

Questions and Answers relating to EMEA ITT – EMEA-2004-27-PM-IT

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Questions and answers

No.	Question	Answer
1	Will EMEA hold a second opening session for tenders dispatched by registered mail? If yes, when?	EMA will hold an additional opening session for tenders despatched by registered mail if necessary. The date is not scheduled in advance. Tenderers wishing to attend any meeting of the opening committee should advise the EMA as described in section 4.9 of the tender specifications, Sections A & B. EMA will advise those tenderers of the date of any second opening committee meeting.
2	Does EMA intend to hold presentations by the tenderers in the interval 8 to 12 of November prior to the detailed technical evaluation of the tender?	No. The tender document states that these are the anticipated dates. If the volume of tenders, or number of tenders received by registered mail, is such as to render the proposed timetable impractical, then all tenderers will be informed of revised dates as early as is possible.
3	Is the above presentation to the Evaluation Committee at EMA different and additional one from that scheduled in the interval 8 to 12 of November?	No
4	Will EMA give to tenderers the questions in advance (e.g. by fax/email a few days before the presentation) or ask them on the spot?	Questions will not be provided in advance.
5	Will minutes of the presentation (and in particular the questions and answers) be taken?	Minutes will be taken for the use of the evaluation committee.
6	Which officers of the tenderer's organisation will be invited to the presentation? Will persons whose CV was submitted in the tender requested to participate in the presentation.	Tenderers are free to attend with a delegation that they feel will best represent the tenderer from the perspectives of the evaluation criteria. Tenderers should not attend with all personnel whose CVs are proposed.
7	Will EMA disclose the technical score awarded to the submitted tenderer in the presentation?	No

8	The tender specification requires 6 CVs per requested profile. Do the proposed CVs need to be all available at contract start?	No. The EMEA is putting cascading contracts into place to take account of the possibility that the first tenderer in the cascade will not always have the resources in the form of the appropriate profiles in place at the time that the EMEA requires. Tenderers should nonetheless take heed of the indications of annual requirements indicated in the tender.
9	Some consultants match more than one profile and in more than one lot. May we propose one person for 2 different profiles in one lot? May we propose one person for 2 different profiles in 2 different lots?	The instructions in the questionnaire state explicitly, per lot, that “an individual person may be counted in one profile only”. One person may be proposed for profile in more than one lot.
10	The tasks performed in some projects cover the scope of more than one lot. In such case, may we present the same reference or PRF in 2 or more different lots.	Yes
11	Could you confirm that joint offers will be assessed against the ability of the <u>Consortia as a Whole</u> to fulfil the Professional and Technical Capacity requirements for each Lot.	Yes
12	Could you also confirm that both are applicable: a. the professional and Technical Capacity of each member of a Consortium should be reported separately, and that b. the assessment of the Consortium will be based on the <u>consolidated/joint Professional and Technical Capacity of the Consortium as a Whole</u> .	A. Yes B. Yes

13	Clarify that for joint offers (Consortium), the required number of client references relate <u>to the Consortium as a whole and not to each member company separately?</u>	Confirmed
14	Clarify that for joint offers (Consortium), the required number of project references relate <u>to the Consortium as a whole and not to each member company separately?</u>	Confirmed
15	Clarify that for joint offers the required number of business domain references (10) relate <u>to the Consortium as a whole and not to each member company individually and separately?</u>	Confirmed. Note that this is an evaluation criterion in respect of which there are no minimum requirements.
16	For joint offers (Consortium), is it allowed to propose a <u>common methodological approach (proposal) both</u> for the service organisation (sub-sections 1.2.21.1) and the quality organisation (sub-sections 1.2.21.1)?	Yes.
17	Take the case of a joint offer from a Consortium tendering in several lots, where the Consortium would like to use a subcontractor ONLY for one of these lots . Please clarify that, in this particular case, the subcontractor will ONLY have to produce the questionnaire specific to this Lot, and according to the above specifications .	Confirmed

18	Our company is already present on EMEA's "Preferred Supplier List" as a result of responding to an earlier notice (2003/S 126-112659) last year. Can you please indicate how this current tender relates to the earlier one?	The "Call for Expressions of Interest" list in reference is used only in restricted tender procedures, where a number of companies selected from the list are invited to tender for a particular project or item. As this is an open tender procedure, this list is not connected to it in any way and tenderers are required to supply all the documentation requested in the documents for this tender, regardless of whether they have previously been provided in response to the previous "Call for Expressions of Interest (2003/S 126-112659)".
19	Will a tender response that indicates that the bid is subject to the agreement of specific terms be rejected on the basis that it is non compliant?	Such a response may not be automatically rejected. However, since EMEA is subject to the provisions of the Public Procurement Directives, EMEA has very limited possibility of negotiation, as explained in Q20
20	Is EMEA prepared to negotiate around the contract terms? Are the issues of capping and indemnity (II.2), guarantees (II.4), liquidated damages (II.16), clauses like II.8.1 and II.10.1 specifically open to negotiation?	EMEA is subject to the provisions of the Public Procurement Directives whereby it is obliged to respect the principle of equal treatment of all tenderers. Therefore it may not afford substantially more advantageous terms to any particular tenderer. For this reason EMEA's ability to vary the terms of its standard framework contract is very limited. Minor negotiation/re-wording of certain articles may be possible by mutual agreement but this cannot be guaranteed.
21	If negotiation is possible, when and how may we enter into these negotiations?	EMEA will initiate any such negotiations during the final phase of the award process, as appropriate.
22	Section B-2: description of the lots: The market volume gives a market size estimate per lot. Would it be possible to have a market size estimate per profile?	No

23	Question x.2.19.2 (where x is the lot number): There are more than one standard definition to Change management. What is the EMEA definition of "Change management"? For which type of changes do we need to supply our methodology (software development, organization/people, contract...)	For the purposes of x.2.19.2 (where x is the lot number), the change management envisaged is the process whereby configuration items are identified, changes are restricted to those items, changes made to those items are audited, and configurations for those items are defined and managed.
24	Question x.2.19.3 (where x is the lot number): There are more than one standard definition to Problem management. What is the EMEA definition of "Problem management"?	For the purposes of x.2.19.3 (where x is the lot number), problem management is the process whereby problems that arise during a project or assignment are captured, logged, categorised, reported and resolved.
25	ITT Text: For each of the following profiles enclose one standardised CV (See Section D Forms for Tenderers) for each of six persons proposed to work on the activities in this Lot. Indicate the numbers of the CVs below. Question: Is it correct to understand that we need to provide a minimum of six CVs per profile per lot, meaning for example for lot 2 that we need to provide in total 72 CVs for an estimate volume of work of 330 man/days per year?	Yes. The purpose of requesting six CVs per profile is so that the Agency is assured that the tenderer has the necessary strength in depth. It should be noted in this context that in response to request forms for services, contractors willing to make an offer will be expected to present a list of candidates with the required profiles (See Section B – 1.9.5 of the Invitation to tender), and that the EMEA will interview the candidates before acceptance.
26	We were made aware by a colleague that there may be a tender regarding EMEA's PIM initiative, but I'm not able to retrieve	In the light of (a) the significant commitment of resources required to carry out formal tenders in line with the public procurement directive and (b), the Agency's strategy for the execution of projects in the information technology field, the EMEA has decided to put in place a series of cascading framework

	it from your website. Can you let me know if this is the case, and if so how I can learn more about it?	contracts with contractors able to supply expertise in 10 defined fields. These 10 fields have been designed to cover the technical expertise necessary to enable the EMA to design, implement and support, or continue these activities, in respect of the bespoke applications and customisations necessary for it to meet its internal obligations, and those foreseen for the Agency under the EU Telematics programme. Potential tenderers interested in projects included in the EU Telematics programme and in the field of electronic submissions (see http://pharmacos.eudra.org/F2/telemat/index.htm, www.eudravigilance.org and http://esubmission.eudra.org) should understand that where development work is necessary, it will be carried out within the context of the framework contracts established following this tender (EMA/2004/27/PM-IT; Published as contract notice number 156769 in the Official Journal number 2004/S 184 on 21 September 2004) wherever possible.
27	At a first glance we noticed that for lot 7 the average price/day is significantly lower than for the rest of the lots. Is there an explanation for this, and if so could you please let us know?	The Agency's previous experience in this area indicates that the market value daily rate for the profiles that comprise this lot are markedly lower than for the other lots. Please note that the estimates provided are indicative only.
28	Where a group of separately constituted legal entities are all subsidiaries of a single holding company, and that group wishes to submit a single joint tender in response to invitation number EMA/2004/27/PM-IT, is it possible for that group to submit unaudited consolidated financial information in respect of the group, together with audited financial information in respect of the holding company? Is it possible for one of the group of subsidiaries to represent the group, and	Unless the tender is submitted by the holding company, the offer is considered to be a joint offer by the joint subsidiaries, acting as a consortium. In these circumstances, a company form and attendant documentation is required in respect of each of the companies as described in the introduction to the company form in Section C of the Invitation to Tender.

	present company information relevant to that company only within the company information section?	
29	Can you confirm that a separate lot questionnaire is required from each company, and that this Lot Questionnaire will contain a mix of company specific and Consortium specific information?	For each Lot, a single questionnaire should be completed on behalf of the consortium or joint offer, presenting the information on a consolidated basis, viewed from the perspective of the interface with the EMA.
30	Can you confirm the approach to be followed, in detail, for each of the other Lots within the tender, where a consortium of companies is jointly bidding for a single lot?	In the instance where a consortium is bidding for one lot only, it will be required: - To complete the Offer Overview Form in the name of the consortium, indicating against each Lot whether it has been applied for (YES) or not (NO). Where the response is yes, then the tenderer should also respond with YES in the column indicating whether or not the offer is made as part of a consortium. - Each company within the consortium should complete the company form and supply the necessary certificates and documents. - One questionnaire, completed on behalf of the consortium, should be submitted in respect of the lot being applied for, together with all necessary annexes and supporting forms. - No further documentation is required in respect of the lots for which no tender is being submitted.
31	File 1/Page 83/Architecture & Products: ERP – Is the existing ERP application running on SAP or is it in the process of being implemented? What is the scope of work in this lot with regard to SAP?	The existing ERP systems comprise a collection of separately developed systems and processes. It is expected that SAP will replace most of these systems, and be required to integrate with others.
32	File 2/Page 182/Lot 8: Operations Support – Can operations support be extended from a different location other than the said EMA premises?	No.

33	File 2/Page 190/Section 8.2.3: Curriculum vitae – « For each of the following profiles enclose one standardized CV (See Section D Forms for Tenderers) for each of six persons proposed to work on the activities in this Lot. Indicate the numbers of the CVs below”. Does this mean that 6 resumes are needed for each profile defined in the standardized format given?	Yes. See response to question 25 above.
34	File 2/Page 187/Section 8.1.10: Project References – Are 3 or more fixed bid references needed for lots where the fixed bid quantum is less? (as in lot 8 or 9)	Yes.
35	File 1/Page 45/Section 3: Description of Profiles – Does the table define the required roles for each lot as identified by EMEA? Can you explain?	Yes. The table describes which profiles are being sought in respect of each of the Lots. Thus, for example, profiles 3.24 and 3.25 are being sought only in respect of Lot 9, while profile 3.01 is relevant to each of Lots 1, 2, 3, 4 and 5.
36	File 1/Page 34/Quality Assurance – Are we referring to the Process consultants mentioned in Lot 10 or the Testers in each project? Does EMEA split the development work?	The reference is to the process consultants in Lot 10. Testers may be from the same contractor as is carrying out the development.
37	General – Is capability by a single vendor offering multiple services or lots a key evaluation factor?	The evaluation criteria are as described in section 2 of Section A. Each Lot is assessed independently, a contractor's suitability being judged in respect of the individual Lot, irrespective of whether he has tendered for other Lots as well.
38	Section D includes 2 models of reference forms – the Project Reference Form and the Business Domain Reference Form. Questions x.1.10 (where x is the lot number) only refers to PRFs. –Should we	The Business Domain Reference form is only required for lots where business domain expertise forms part of the evaluation criteria. This is clearly set out in Table 2 of section 2 of Section A.

	supply the Business Domain Reference Forms? If yes, are they required for some specific lots? Which ones? If yes, should it be in addition to or in place of part of the 13 required PRFs per lot?	
39	Could you confirm that the CV's referenced in the Business Domain section are only the CV's that are indicated in the CV section of the Expertise proposed and that no new CV's can be referenced (section 1.2.4 in Lot 1).	Confirmed
40	Please clarify whether six (6) CVs must be given for each and every profile listed in the table immediately following the first paragraph of section x.2.3 "Curricula Vitae" (where x is the Lot number).	Six CVs are required for each profile. Please see the response to question 25 supra.
41	For the avoidance of any doubt, please clarify whether or not the total number of CVs are: Lot 1: 66 CVs Lot 2: 66 CVs Lot 3: 55 CVs Lot 4: 55 CVs Lot 5: 55 Cvs In case tenderers must provide in total 66	The calculation of the number of CVs is: Lots 1, 2, 3 and 4: 66 CVs each . Lot 5: 84CVs

	CVs for Lot 2 and 55CVs for each and every of Lots 3, 4 and 5, we note that the expected number of annual person-days for Lots 2, 3, 4, and 5 are 330, 330, 415 and 101 respectively. This means that for Lots 2, 3, 4, and there will be equivalent of 1.5, 1.5, 1.89 and 0.46 full-time persons respectively.	The calculation opposite is based on an incorrect premise (see question 25).
42	If the answer to Question no 40 is YES, and given that for Lots 2, 3, 4 and 5 the full-time equivalent of the workload is less than two (2) persons (which, in turn means that 55 CVs is a far too high number), we hereby invite EMEA to reconsider the number of requested CVs and set a new number of CVs per Lot and per profile that is in line with the expected workload and the number of persons likely to work as intra-muros at EMEA.	The number of CVs requested remains unchanged. The reasons for requesting this number of CVs have been stated in response to question 25.
43	The market volume of 101 man-days/year of Lot 5 seems quite small with respect to the one of other Lots (even the highly specialized Lot 9 has 272 man-days/year) and not compatible with the variety of profiles requested (almost all the profiles as in Lot 1). Please confirm the market volume for Lot 5.	The estimate of market volume for Lot 5 is confirmed. Please note that the estimates provided are indicative only.
44	Modern software applications (the subject of Lot 1) contain, to some extent, many	Each assignment will be allocated to a lot, and include a detailed specification. The allocation to lots will be made on the basis of the key differentiators between the lots.

	elements related to Lot 5. How will assignments be distinguished in an unambiguous way?	
45	In some of the lots (e.g. Lot 1, Lot 5) the two figures for Times & Means and Fixed Price do not sum up to 100. Is for example 70/20 for Lot 1 to be interpreted as: Volume of Times & Means requests will be 3.5 times as much as Fixed Price?	The allocation between time and means and fixed price orders is quoted on the basis of a ratio. The interpretation in the question is correct. Please note that the estimates provided are indicative only.
46	Company Form, 1.3.9, Turnover: What is requested? The total turnover of the company or the turnover of services related to each lot applied for? (Note that in the latter case boundaries between some Lots are not always clear).	The turnover requested is for the services that relate to the lot applied for.
47	Lot x Form, 1.1.10, Project References, 'departments, divisions, directorates etc. are regarded as the same customer': European Commission Directorates have diverse missions and business objectives. Different Directorate Generals of the European Commission will be treated as the same customer?	For the purposes of this section, individual European Commission Directorates General should be considered as separate customers.
48	In the ERP lot, Lot 4, what is the ratio of effort needed for deployment and general maintenance - This will impact the structure of the proposed team	The invitation to tender requests information on 11 profiles in connection with this lot. The chosen contractors will be expected to assist the EMEA in implementing the ERP system from zero.
49	What are the ERP modules which are used	See the responses to questions 31 and 48. See also Annex A to section B of the invitation to tender.

	at EMEA - This will impact the structure of the proposed team.	
50	Will all software tools/licenses be provided by EMEA at their premises?	The EMEA will make available the necessary software tools and licences for contractors' use on the EMEA's premises. For work undertaken by the contractor at his own premises, the contractor will need to make available an appropriate environment (see section x.2.22 in the lot questionnaires, where x is the number of the lot where there is a requirement for a specific development infrastructure).
51	For Lot 7 - IS End User Support - please can you advise the standard working hours for the IS End User Support Person, and whether there is any requirement for extended hours / shift work.	Helpdesk cover is required 5 days per week and to cover office hours across the EU. The standard working day will therefore need to accommodate the necessary hours of availability through staggered shift working.
52	Relating to the number of copies hard and soft the require - the words in the doc are:- If you are interested in participating in this tender, please submit a tender in three copies (one original, clearly marked, and two copies) in English with two additional copies on CD or DVD, to the following address: We take this as meaning a total of 5 copies, but would like to check.	The total number of copies to be submitted is five, of which three will be on paper. The remaining two will be electronic, and will be submitted on CD or DVD.
53	In Section B, Paragraph 1.3_ Ordering, the document describes two different kinds of orders: Time and Means orders.	We agree with your description of the difference between Time and means orders, and Fixed Price orders. While Time and Means orders and Fixed Price orders will typically be executed as described, the description does not preclude exceptions to these circumstances. The EMEA will specify the type of order which it feels to be appropriate to the job specified, together with the most appropriate location for its execution. For the case which you propose, and without this being a binding commitment, the

	Typically such orders will be executed on the EMEA premises. Fixed-price orders. Typically such orders will be executed on the Contractor's premises. According to us, Time and Means orders are the ones where the payment is based on consumed days per profile independently from the location where activities are performed. On the other hand, Fixed-price orders are the ones where the payment is based on deliverable/activities independently from the time spent to perform the related activities. So, due to the fact that the IT Supplier Audit will be part of Lot 10 Activities, the question is: how will you consider the IT Audit carried out at Supplier premises by the Quality Assurance Function?	EMEA would usually specify the task as to be undertaken on a fixed price basis.
54	With reference to Section D, Forms for the Tenderers, are the forms listed below applicable to Lot 10? [a]. Project Reference Form [b]. Business Domain Reference Form [c]. Infrastructure Description Form [d]. Software Expertise Form	For Lot 10, as described in the questionnaire in Section C (Questionnaire, Lot 10: Quality Assurance), the Project Reference Form is required (as described in section 10.1.10), the Business Domain Reference Form is not required, an Infrastructure Description Form is required in order to respond to section 10.1.11.3, and Software Expertise Forms are not required.

55	In the parenthesis next to the title of the Infrastructure Description Form of Section D it is stated that this is "page 1 of 2". Nevertheless, there is no "page 2 of 2" following the first page. Can you please clarify? Moreover, is the tenderer allowed to add at the bottom of the Infrastructure Description Form software licenses not listed in the original form?	There is no page 2 of 2 to the Infrastructure Description The tenderer is free to add licenses not listed in the original form.
56	The profile titles contained within the Table in page 43/85 are different from the profile titles described in pages 44-76/85. Specifically, the following differences have been noticed: In the Table in page 43/85 we read: profile 3.05 Developer profile 3.11 Testing Engineer and profile 3.12 Junior Testing Engineer whereas in pages 50/85, 57/85 and 59/85, we read: profile 3.05 Senior Programmer profile 3.11 Testing Manager and profile 3.12 Testing Engineer. Could you please confirm that the later prevails?	The later does prevail.

57	In section B of the Open Invitation to Tender, in subsection 6 "Delivery for both types of orders" on page 17, it is stated that "there may be a need for work to be carried out on the premises of the 42 national competent authorities within the European Union and the European Economic Area, or at the premises of one or more of the Agency's industry partners. The travel and subsistence expenses of those experts will be reimbursed by EMEA or it is expected to be included in our financial proposal as overhead to the presented rates per profile? If the latter applies, could you provide an estimate of the number of man-days that will be consumed per location?	Travel and subsistence expenses are reimbursed by the EMEA as described in Section E, (draft contract), clause I.3.2. The rates per profile do not therefore include any element of overhead to recover such expenses.
58	Table 2 on page 6 of the ITT gives an overview of the criteria with a weighted level of importance. For Lots 7 & 8 there is no weight for criteria 5: "the tenderer's experience in the business domains requested in profiles 3.02, 3.11 and 3.17". This is completely logic as those are not asked in the respective questionnaires for lots 7 & 8. The same logic applies for the 4th criteria: the "tenderer's development infrastructure environment proposed for the offer". Nevertheless, the questionnaires for lots 7 &	Yes. IDFs are required in two separate circumstances according to the lot: In response to section X.1.11.3 for the assessment of technical and professional capacity (see table 1, section A, page 6), and separately, where relevant, in response to section X.2.23 for the technical evaluation (see table 2, section A, page 6)

	8 contains a question related to the IDF form. Is this still logic? Do we have to provide those IDF's?	
59	With reference to Section C, Lot 10 Questionnaire, Par. 10.2.19 Proposal for Service Organisation and Quality Plan, do we have to provide proposals both for Service Organisation and Quality Organisation? This question is due to the fact that Quality and Project Plan is already part of the service provided by us.	Yes.
60	File 2 /257 / Infrastructure form: The Infrastructure description form in file 2 shows only the first page of the total 2 pages. The subsequent (page 258) is showing the heading software expertise form. Is this correct or is there a page 2 for the infrastructure description form?	See response to question 55.
61	File 2 / 33 / E-procurement: 1.2.18.1 "Does the Tenderer have an e-procurement system in place, allowing the electronic order and follow-up of the services as targeted by this Invitation to Tender?" Is the above reference to availability of e-procurement system required for EMEA to procure services from the Tenderer or otherwise? Please clarify.	No.

62	Lot 7: Are multilingual capabilities needed for helpdesk support? If so, what are the languages to be supported?	Not mandatory. The main working language of EMEA is English. However since EMEA is an international organisation with a multilingual environment, knowledge of additional languages would be desirable.
63	Lot 7: Should the IT helpdesk support be extended from the EMEA premises in London or other locations?	The IT Helpdesk should be extended from the EMEA's premises in London.
64	Lot 7: The estimate for resource requirements in Lot 7 is given as 1,675 man/days per year. What is the breakup of this estimate between Technical Writing and Helpdesk support? Can you provide this information?	See the answer to question 22.
65	With reference to the CV format and taking into consideration that my Company is answering to Lot 10 requirements, how we have to fill in the field " <i>Date IT career started</i> " for Quality Consultant profiles? And, what is the meaning of the field " <i>Date Available</i> "?	Re "Date IT career started": This should be filled in with the date, or where there has been no IT career as such, marked "N/A" for not applicable. Re "Date available": It is assumed that individuals proposed will not necessarily be available immediately that a contract is awarded, being committed on other projects. The date available refers therefore to the first date on which that individual can be allocated to an EMEA assignment, in the event that the tenderer is awarded a contract
66	Due to the lateness of us registering for this and the fact that these projects are areas whereby we feel that we can add real value to EMEA through both our own services and those of our partners. I would like to formally request that an extension to the close date of the 3rd November be granted in order that we can provide a meaningful and coherent response to what is a very in depth document.	No extension to the deadline will be granted
67	For Question 1.2.10 within the company form, is it sufficient to answer YES and for	The EMEA expects a simple YES to be placed in this field. Responsibility for the statement is taken by the tendering organisation, represented by the persons named in sections 1.1.9 and 1.1.10

	a senior person within the company to sign and date this, or is something else required? What is the EMEA expecting as a response to this question?	
68	Is this tender is open for international bidders as well?	The requirements for participation by international bidders are described in paragraph 4.8 on page 13 of Section A of the tender documents.
69	A question regarding the Reference documents to be annexed to the Lot Questionnaires. Our company and our subcontractor have several documents that describe the Methodology for Project Management, the Guidance on Quality Plan, the Guideline for PM, the Guide for Training and Test Plan, BUT all of these documents are in [the native language]. We have not time for proceeding with a complete translation in English. Does the EMEA accept a reference to a document in [a language other than English], eventually to deliver later, if requested? In our reply my idea is to refer the Docs and eventually provide a Table of Contents. Is it acceptable for you?	It is acceptable to refer to the documents noted that are drawn up in a language other than English, provided that a) the referenced documents in that language are provided with the submission submitted within the deadline; and b) a translation is provided within three weeks of the closing date of the tender.
70	Where a consortium is made up from companies from different EU member states can references and other documentation be submitted in official European languages other than English?	Yes.

71	Do you seek to have a sole supplier for all the lots in the above referenced tender invitation, if not, is it acceptable to bid for a single lot e.g. lot 10 Quality Assurance, and if so would that been seen in a negative light.	There is no negative connotation to bidding for a single lot. See also the answer to questions 32 and 39.
72	Lot 7: Could EMEA provide a service description of a typical fixed price and T & M requirement i.e. EMEA require 10 staff to work intra muros or extra muros to do what exactly. (Sit on a help desk and provide desktop services, conduct a security review, carry out a firmware upgrade). We would like to understand the detail of a typical engagement.	No. The tender is for profiles, and the nature of each engagement will be described when requests are made under the framework contracts.
73	Lot 1: Do EMEA envisage this lot going to one 3 rd party in its entirety?	No. The tender explicitly states that “For each lot, European Medicines Agency, hereinafter referred to as EMEA, intends to sign multiple, cascading framework contracts.” (Section A – Introduction)
74	Are experience and multi-lingual absolutes, does not meeting them mean we are excluded?	Experience and multi-lingual capacity are not absolutes i.e. not meeting all the criteria does not constitute a reason for exclusion. The extent to which the stated requirements are met will clearly be assessed during the evaluation.
75	Does one person adopting two roles exclude us?	In completing the questionnaires, the following is clearly stated: “ <i>Count ad individual person in one profile only</i> ”.
76	If we lack of direct experience in some of the specified domains are we excluded?	If by domain, you mean lot, then no (see answers to other questions). If the experience is in a domain within a lot , then no, but be aware that this is an open, competitive tender.
77	A final question is if the deadline is likely to be extended?	No.
78	A further clarification regarding an apparent contradiction between the Answers 29 and 30 and the instruction on how complete the Company Form where	

	the following text is reported: ' Where a subcontractor is used, a Company Form must be completed for each subcontractor as indicated above. However, for subcontractors, the questions relating to the technical capacity (the first section) in each lot in respect of which a tender is submitted DO NOT need to be completed'. And the other sections? Summarizing: In case of joint offer (with a main contractor and one (or more) subcontractor(s)) , we intend that only a SINGLE Questionnaire related to a LOT must be completed in a consolidated form . Could you please confirm it?	Yes.
79	Do you accept copy of the offer printed in Duplex print?	Yes.

80	We suppose we will have an envelope “Common Part” for the cover letter, offer review form and all administrative annexes?	This approach is acceptable.
81	Is it possible to extend the use of the labelling demanded on page 11/85 of section A and mention a reference to a common part. Resulting in numbered envelopes: Lot Number 1 Lot Number 2 Lot Number 1 and 2 (common information) Should you approve this request, could you please have a recommendation send out. Should you forbid this request, it is our understanding that we deliver the common parts of the tender twice (double copy), can you confirm this?	This approach is also acceptable.
82	For the experience required for profile 3.07 User Interface Specialist, it is specified: “Minimum 5 years experience in this or a related field”. Could you please specify if this is in the related technology LOT domain or if it is in the pharmaceutical field?	It is in the related technology Lot domain.
83	As our headquarters are located outside of the UK, would we need to show our social security contributions for that country as well?	The relevant information should be supplied for the legal entity making the bid.

84	POINT FOR INFORMATION:	The EMEA is closed for a holiday on Monday 1 and Tuesday 2 November. The mail room will be manned on Tuesday 2 November for the receipt of mail and courier deliveries. Normal working will resume on Wednesday 3 November. These days are not a UK holiday and national mail and courier services will be operating normally.
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Document History

Version	Who	When	What
0.1	TB	26/09/2004	Initial draft (Questions 1 – 17)
1.0	SEA	27/09/2004	First draft - LoQ for publication – format changes
1.1	SEA	27/09/2004	First LoQ for publication – addition of question and answer
2.0	SEA	27/09/2004	First LoQ for publication
2.1	SEA	30/09/2004	First LoQ for publication – minor changes
2.2	SEA	30/09/2004	First LoQ for publication – minor changes
2.3	TB	07/10/2004	New questions (19 – 24) collected for 2 nd LoQ publication – initial draft
2.4	TB	11/10/2004	2 nd LoQ publication following Contract Management review
2.5	SEA	12/10/2004	Editorial changes
2.6	TB	13/10/2004	New questions (25 - 27) collected for 3 rd LoQ publication – initial draft – reviewed and published
2.7	TB/SEA	18/10/2004	New questions (28 - 38) collected for 4 th LoQ publication – initial draft
2.8	SEA	18/10/2004	Editorial amendments in preparation for publication
2.9	TB	25/10/2004	New questions (39 – 68) collected for 5 th publication
2.10	SEA	25/10/2004	Editorial amendments in preparation for publication
2.11	SEA	25/10/2004	Further editorial amendments in preparation for publication
2.12	SEA	25/10/2004	LoQ for publication
2.13	SEA	25/10/2004	Correction of typographical error
2.14	SEA	29/10/2004	New questions (68-84) collected and edited for 6 th publication.