



1 March 2010

**Clarification No 1 for open call for tenders:****Framework contract(s) for layout and design services to support the European Environment Agency publication programme****Reference number: EEA/OSE/10/001****Question 1:**

The selection criteria relevant to the financial and economic capacity of tenderers do not establish any conditions of minimum turnover or turnover in contracts related to the subject matter in question. Does this mean that offers presented by companies that have been recently set up and cannot present any balance sheets and/or turnover of previous years would be acceptable? Could such companies provide proof of their financial capacity by providing a professional indemnity insurance covering? Are start-ups acceptable and which proofs of their financial and economic capacity would be considered more adequate?

**Answer 2:**

*Please refer to section III.2.2 of the contract notice where it is stated that proof of economic and financial capacity may be provided through (one or more of) the following documents:*

- *Appropriate statements from banks or evidence of professional risk indemnity insurance; or*
- *The presentation of balance sheets or extracts from balance sheet for at least 2 years for which the accounts have been closed; or*
- *A statement of overall turnover and turnover concerning the works, services or supplies covered by the contract during the last 3 financial years*

*Please refer in addition to section 8.2 (b) of the tender specifications stating that when the tender cannot provide the reference(s) requested above, he may prove his economic and financial capacity by any other means available to him (e.g. a copy of the approved annual budgets and/or annual financial reports; for a newly established organisation which do not yet have balance sheets and profit and loss accounts available, a copy of its business plan; a declaration on his honour; etc ...) and explain why he cannot present the requested information.*

**Question 2:**

Although the tender specifications establish that tenderers shall provide CVs of the personnel responsible for the execution of the contract, the number of CVs to be provided is not specified. Does this mean that tenderers shall decide at their own discretion how many persons are necessary to perform the contract and how many CVs shall be presented with the offer?

**Answer 2:**

*Please refer to section 8.2 (c) of the tender specifications and/or section III.2.3 of the contract notice. Although there is no minimum number of CVs specified, tenderers are requested to provide CVs of the firm's managerial staff and in particular those of the persons responsible for providing the services. An indication of the number of employees and experts, including contribution of part-time staff may as well be provided.*

**Question 3:**

- (a) In the selection criteria related to tenderers' technical capacity, the tender specifications mention that tenderers shall provide "confirmation that the contractor is able to handle between one and 26 European language versions of a document". Could you please confirm that this condition makes reference to proof of layout design and not proofreading? Are the translations in the 26 languages going to be provided by you?
- (b) Can you please elaborate on the means through which we are expected to provide this confirmation? A signed statement? Further work samples? CVs of inhouse translator teams?

**Answer 3 (to (a) and (b)):**

*With regard to the requirement defined under section 8.2 (c), second bullet point, EEA will provide the different language versions of the proofread documents, whereas tenderers are required to demonstrate that they can then manage the laying out of the documents, for instance by reference to samples of earlier products or a description of other similar services provided and supplies provided in the past.*

**Question 4:**

Could we provide the requested samples of earlier products in order to justify our technical capacity only in electronic format or also printed?

**Answer 4:**

*Please refer to section III.2.3 of the contract notice and/or section 8.2. (c) of the tender specifications where it is stated that sample of earlier products (3 to 5) developed by the tenderer using Adobe CS software, for examples reports, brochures and posters may be submitted either in paper form (electronic source and paper output) or by reference to on-line products and services.*

**Question 5:**

The second point of section 8.3.1 of the tender specifications mentions "response time" and the "ability to provide immediate services" as an award criterion. Are tenderers requested to indicate the response time and their ability to provide immediate services or is it the contracting authority that will evaluate these aspects, taking into account the geographical location of participants or other elements?

**Answer 5:**

*This is for the tenderer to elaborate on each point addressed in the tender specifications under section 8.3 in order to score as many points as possible. For that reason, the tender shall comprise a section giving the technical offer and a section giving the financial offer, drawn up in accordance with the price quotation attached as annex 3 to the tender specifications.*

**Question 6:**

In section 6 of the Tender Specifications related to Prices, it is mentioned that 'prices tendered must be all inclusive (i.e. include all relevant costs, e.g. **paper, binding**, quality control etc.)'. Under what circumstances and for which Lot are the contractors expected to provide printing and binding services?

**Answer 6:**

*Tenderers are not expected to provide printing and binding services, but quality assurance and control of the layout documents. The reference to the costs associated to these services in section 6 of the tender specifications are meant merely to illustrate the fact that tenderer shall quote all-inclusive prices.*

