



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

20 November 2013
EMA/645559/2013

Questions and answers relating to open tender procedure EMA/2013/06/PD – Document Delivery Services

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Questions and answers

No.	Question	Answer
1	“... Can you please help with the following questions: Please can we have details of the current supplier? Please clarify how many orders are placed per annum and the method of ordering? Are the orders chargeable? What is the mix of orders electronic/hard copy? How are they despatched? ...”	The Agency currently places orders via the British Library online Document Supply Services. Depending on the requirements of the Agency, an estimated average of 350 titles may be ordered per annum. All orders are invoiced monthly. As per the ITT specifications, all orders are for electronic documents placed and delivered through an online solution.
2	“... We would be grateful if you could answer the following clarification questions in relation to the Technical Specifications for the ITT for Document Delivery Services – Ref: EMA/2013/06/PD: 1. Section 14. Selection criteria: technical and professional capacity – Evidence required – page 10, last bullet point: Sample documents The request for sample documents states that these should be provided ‘in electronic format only’. Please confirm how you wish to receive these or whether the sample documents should be presented on the same CD-ROM referred to in Section 2 of the invitation letter. 2. Annex II – Costing Sheet – Table IIB Services: Copyright fees. As Copyright fees vary depending upon the required publication and publisher, we are unable to put a fixed price in the table. We are able to advise on the range of prices publishers charge. Please confirm if we are able to present this information differently. ...”	1. As per the invitation letter, any financial element (including costing sheet) must be submitted in separate binders or folders and on separate CD-ROM, which must be clearly labelled. Information relating to this element should be given nowhere else in the tender. Any other documents, e.g. sample documents, should be presented on a separate CD-ROM. 2. Tenderers should not give ranges of prices; if they do so the highest price shall be taken for evaluation purposes.

No.	Question	Answer
3	Please can you provide the contact name(s) and email address or addresses that we should use for the purpose of providing the 4 week trial as requested under 15.2 Criteria B – Accessibility, performance and user friendliness .	Contact for the trial: Library_Procurement@ema.europa.eu For IP access please use: IP 195.144.18.254. Please also refer to Annex I – Criteria B.
4	We would be grateful if you can answer the following clarification question regarding the completion of the Costing Sheet. - Please can you confirm that for Table II-A, we should include the service cost for each article for the stipulated delivery time but exclusive of the copyright fee. - Please can you confirm that for Table II-B – Item 1 & 2, we should include the total cost for each type of delivery according to stipulated delivery times listed in Table II-A for the 10 articles i.e. total cost for 5 articles to be supplied standard delivery should be entered under Item 1 & the total cost for 5 articles to be supplied urgent delivery should be entered under Item 2. Alternatively, should we enter the cost per article for standard delivery under Item 1 and the cost per article for urgent delivery under Item 2. - Please can you confirm that for Table II-B - Item 4: Copyright fees we should include the total Copyright Fee charge for the 10 sample titles listed in Table II-A. We appreciate this is not easy to explain in an email, so should any of the above not be entirely clear, would it be possible to arrange a quick telephone call to ensure our understanding?	- As explained in the introductory text of Annex II of the Technical Specifications, "... <i>Document Supplier's cost must include all copyright and delivery costs...</i>" for each of the sample articles. - The costs to be included in Table II-B are the Document Supplier's specific fees for each of the services as listed. - Same as for answer to question 2 above. Contacts between the Agency and tenderers are strictly limited to questions submitted in writing, as set out in point 7 of the invitation to tender letter.
5	Thank you for your quick response to our clarification questions. We are still unsure of what pricing is required for Table II-B and would appreciate clear guidance on what pricing you are expecting. It would be helpful if you can answer 'Yes' or 'No' to the scenarios described	Please see responses below:

No.	Question	Answer
	below:	
	1. Should the values entered into Table II-B 1-5 equal the sum of the Supplier Cost figures entered into Table II- A?	NO
	i.e. if the total copyright cost of supplying all 10 articles from Table A = £x - this is the value you require in Table II-B item 4. Please confirm Y/N.	NO
	OR	
	2. Should the values entered into Table II-B represent the standard charge per document for services offered? Please confirm Y/N.	YES
	If the answer is yes, please clarify what figure you are expecting to be entered in item 4, as Copyright fees vary depending upon the required publication and publisher?	Highest fee that can be expected

Document history

Version	Who	When	What
0.1	Beatrice Fayl	21/10/2013	Question 1
0.2	Beatrice Fayl	30/10/2013	Question 2
0.3	Beatrice Fayl	13/11/2013	Question 3
0.4	Beatrice Fayl	19/11/2013	Question 4
0.5	Beatrice Fayl	20/11/2013	Question 5