



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

12 June 2013
EMA/352562/2013

Questions and answers relating to Open Procedure – EMA 2012-37-ED Online Strategy and Interface Design

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Questions and answers

No.	Question	Answer
1	with regard to your open invitation to tender (No. EMA 2012-37-ED) namely "Online Strategy and Interface Design" I would like to pose a question for the purpose of clarifying the nature of the contract. In the Technical Specifications it is stated that the place of performance for all deliverables is London. Does that mean, that the proposed consultants, experts and designers have to work on-site during the whole implementation period? Or is it permitted that the work (such as designs, development of prototypes etc.) is also performed at the contractor's premises?	The supplier will be expected to visit the London premises of the EMA at the start of specific projects for initial briefings and for any user research which needs to be done with EMA staff at its London offices as part of specific projects. Therefore consultants, experts and designers do not have to work on-site during the whole implementation period of the framework contract.
2	Could you please clarify the following: In the description of the activities (pages 7-10) associated with the given tender (Online strategy and interface design — EMA/2012/37/ED) the place of execution of the identified service is London. Do you expect therefore that the place of performance of the tasks shall be in London at the EMA offices (Intra-Muros) or at the Contractor's premises (Extra-Muros) regardless of where these might be located in Europe.	The supplier will be expected to visit the London premises of the EMA at the start of specific projects for initial briefings and for any user research which needs to be done with EMA staff at its London offices as part of specific projects. Therefore consultants, experts and designers do not have to work on-site during the whole implementation period of the framework contract.
3	Within the technical Specification document you refer to the 'place and execution of services' as 'London', does this mean that you require the 'anticipated resources' to be located at your premises for the duration of the contract i.e. the allotted number of days for each 'allocated resource'?	The supplier will be expected to visit the London premises of the EMA at the start of specific projects for initial briefings and for any user research which needs to be done with EMA staff at its London offices as part of specific projects. Therefore consultants, experts and designers do not have to work on-site during the whole implementation period of the framework contract.
4	To the best of our understanding the electronic version downloaded is	Your understanding is correct. The documents available

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	considered to be the only official one and no paper version and/or additional CD-ROM is dispatched for this call.	electronically are the only official ones and no other paper version or additional CD-ROM will be dispatched.
5	In the Technical Specifications it is stated that the place of performance for all deliverables is London. Does that mean, that the proposed consultants, experts and designers have to work on-site during the whole implementation period? Or is it permitted that the work (such as designs, development of prototypes etc.) is also performed at the contractor's premises?	The supplier will be expected to visit the London premises of the EMA at the start of specific projects for initial briefings and for any user research which needs to be done with EMA staff at its London offices as part of specific projects. Therefore consultants, experts and designers do not have to work on-site during the whole implementation period of the framework contract.

Document history

Version	Who	When	What
1.1	CAW	11.06.2013	Questions 1 to 5 – Sent to C&P for review
1.2	CAW	12.06.2013	Reviewed by C&P and sent for publication