

Call for tender n° ERA 2016 06 OP Communication Services CLARIFICATIONS - 28/04/2016

Question 1:

FR = je souhaiterais savoir où les vidéos demandées dans le Lot 1 seront diffusées ? en interne ? sur les réseaux sociaux ? sur le site internet de ERA ?

EN = I would like to know where the videos requested in Lot 1 will be broadcasted? Internally? On social networks? On the website of ERA?

Answer 1:

EN = The Videos will be published internally as well as externally on the Agency's website and social media.

Question 2:

Section C.2.8 states that face-to-face meetings have to be held at ERA premises in France for the presentation and discussion of draft and of final deliverables. This potentially concerns all deliverables listed in section C.2.3 of the tender specifications and could become a considerable expense for any contractor not based in close vicinity to ERA premises. In order to allow tenderers to make a realistic estimate of the costs involved, can you please indicate the average annual number of such meetings, or alternatively the average annual number of deliverables requiring physical attendance of intermediate and final meetings?

Answer 2:

We foresee no more than 2 physical meetings per year. Once a baseline of good collaboration is established, this number might be further reduced / replaced by virtual meetings, subject to the decision of ERA's communication team.

Question 3:

Section C.3 of the tender specifications states that "The tenderer must prove to have a very high standard of spoken and written English". What do you consider sufficient proof?

Answer 3:

Good English skills are not only required to produce quality output, but also for the daily interaction with ERA staff via telephone and email. Team members may demonstrate their language ability via certificates obtained, substantial work experience in an English-language country (minimum one year), and/or substantial work output (publications, campaigns etc.) produced in English language.

Question 4:

Section C.3 of the tender specifications states that tenderers are required to provide "Evidence of employing directly or being readily capable of constituting a team of experts capable of carrying out in a professional and timely manner the tasks requested under the Contract". What do you consider sufficient evidence?

Answer 4:

Team members should demonstrate their capacity to carry out the tasks in question by demonstrating the respective work experience in their professional CVs.

Question 5:

Section C.4 of the tender specifications states that “tenderers must prove in the technical proposal that they have adequate capability, legal and financial/economical expertise”. Are tenderers expected to repeat this information as part of their technical proposal, considering that tenderers also have to confirm their legal, economic and financial capacity as part of the selection criteria?

Answer 5:

Sufficient legal, economic and financial capabilities are a precondition for entering the tender as such, and as such are not part of the selection criteria. Demonstrating these capabilities once will be sufficient, no need for repetition.

Question 6:

Section C.4 of the tender specifications states that the “Adequacy of the proposed team will be evaluated on the basis of the provided CVs and professional references for the team members.” What, in this context, do you count as professional references?

Answer 6:

Any work output that has been developed with a client, or as part of another tendering process, that demonstrates the tenderer’s professional capability to fulfil any of the requested services.

Question 7:

Section C.4 of the tender specifications states that tenderers are required to provide “Recent samples of work completed by the proposed experts”. For Lot 2, does this relate exclusively to experts providing graphic design and editorial services, for which portfolios are readily available, or does this also relate to experts providing consultancy services and strategic advice and if yes, how would you expect tenderers to provide samples of their work?

Answer 7:

For strategic advice, any work output produced with a client would be appreciated – e.g. a communication strategy (or excerpts thereof), or a presentation held to a client.

Question 8:

In terms of presentation, is our understanding correct that documents relating to the identification of tenders, to the technical proposal and the supporting documentation should be combined and included in one single folder?

Answer 8:

Yes that would be correct.

Question 9:

While reading the Instructions I have not found specifications for print production of both reports described in section D.3. (b) Financial Proposal LOT 2, only the circulation of both reports is mentioned but type of paper for cover and inside of the brochure as well as finishing requirements (sawn, coil or glued binding) etc. are not present.

I would like to ask you whether the print production as described in LOT 2 is just minor interest of your agency therefore you are not interested in getting calculation for it or the specification of both brochures are missing in tender instructions by mistake and will be added later?

Answer 9:

Consider Paper: “Cyclus print”, cover 200 grams, inside 115 grams, glued binding.

Question 10:

Page 23 – C.4 Content of the technical proposal

- a) What form should the description of the organisation of the proposed working team should have (ppt/word and others)?
- b) What form should have the experts' resumes – should there be a single, unified form relating to all these persons?
- c) What form should have the requested recent 3 samples of work completed by the proposed experts, as for their formats and contents?

Answer 10:

- a) *No specific format is required for the description*
- b) *No specific format is required for the experts resumes*
- c) *No specific format is required for the 3 samples. The work should be presented with visuals and eventually a short description of the work if necessary for better understanding. For Audio/ Video samples web links can be accepted.*

Question 11:

Page 25 – C6 – points 1 and 3

- Could you please explain in detail your expectations with regard to the point "Tenderer's proposal for the Agency's monitoring of his services"? Should we provide a reporting method, or it concerns different concepts of that?

Answer 11:

We expect that your tender includes a proposal for easily allowing us to monitor your implementation of the services.

You may therefore include your best way of dealing with your clients in doing so.

Question 12:

Is the cost of printing of publications included in the budget reserved for this framework contract? And if yes, could you give us an idea of the volume of printing required over the course of four years?

Answer 12:

- The cost for printing publications is included in the budget for this framework contract.
- The number of publications currently fluctuate between 4 to 7 publications per year.
- In some cases translations of the same publication can lead to more printing volume.
- However there is a general tendency towards more e-publications and less printing. Where possible and suitable the Agency will prefer e-publications to print publications.

Question 13:

In your document of Clarifications you provide printing specifications for the 60-page report, in terms of paper and type of binding. However, no such information is included for the 6-page summary. What paper weight and type of binding do you consider for the summary, considering in particular also that this refers to 6 pages and not, for example, 8 pages and therefore does not allow for central stapling.

Answer 13:

Please take into account the same information for paper type and weight + 2 staples for the 6 pages.

END OF DOCUMENT

28/04/2016