



European Medicines Agency
Administration

Questions and answers relating to the Open Tender procedure EMEA/2008/62/P&B

This list contains all questions that were put to the EMEA by 16 May 2008 10am regarding the above mentioned tender procedure and the according answers.
Please note that an updated version will be published on 3/06/2008 provided that the EMEA will receive further questions.

No	Questions	Answers
1	Invoices : is it monthly invoices?	We accept monthly invoices or invoices per term of the academic year.
2	Exams : you mentioned in your Technical Specification that EMEA staff will have to sit an exam. Could you please clarify what you mean by "exam"? Your learners could sit internationally recognised exams awarded by the French government such as the DELF / DALF or an internal end-of-course exam based on the European Framework. Could you please let me know which you think would be the most appropriate for EMEA staff?	For the definition of an "exam", please see point 3.4 of the Technical specifications. Language classes (and exams) must be in line with the CEFR framework. Annex II of the tender specifications provides a detailed description of these levels. These levels cannot be substituted by any other recognised exams. Please also note that the EMEA requires one and the same tenderer to provide language courses and exams in all official EU languages as of contract start (see tender specifications point 3).
3	Section 16.2.a. Are tenderers required to submit a content list for every level and every language currently taught (so 6 levels x 9 languages = 54 lists)?	No. We would like a content list per level for one language, i.e. <u>seven</u> contents lists (levels 0-6)
4	Section 16.2.a. Does the limit of 5 pages of representative training material mean 5 pages per course (as above), or 5 pages for all courses in total?	The tender specifications state: "selection of training material used by the trainer maximum 5 pages for all courses" meaning 5 pages in total.
5	Section 16.2.c. How does the training material requested in this point differ from the material required at point 16.2.a?	16.2.a. states that we require a <u>list</u> of topics covered, 16.2.c. refers to a <u>description</u> of training material ; 16.2.a. states that we require a representative selection of training material used by the <u>trainer</u> , 16.2.c. refers to a "description and copies of sample training material <u>distributed to course participants</u> " meaning that there might be a difference in the material the trainer uses in a course and the material he/she actual distributes
6	In your Technical Specification for Open Invitation to Tender, you mentioned that "the Tenderer is expected to provide language courses and exams in all official EU languages". Could you please clarify if it is suitable to provide courses in French only?	The tender specifications state under point 3 (subject of the tender): "The tenderer is expected to provide language courses and exams from level 0 to level 6 in line with the CEFR framework in all official EU languages as of the contract start (1 September 2008) . Failure to provide a signed statement confirming that the tenderer is able to provide language courses and exams from level 0 to level 6 in line with the CEFR framework in all official EU languages as of the contract start (1 September 2008) will exclude the tenderer from the tender." This is an absolute requirement and tenderers who cannot provide us with courses and exams in all official EU languages will be excluded.

7	It is unclear to us whether we might be able to apply for the English language provision separately - or not. Your clarification here would help us decide whether to put in a bid, or not.	The tender specifications state under point 3 (subject of the tender): "The tenderer is expected to provide language courses and exams from level 0 to level 6 in line with the CEFR framework in all official EU languages as of the contract start (1 September 2008) . Failure to provide a signed statement confirming that the tenderer is able to provide language courses and exams from level 0 to level 6 in line with the CEFR framework in all official EU languages as of the contract start (1 September 2008) will exclude the tenderer from the tender." This is an absolute requirement and tenderers who cannot provide us with courses and exams in all official EU languages will be excluded.
8	I understand from the tender that you require that suppliers be able to train in all languages. My questions are subsequently : Would you be prepared to receive a tender reply which caters for just part of the overall requirement? Have you considered blended learning?	The tender specifications state under point 3 (subject of the tender): "The tenderer is expected to provide language courses and exams from level 0 to level 6 in line with the CEFR framework in all official EU languages as of the contract start (1 September 2008) . Failure to provide a signed statement confirming that the tenderer is able to provide language courses and exams from level 0 to level 6 in line with the CEFR framework in all official EU languages as of the contract start (1 September 2008) will exclude the tenderer from the tender." This is an absolute requirement and tenderers who cannot provide us with courses and exams in all official EU languages will be excluded. The tender specifications also state under 3.1 that "all language courses and exams have to take place in the EMEA office building in Canary Wharf". This excludes e-learning solutions.
9	The EU recommendations for length of language courses at any level is around 60 hours. Given the number of weekly hours requested by EMEA in the tender document, level 0: 2.5 hrs, level 1 to 5: 2hrs, level 6: 1 hr, what is your expected length of course per level, especially at level 6, as the course could not be covered in one academic year?	The language classes are organised in academic years (split into three terms), please see the schedule for the current academic year below: Language classes academic year 2007-2008 : 1 st term: 17 September 2007 - 7 December 2007 , 2 nd term: 7 January 2007– 14 March 2008 , 3 rd term: 25 March 2008- 11 July 2008. Exams 2008 : The exams at the end of the academic year will be held between 14 and 25 July 2008 . Any changes to this format (i.e. longer classes) can be discussed with the successful tenderer.

Document history

Version	Who	When	What
1.0	BB/LT	16/05/2008	Initial document