenders by regular post services or courier services shall be sent before the deadline (postmark/deposit slip being the evidence of such dispatch), and may be received at the GSA after the deadline has passed -in case of submission by post / courier mail the date of submission is the date of dispatch as evidenced by the post / courier mail provider.

Question #93: Annex II, title 2.4.10 lists five minimum requirements. Should the tenders not comply with those, "they will be rejected and will not be evaluated". At first glance, these requirements seem to be part of the selection criteria.



In Annex II, title 3 the description of the five steps of the assessment process step 4 [“Verification of compliance with the minimum requirements set out in the technical specifications (referenced under section 2.4.10 above)”] undoubtedly precedes the “evaluation of tenders on the basis of the award criteria” [step 5].

However, the tender specifications do not list or require any objective evidence that would prove that the tenderers comply with the requirements referenced under section 2.4.10.

Answer: Minimum requirements are not selection criteria. As provided in Regulation 966/2012 as amended by Regulation (EU) 2015/1929 and in Commission Delegated Regulation No 1268/2012 as amended by Commission Delegated Regulation No 2015/2462, minimum requirements are evaluated separately from selection criteria. The compliance with requirements M1- M4 is to be proven through the technical proposal submitted, which shall include all information needed to prove such compliance (methodology, work organisation, interactions and structure of the team, risks assessment and mitigations), for M5 – at least a declaration stating the compliance with the criterion, signed by the authorised representative of the tenderer, must be presented.

Question #94: Annex II.F.1. – Scenario 3 “European Space Solutions”, the tenderer is expected to provide “promotional banners with the conference announcement.” Could the GSA specify whether:

- **The banners are electronic ones – if so, what are the minimum requirements for these**
- **The banners are expected to be printed –please specify the amount of them, their sizes and minimum requirements**

Answer: All of the requested items in 3.3.2 are related to the onsite presence/organisation of the event. The expected ‘banners’ are to be real (not virtual) banners/promotional signage/decor on site at the event. Dimension of the banners is approximately 0.8 x 2m, as provided under item 2.2.8.1 of Appendix 1 to Annex II.F.2.

Question #95: In the third scenario (conference in Brussels), do tenderers have to calculate also the costs related to speakers (i.e. travel costs, accommodation, insurance, fees)? (based on "lump sum basis")

Answer: It is not envisaged that the travel and accommodation of speakers have to be paid by contractor.

Question #96: In the Annex II.F.2, section 3.3.3., it is mentioned, that tenderer must "deliver the source graphic files for printing and low resolution file for internet". Does it mean, that for the tender purposes, we have to produce a complete new publication (according GSA visual identity guidelines) or just a few sample pages? (By complete new publication, we mean mentioned 16+4 pages, including both specific textual and picture content, in hires (for print) and lowers (for internet))

To prove that tenderers fulfil this criteria, can they prove their ability to make excellent graphic design of publications by submitting previous publications made for other EU agencies within last 3 years?

Answer: Please refer to answer to Question #77.



Question #97: In the revised Appendix I to Annex II.F.2, items 2.2.1.21 and 2.2.1.23 are both described as 'Video editor'. Could the GSA explain if one of those shall be 'Video sound engineer'?

Answer: This is a clerical error. One reference has been deleted from the Appendix I to Annex II.F.2.

Question #98: Could the GSA confirm that all items in the price list in section 2.2.9 'Translation' refer to translation from English into other languages and therefore remove the line 2.2.9.7 'into EN' given that is pointless to translate English into English?

Answer: Please refer to answer to Question #89.

Question #99: Scenario 7 'Provision of promotional items' requires the tenders to include in their quotes the price for 13,500 units of 'sacks' and 28,000 units of a "creative and memorable" item to be determined by the tenderers. Please explain the rationale behind the requested "fourth item" for which no particular requirements are set.

Answer: This is a fictitious scenario to assess how tenderers would handle such a request and in particular through the forth item the element of creativity demonstrated. In their proposal, tenderers shall describe the item they propose, the rationale behind (in the technical part) and the costs involved (in the financial part).

Question #100: In the price schedule for lot 2, item 2.2.14 covers quick printing of publications and includes 11 sub-sections that correspond to standard formats of publications. However sub-section 2.2.14.10 is also titled 'Quick Printing'. Can the GSA clarify?

Answer: Formats of publications referred to under item 2.2.14.10 are different from the format proposed under all other items under section 2.2.14. For those format, the same technical requirements (200g, matt-coated, 16 pages...) apply, but only for less than 100 copies.

Question #101: In lot 2, item 2.2.14, can the GSA clarify if the prices are:

- a) per page of the publication defined in the corresponding sub-section title ([e.g. 2.2.14.5 A4 format (200 g, matt-coated, 4 colour cover, 115g, mat coated, B/W inside pages, 1-1000 copies]);
 - b) per copy of the whole publication defined in the corresponding sub-section?
- Can the GSA also clarify what the concept 'time' refers to in this unit?

Answer: Please refer to answer to question #70 published in clarification note 2. 'Time' refers to how long it will take to print the document (few hours, 1 day, 2 days, 3 days being the maximum).

Clarification #102: Appendix I to Annex II.F.1 has been updated to correct item 2.1.1 "Project Director".

Clarification #103: In Scenario 4, lot 2, as clarified in answer to question #58, tenderers do not need to provide a sample story translated in FR, DE, EZS, IT and CZ but shall provide the cost of these translation in their cost estimation.

Question #104: Can the GSA provide the translation of full tender specification into Czech language?

Answer: Currently the procurement documents are only available in English. It is hereby recalled that the working language of GSA is English as recalled under Article 4.6 of the tender specifications, thus



the winning tenderer/contractor (and its staff) have to be fluent in English as they have to be able to organise the work and service provision, including communication with GSA staff, in English.

End of document