



EUROPEAN MEDICINES AGENCY  
SCIENCE MEDICINES HEALTH

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## Questions and answers relating to Open tender – EMA/2011/48/HR for Provision of training courses for EMA staff (Lot 1-6)

### Table of contents

|                                    |           |
|------------------------------------|-----------|
| <b>Questions and answers .....</b> | <b>2</b>  |
| <b>Document history .....</b>      | <b>10</b> |



## Questions and answers

| No. | Question                                                                                                                                                                                                                                    | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Can I tender for any particular training course(s) within a specific Lot?                                                                                                                                                                   | No, it is only possible to tender for one or several Lots, which includes all training courses listed under each specific Lot                                                                                                                                                                                                                                                                                                              |
| 2   | Can we only tender for the e-learning courses elements only within Lots 1-6?                                                                                                                                                                | No, it is only possible to tender for the e-learning part, when tendering for Lot(s), it must cover both parts (face-to-face training courses and e-learning)                                                                                                                                                                                                                                                                              |
| 3   | Is it essential that a provider is able to offer public courses and provide a public course catalogue?                                                                                                                                      | Yes, tenderers must offer open courses to enable EMA participant to join a session open to the public. The public courses must take a place in London (zone 1-6). Tenderers must provide a catalogue of public courses for 2011. The location of the public courses should be listed in the catalogue. This is mandatory to all lots.                                                                                                      |
| 4   | Selection criteria – section 14<br><br>Do we need to provide a statement on subcontractors if we are not sending an offer within a consortium?                                                                                              | If tenderer is not sending an offer within a consortium however use of sub-contractors is envisaged, a statement of the tenderer's policy on the use of sub-contractors must be submitted.                                                                                                                                                                                                                                                 |
| 5   | Award criteria – section 15 – Course content, methodology, training delivery:<br><br>Do we have to provide the required information for all courses listed in the lots description, or only for the courses mentioned in the costing sheet? | To enable us to evaluate and award points as indicated in section 15 - the course content, methodology and training delivery, tenderers are required to submit <u>documentation related to each title (training course) listed per lot</u> i.e. topics covered in each course, course duration, methodology and training material. The courses indicated in the costing sheets are scenarios for the purpose of evaluation of prices only. |

| No. | Question                                                                                                                                                                                                                                                 | Answer                                                                                                                                                                                                                                         |
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| 6   | <p>Section 3.2. Lot 4</p> <p>Please could you clarify the language course terms? You have stated that the first term will run from January to June. What will be the dates for the second term?</p>                                                      | <p>The language courses will have two terms from January to June. This period includes both terms.</p> <p>(p. 6 of Technical Specifications)</p>                                                                                               |
| 7   | <p>Section 3.2. Lot 4</p> <p>Are 1 or 2 exams to be taken per year? If so when will the second wave of exams take place?</p>                                                                                                                             | <p>There is one exam period per year in early July.</p> <p>(p. 6 of Technical Specifications)</p>                                                                                                                                              |
| 8   | <p>Section 3.2. Lot 4</p> <p>Does the Agency only require one attendance sheet for the whole term, or are monthly attendance sheets required throughout the term?</p>                                                                                    | <p>The attendance sheet could be sent to the Agency per terms, including all attendance in the term.</p>                                                                                                                                       |
| 9   | <p>Section 15.2. Lot 4</p> <p>Under the award criteria you ask for the price of public courses per delegate – we were under the impression that all training would take place at EMEA premises? Would you accept public virtual lesson alternatives?</p> | <p>Training courses will take place at the Agency's premises. However, external training courses might be attended by a small number of staff occasionally; therefore the price of public courses is considered as part of award criteria.</p> |
| 10  | <p>Section 15.2.1. Lot 4</p> <p>Does the Agency want examples of exam content? If so for how many languages and levels?</p>                                                                                                                              | <p>Yes. Please provide a copy of a level 6 exam paper for Spanish or French (max. 5-6 pages)</p> <p>(p. 21 of Technical Specifications)</p>                                                                                                    |
| 11  | <p>Section 15.2.2. Lot 4</p> <p>Are tenderers required to submit a contents list for every level and every language currently taught, or will you accept an example of one language?</p>                                                                 | <p>Yes, tenderers are requested to submit a contents list (max. half page per course) for every level and for the language taught. An example of one language will not be satisfactory.</p> <p>(p 21 of Technical Specification)</p>           |

| No. | Question                                                                                                                                                                                                                       | Answer                                                                                                                                                                                                                                                                                                                                                               |
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| 12  | Section 15.2.2. Lot 4<br><br>How many examples of materials would you require? Which languages and how many levels?                                                                                                            | There is no specific request for any language or level. The sample training materials however should be representative for the languages and levels, and should be maximum 5 pages in total.                                                                                                                                                                         |
| 13  | The tender requires a £500,000 turnover per year to be proven. Would it be possible to request that this be reviewed, this was not a requirement the previous time that this was tendered for?                                 | There is no possibility to change the minimum turnover in this tender procedure. The Agency sets the minimum turnover in line with the volume of services requested and this is not based on any previous tender procedure. The purpose of the minimum turnover is to ensure that tenderers have sufficient economic and financial capacity to perform the contract. |
| 14  | Is E-learning a requirement for each section? Some of the lots do not appear to require E-learning and most training providers do not provide both. This will exclude providers who can offer the best value for the training. | E-learning is a requirement for Lot 1, 2, 3, 5 and 6. Tenderers might use subcontractors or operate as a consortium to be able to provide all services.                                                                                                                                                                                                              |
| 15  | Are we able to combine some of the topics requested into 1 course or would you wish each topic to be run as a separate course?                                                                                                 | The full range of courses specified in each lot must be provided.<br><br>It is possible to combine topics within a course. In this case however, tenderers must also be able to provide a separate course on the topic.                                                                                                                                              |
| 16  | If we are unable to run a particular course for a one of the topics within a lot, would that disqualify us from applying for it?                                                                                               | The full range of courses specified in each lot must be provided.<br><br>(p. 5 of Technical Specifications)                                                                                                                                                                                                                                                          |
| 17  | Will the agency host the e-learning modules for Lot 1 on its own Learning Management System (LMS) or is it required for the vendor to host e-learning modules on its LMS for agency staff to access?                           | The Agency does not have its own Learning Management System, the e-learning courses should be hosted on the provider's system.                                                                                                                                                                                                                                       |
| 18  | Since we are applying for several lots, do we need to provide the administrative documents as many as we submit offers or can we provide                                                                                       | One set of administrative documents is acceptable for several lots.                                                                                                                                                                                                                                                                                                  |

| No. | Question                                                                                                                                                                                                                                                                                            | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|     | just one set?                                                                                                                                                                                                                                                                                       | The lot specific documents should be clearly labelled by lots.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 19  | In the selection criteria, it is mentioned to provide the 2011 catalogue. Do you confirm or can we submit the 2012?                                                                                                                                                                                 | The technical specifications asked for the current catalogue when the tender was published (2011). The main purpose of the catalogue is to show the full list of training courses of tenderers. If the 2012 catalogue shows the full range it could be submitted instead.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 20  | In the award criteria it is required to provide: 'provide detailed summary description of e-learning courses to enable the evaluation of the quality of the courses (maximum 2 page)'. In order to illustrate the quality of our e-learning modules is it possible to provide demos of this EL?     | No, demos are not possible as these were not foreseen in the technical specifications. The detailed summary description of e-learning courses (maximum 2 pages) is required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 21  | We do not currently offer any e-learning courses so cannot submit a catalogue, as requested. However, we are in the process of developing courses (to meet the requirements). The courses will not be finalised in time for the submission deadline; does this mean that we cannot submit a tender? | <p>The e-learning catalogue must be provided for lots 1, 2, 3, 5 and 6 (p. 5 of Technical Specifications). As the e-learning catalogue is part of the selection criteria, tenderers without an e-learning catalogue will not enter into the evaluation of the award criteria (p. 14 of Technical Specifications). The purpose of the e-learning catalogue is for the evaluation committee to see what courses the tenderer can offer. Any future development cannot be taken into account.</p> <p>It is possible however, to submit a tender in consortium or using sub-contractors who already has developed an e-learning catalogue. Please see the requirements in the Technical Specifications.</p> |
| 22  | Could specify what information a catalogue of public courses should contain (page 14)? Would you require syllabi or simple list of topics or topics with                                                                                                                                            | The document should be as detailed as possible for the evaluation committee to see the content of courses. It could be a simple list                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| No. | Question                                                                                                                                                                                                                                    | Answer                                                                                                                                                                                                                                                                        |
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|     | language functions and grammar?                                                                                                                                                                                                             | of topics or more detailed syllabi. Language functions and grammar could also be included. The length of the document however should be respected as it is specified in the Technical Specifications.                                                                         |
| 23  | It is not clear if, as suppliers of software training, we are required to provide laptops. There is a general statement 'technical equipment to support training courses is available at the agency'. Does this include computer equipment? | Yes, it includes computer equipment. The tenderer is not responsible for technical equipment.<br><br>(p. 6 of Technical Specifications)                                                                                                                                       |
| 24  | I would be grateful if you could clarify whether the content list of topics (page 18) is required only for this service or you would like us to include this information in the catalogue of our public courses as well (page 14).          | The content list is not mandatory for the catalogue of public courses. The catalogue however should list all courses (titles) and their location.                                                                                                                             |
| 25  | We would like to know whether it is possible to present (provided that the trainer has the skills) the same CV in different lots. In that case, do we need to present the same CV in each offer?                                            | Yes, it is possible to submit the same CVs for different lots, if the trainer has the skills in the requested areas. Please provide lot specific documentations per lot (in this case present the same CVs in each presentation) as each lot will be evaluated separately.    |
| 26  | Can we present a recap of the different CVs / profiles for the whole lots and again, do we need to make a presentation / lot                                                                                                                | Please present lot specification information/documentation per lot, clearly labelling the documents per lot. Documents which are not lot specific (administrative documents) can be submitted as one set for several lots.                                                    |
| 27  | For Scenario B you ask for a price of course adaptation. Does this mean that EMA will order courses only if there is adaptation and not full customisation? What if we need to design a complete course?                                    | The scenarios are indicative only for price comparison purposes. It does not cover the full range of services required (and they are not binding on the Agency as a future purchase). Please attach a full price list of all services. For the price evaluation however, only |

| No. | Question                                                                                                                                                                                                                                                                                                                                                    | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|     |                                                                                                                                                                                                                                                                                                                                                             | the price of course adaptation will be considered.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 28  | How can we charge the delivery of a bespoke course? e.g. how will you evaluate the price for the delivery of a 2 days bespoke course ? Is this included in the adaptation?                                                                                                                                                                                  | The charge of training delivery will be based on your attached price list. The scenarios are only for price comparison purposes, they do not cover the full range.                                                                                                                                                                                                                                                                                                                                                                                    |
| 29  | Can you give me an indication of contract value for the above opportunity with the EMA?                                                                                                                                                                                                                                                                     | <p>The estimated contract value is stated by number of training days rather than financial figures in the Technical Specifications. The overall contract value should be calculated by the number of training days multiplied by tenderer's prices. Tenders will be evaluated both by qualitative criteria, price and their offer will be compared to find the most economically advantageous one.</p> <p>(p. 10 of Technical Specifications)</p>                                                                                                     |
| 30  | It states that EMA operates a level system from 0-6 which aligns to the CEFR. Can I confirm how the levels align? A CEFR chart is provided in the Annex but it doesn't show EMA's levels against it.                                                                                                                                                        | <p>The updated Technical Specifications contains the requested information.</p> <p>(p. 35-38 of Technical Specifications)</p>                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 31  | <p>What if we don't provide a specific course mentioned in your costing sheet? Should we mention that we don't deliver the course?</p> <p>Should we indicate another approaching course title (if we have it)? Should we provide the price list for each lot or should it remain as it is with all the lots and related grids (one offer for all lots)?</p> | <p>The costing sheet includes sample courses which are parts and listed of the lot descriptions. The full range of courses specified in each lot <u>must be</u> provided (see p. 5 of Technical Specifications).</p> <p>It could happen however that a course covers the content but offered with a slightly different title. If that is the case, please indicate and link it clearly to the attached content list of topics of the course. If the course is identifiable and the content is similar, the committee will be able to evaluate it.</p> |

| No. | Question                                                                                                                                                                                                                                                                                                                                                                                                                        | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|     |                                                                                                                                                                                                                                                                                                                                                                                                                                 | Please separate the documents to each lot and submit lot specific documentations per lot as each lot will be evaluated separately.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 32  | With regards to the costing sheet, bidders are asked to attach a price list which shows the “full offer of standard courses with their duration and prices” while the scenarios that are to be priced against are only based on a small number of the topics for each lot. Could you confirm whether we are supposed to provide pricing for all courses required for each lot, or only those courses outlined in each scenario? | Please fill in the table in the scenario with the prices for those courses as the scenario will be used for price comparison purposes. Also, please attach a full list of courses as this attachment will be used as an annex to the future contract. Services can only be requested according to the contract (i.e. if the list is only partial and not full, some services cannot be requested later on).                                                                                                                                             |
| 33  | <p>In Annex 1 – Costing sheet, page 2 : what does ‘<i>Scenario B – Lot 1 - Please attach a price list which shows the full offer of bespoke courses with the duration of each course adaptation</i>’ refer to exactly?</p> <p>Is this related to eLearning courses only? You seem to ask for all bespoke courses to be listed..... do you actually want a full list of our developed courses that can be adapted?</p>           | <p>No, it does not refer to e-learning. It refers to training courses the provider has to change or develop to the Agency. The price in scenario B is for course development. The price should be per day for the full development of a training course (including writing a training material.</p> <p>Please fill in the table in the scenario and attach a full list as the scenario is for price comparison and the full list will be an annex to contract and will be used as requesting service. (Pls. see the reply to the previous question)</p> |
| 34  | <p>Costing sheet- B for LOT 4</p> <p><u>Price scenario A:</u></p> <p>Could you please let us know if, when attaching a price list which shows courses <b>in other EU languages</b>, we should assume that the minimum</p>                                                                                                                                                                                                       | In the attached price list you can either indicate the price per hour or price per course (in the latter case please also indicate the number of hours of the course).                                                                                                                                                                                                                                                                                                                                                                                  |

| No. | Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Answer                                                                                                                                                                                                    |
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|     | <p>hours requested for all other EU languages will be 56 hours? Or do you want us to include a price per hour for courses lasting less than 56 hours?</p> <p><u>Price scenario B: Exam fees</u></p> <p>When working on the exam price list for <b>other EU languages</b>, should we work on the basis that a minimum of 5 exams a year will be required (as per the table for English, French, Italian, German and Spanish)? Or should we provide also a price list for cases where less than 5 exams a year would be needed?</p> | <p>No, there might not necessarily be 5 exams per year for other EU languages. It could be only one or two, therefore, please provide us with a price list which shows both options.</p>                  |
| 35  | <p>In section 2 (award criteria):</p> <p>Point a it is required to provide "a representative selection of training material used by the trainer"</p> <p>Where as in point c, it is required to provide "copies of sample material distributed to course participants".</p> <p>What is the difference between these two samples?</p>                                                                                                                                                                                               | <p>Point a is asking for material the trainer is using while delivering the course (trainer manual) while point c refers to materials, hand-outs, etc, participants receive during a training course.</p> |
| 36  | <p>Within Scenario A: are you asking for the price of our open courses published in our catalogue or are you asking for a standard course (without any adaptation from our side)? (we have standard courses that are not necessarily in our open courses catalogue) The price you want is the price / participant (which is usually what we have in our catalogue for our open courses) or the price of the course with 12 participants?</p>                                                                                      | <p>Scenario A refers to a standard course at the Agency's premises without any adaptation and the price should be for 12 participants. Scenario C refers to the open courses of tenderer.</p>             |

## Document history

| Version | Who               | When       | What              |
|---------|-------------------|------------|-------------------|
| 0.1     | Valerie Fabry     | 12/01/2012 | Questions 1 and 2 |
| 0.2     | Monika Halinarova | 13/01/2012 | Question 3, 4 & 5 |
| 0.3     | Mercedes Birck    | 18/01/2012 | Question 6-16     |
| 0.4     | Mercedes Birck    | 25/01/2012 | Question 17-20    |
| 0.5     | Mercedes Birck    | 31/01/2012 | Question 21-22    |
| 0.6     | Mercedes Birck    | 01/02/2012 | Question 23-26    |
| 0.7     | Mercedes Birck    | 09/02/2012 | Question 27-29    |
| 0.8     | Mercedes Birck    | 14/02/2012 | Question 30       |
| 0.9     | Mercedes Birck    | 14/02/2012 | Question 31       |
| 0.10    | Mercedes Birck    | 20/02/2012 | Question 32-36    |