

CLARIFICATION No 3

Reference: EEA/SES/12/003

Title: IT consultancy services on Geospatial Information System (GIS) – 4 lots: Advanced server based GIS and geospatial data handling; Cartographic production and traceability for EEA products; Advanced image processing; Technical support for INSPIRE implementation

Question 1

With reference to section 11.2.3 of Annex I, tender specifications, Quality control and customer service (page 12 of 18): In the case of a joint offer submitted by a consortium, do you expect the description of the specific methodology that will be adopted by the consortium on order to fulfil this framework contract or do you expect the description of the policy that each consortium member is adopting to provide adequate services to their customers? In this case, where shall the description of the organisational specific methodology that will be adopted to handle this framework contract be included?

Answer 1

The aim of this selection criterion is to assess whether tenderers have the minimum capacity levels required for the provision of the services in terms of quality control and customer services. Therefore, in the event of a joint offer submitted by a consortium, each member of the consortium shall provide the requested description. As stated in the first paragraph of section 11.2.3 of the tender specifications, this selection criterion will then be assessed in relation to the combined capacities of the service providers.

As for the specific methodology that will be applied for the performance of the framework contract, the description shall be provided in the technical offer under the award criterion No 1 on technical merit, i.e. methodological approach.