
Questions and Answers relating to PQQ – EMEA-2008-39-IT-PM

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Questions and answers

No.	Question	Answer
1	Will the "IT Network" include wide area network services to the different countries where you operate? I would be interested to know more about the existing WAN in operation	Yes, the IT Network will include wide area network services. Details can only be provided in the second phase of the procurement procedure when a full technical specification will be issued to those companies shortlisted at the end of the pre-qualification phase.
2	Can you provide more details about what the strategic purpose of the framework is? What is the scope of work that may be offered under the framework?	See the answer to Q 1
3	How is it envisaged that the framework will be used? For example, will it be project based, contract based etc.	Orders under the framework contract will take the form of specific contracts. Further details can be obtained from EMEA's "Guidebook for Tenderers" which can be downloaded from the EMEA website (Calls for Tender section) at www.emea.europa.eu
4	What is the anticipated size of the work that will be contracted using the framework? What are the anticipated numbers required for the projects and how many projects may be expected to be run concurrently?	See the answer to Q 1
5	Are you planning to test the correct setup, implementation and configuration of the infrastructure, before the delivery of your project ?	See the answer to Q1 regarding the technical specification.
6	Do you think that our experience could help you out for the correct and secure delivery of this tender?	The purpose of the pre-qualification questionnaire is to enable EMEA to assess the experience and capabilities of companies to undertake this contract. The responses to the PQQ will be evaluated and a short list will be drawn up. An invitation to submit a bid and a full technical specification will then be sent to those companies on the shortlist only. Those who do not make the shortlist will be advised by letter.
7	Would it be possible to get a bit more information on the scope of this procurement? The potential scope from CPV codes is very wide (from consultancy to supply of antivirus software).	See the answer to Q 6
8	I understand that a response to the PQQ is required by 14 May 2008. Can you advise me of the proposed timeframes for the next stages of the procurement, especially: - Announcement of suppliers who will be invited to participate - Submission of full proposal - Announcement of successful supplier	It is anticipated that the pre-qualification stage will be completed in June 2008. Suppliers who have been shortlisted will receive the invitation to tender following completion of the pre-qualification stage and at the same time those who have not been successful will be informed by letter. The precise timetable for the remainder of the procedure will depend on the date when the

	- Contract commencement date.	invitation to tender goes out, as will the date by which bidders must submit their tender. EMEA works under EU procurement rules, where a minimum period of 40 days must be given to bidders to complete and submit their tender. It is anticipated that the whole procedure should be completed and the contracts in place by October 2008.
9	Does the contract only cover 4 years of consultancy work or does it also include supply of equipment?	As indicated in the Contract Notice, this is a services contract and does not involve supply of goods.
10	In terms of the applicant's (company / consortium) turnover, is there a minimum level you are looking for e.g. an annual turnover of at least 2 MEuro for each member of the consortium?	There is no minimum level of turnover which has been set for a company or for each member of a consortium. The economic and financial capacity of the candidate will be assessed by an Evaluation Committee according to the documentation and details supplied in the PQQ.
11	In terms of the applicant's experience and set of skills, what would be the percentage of IT network you require versus IT security?	No specific percentage has been established.
12	Could you give us any indication of the points system you will be using e.g. what is the minimum and the maximum you envisage and which part of the PQQ would be most important (except the exclusion criteria)?	A points system will not be used. Each candidate will be assessed by an Evaluation Committee according to the documentation and details supplied in the response to the PQQ. All parts of the PQQ are important and applicants should ensure that they complete all the required sections and supply all relevant supporting documentation.
13	Could you please clarify whether an offer that is sent by registered post must also arrive before 17:00, May 14 2008, or is it sufficient for this offer to be postmarked by May 14, 2008?	An offer sent by registered post must be postmarked on or before 14 May 2008.
14	In the Instructions for Worksheets it is mentioned for Worksheet 04.12 that where an instruction 'please describe' is shown, to cross-reference clearly to a description and to add an additional worksheet if required. It is our understanding that we cannot add an additional worksheet otherwise our offer will be disqualified. Also, we could not locate an instruction 'please describe' in this worksheet. Could you therefore please clarify this specific point in the Instructions for Worksheets? Similarly, the Professional and Technical Capacity worksheet states that the applicant may add other areas that are relevant to this tender. Could you please clarify as well since this worksheet is locked?	The instruction "please describe" is shown next to the name of some of the tools, techniques and skills in Worksheet 04.12 Applicant Skills List, where the applicant uses an alternative to the named item in the list - see for example Nos 37 and 38 in that list. The PQQ template must be used for this submission but additional sheets may be added where there is insufficient space in the form itself or where supplementary supporting documents

		need to be provided. Adding additional documentation will not result in the disqualification of candidates.
15	It is our understanding that we should include CVs only for the service management staff, such as framework contract manager, etc, and not for the service team. Could you please confirm that our understanding is correct? Could you also please specify the minimum and maximum number of CVs an offer should include, as well as the format to be used?	Your understanding is correct. There is no minimum or maximum number of CVs stipulated in the PQQ but candidates should provide the CVs for the key members of the team that would manage any contract awarded as a result of this procurement procedure. There is no particular format stipulated in the PQQ, however all CVs should be presented in the same format where possible.
16	In relation to the "01. Identification", please clarify the following: a) In the first question "Is the bid being submitted by", could you please define the meaning of the terms "informal group of companies", "partnership" and "limited liability partnership"? In the case of two or more companies established as separate legal entities (i.e. S.A.), are submitting a joint bid for the tender in subject as a consortium which has not taken a legal form, which of the above fields should be filled in? b) In response to "01. 1" and in particular for the row "Department", could you please elaborate on the information tenderers should include and whether this field could remain blank? c) In response to "01. 10 Parent guarantee", could you please specify the evidence that should be submitted? d) Further to the above question, please elaborate on the following case: A Company is a separate legal entity belonging to a Group of companies	a) An informal group of companies is a group which is not legally constituted as a consortium. A partnership is a legal entity in which the partners share ownership of the business and also share the profits and losses of the business. A limited liability partnership is a partnership where all partners in the business have limited liability. These business types may vary from country to country and where candidates are uncertain they should select Other in the drop-down list and specify the type of company where indicated. In the specific case that you mention, the field "informal group of companies" would apply. b) If a particular department within the applicant company e.g. Sales, is responsible for submitting the bid on behalf of the applicant, then this should be indicated in this field. If not responsible, then this field can be left blank. c) Please refer to the comment in the right hand answer cell for this question which shows the requirements. This appears on the electronic version as a red triangle in the corner of the cell. d) Yes, the guarantee should still be submitted. It is not relevant whether the parent company is actually directly involved in the

	and is submitting a bid for this tender as a sole entity without relying on the financial or technical capacity of the Group. Could you please specify if this Company should submit this "Parent guarantee" considering that this "Parent"="Group" is not bidding for this tender? Furthermore, please specify the same in the case this Company has also a Professional Risk Indemnity Insurance.	bid. The same applies with regard to the insurance requirements.
17	In relation to worksheet "02. Exclusion Criteria – Declaration upon Honour", could you please specify how the "Documentary proof" should be referenced as there is not a related "Reference (URL)" field? Furthermore could you please specify whether this Declaration should be certified before a judicial or administrative authority?	The signed "Declaration upon Honour" must be submitted as a paper version as EMEA cannot accept electronic signatures. The supporting documents required are clearly set out in the PQQ and should be submitted on paper as annexes to the declaration. Scanned copies may be added to the CD-ROM if the applicant wishes. Please note that if the candidate is supplying Proof C in support of any of the exclusion criteria, as indicated in the Proof C note under "For information only" on Worksheet 02, this type of proof will need to be sworn before a judicial or administrative authority.
18	Regarding worksheet "02.b Exclusion Criteria: Conflict of Interest – Declaration upon honour", could you please specify whether this Declaration should be certified before a judicial or administrative authority?	The declaration should be signed by a company director or partner or any person with powers of representation, decision-making or control in relation to the applicant.
19	In worksheet "03. Financial and Economic Capacity", we understand that the evidence requested under "03. 2" should not be provided if the requested information is available in the audited accounts submitted in response to "03. 1". The same goes for the evidence requested under "03. 3" in the case the evidence requested under "03. 2" is submitted. Please confirm.	Your understanding is correct.
20	In relation to "03. 4", and in the case where a Company is bidding for this tender as a sole entity without relying on the technical or financial capacity of Group of Companies of which it is a member, could you please elaborate as to why all these administrative information (i.e. 03. 1, 03. 2, 03. 3) are requested also for the Group?	The purpose of the section on Financial and Economic Capacity is to assess the longer-term financial viability of the applicant. The fact that the applicant is a part of a larger group may have a bearing on its longer-term financial viability, hence the request for this information.
21	In relation to "03. 4", there is a question asking "if the applicant is a group or	As is clearly indicated in the instructions at the top of the

	consortium, has it provided the information requested for each company in the group or consortium". In addition, according to "Instructions for completing worksheets", this sheet will be filled in by each company of the consortium bidding for this tender. Considering the above, could you please specify what should be included in response to this requirement? Should this field be filled in only by the Leader of the Consortium?	worksheet, this sheet must be completed in full and the documentation provided in full for EACH member of the group or consortium. Each member of the group or consortium will be assessed individually with regard to the exclusion criteria in Worksheets 02 and 02b and the financial and economic capacity in Worksheets 03 and 03b. and therefore each member must supply the required information.
22	In relation to "03. 6", we understand that this field should be filled in only by the Leader of the Consortium while it should be left blank in the sheets submitted by the rest of the companies participating in the consortium as members. Please confirm. Furthermore could you please specify the difference between "03. 6" and "03. 8"?	See the answer to Q21. Q. 03.6 concerns the applicant's professional indemnity assurance. Q 03.8 concerns the legal entity which will be responsible for signing and undertaking any contract awarded.
23	In relation to "03. 7", we understand that this field should be filled in only by the Leader of the Consortium while it should be left blank in the sheets submitted for the rest of the companies participating in the consortium as members. Please confirm.	See the answer to Q21.
24	In relation to "04. Professional and Technical Capacity": a) We understand that "consolidated responses" for the Consortium as a whole should be provided. Please confirm. b) For "04. 6", could you please specify whether a response should be provided in the case a Tenderer does not envisage subcontracting? c) For "04. 8", could you please clarify the requirement for a "Statement of the applicant's policy on account management" and specify the evidence that should be submitted? d) Further to the above question and the CVs requested under "04. 8" could you please specify whether the correlation table for CVs and names should be submitted in a separate folder, clearly identified as e.g. "Correlation Table for CVs and Names"? Please elaborate further. e) For "04. 10 Describe a typical relevant customer profile", could you please specify in details the evidence that should be submitted in response to this requirement? f) For "04. 11" could you please elaborate further on this requirement,	a) Your understanding is correct. b) Even if sub-contracting is not envisaged at the time of submission of the bid, we would still like to have an overview of the company's policy on sub-contracting. If the company never uses sub-contractors at all, then this should be indicated and no policy need be attached. c) A statement of the applicant's policy on how client accounts are managed is required. d) The correlation table for CVs and names should be submitted as a separate document and can be submitted either in a separate folder or in a separate sealed envelope, which should be clearly labelled.

	specifying the evidence that should be submitted in response? g) For "04. 14" we understand that this field should be left blank in the case where the Tenderer has no further comments. Please confirm.	e) The applicant should provide an overview of typical clients of the applicant in the area of interest of this procurement procedure. There is no set format for the response. f) As indicated in the question, a statement is required from the applicant. g) Your understanding is correct.
24	For the worksheet "04. 05 Contract Reference" and in particular in relation to the following fields: "If the contract contributes to a specific project(s), describe the project. If not, then please insert No in the box to the right", AND "If the contract was part of a project, please describe the status of the project at the end of the contract", could you please elaborate further on these requirements specifying what it is expected from the tenderers in response?	With regard to the first field mentioned in your question, the applicant is required to indicate whether the contract was part of a specific project or not. If not, then the answer required is No. In the second field mentioned in the question, if the contract was part of a larger project, the status of the project when the contract ended should be indicated e.g. completed, ongoing, etc. ...
25	In "Instructions for completing worksheets" it is referred that <i>"Where subcontracting is envisaged, the applicant must certify, if requested at a later stage in the procedure by EMEA, that any subcontractor is not in one of the situations of exclusion referred to on Worksheet 02 Exclusion Criteria. EMEA may also request supporting documents"</i>. a) Could you please specify the worksheets to be filled in and the evidences to be provided by subcontractors?	a) As indicated, EMEA may require the applicant to certify that any sub-contractor is not in one of the situations of exclusion referred to in Worksheet 02 at a later stage of the procedure. EMEA has not requested this information at this point and therefore there are no worksheets to be filled in nor proofs to provide now. If this information is later required, EMEA will request it from candidates and give detailed requirements at the time. b) The difference between sub-contractors and joint members of

	b) Could you please specify the worksheet / additional document under which the Tenderer should identify the subcontractors and specify their role? c) Furthermore, we understand that the Tenderer could rely on Subcontractors' specific technical expertise, i.e. for 04. Professional and Technical Capacity. Please confirm.	a group/consortium should be noted. Partners in a joint tender shall be required to assume joint and several liability towards EMEA for the performance of the contract as a whole, whereas for sub-contractors, the main contractor retains full liability towards EMEA for the performance of the contract as a whole. Details of partners in a joint tender should be listed on Worksheet 01 and the documentation in respect of exclusion criteria and financial and economic capacity should be provided for each partner. Sub-contractors may also be listed either in the same Worksheet, indicating (sub-contractor) after the company's name or on a separate sheet attached in annex. Any further details regarding the roles of sub-contractors may be requested in the technical specification which will be sent to applicants shortlisted during the pre-qualification stage of this procedure. It is recommended that applicants consult EMEA's Guide for Tenderers, which can be downloaded from the website at www.emea.europa.eu, for further guidance on joint applications and sub-contracting. c) Sub-contracting is permitted for this contract. EMEA may set a limit for the amount of sub-contracting of these services that is permitted under this contract in the form of a percentage of the overall services. If so, details of any such limitation will be given in the technical specifications to be issued to shortlisted applicants in the second stage of the procedure.
26	Presenting our answer to the call for candidature, does this imply the obligation to bid at a second stage?	No.
27	Can we refuse to bid after we were shortlisted?	Yes
28	Presenting a candidature with a pull of sub-contractors implies the obligation to work with these subcontractors at bid stage?	At this stage we have not requested full details of the sub-contractors. See also the answer to Q25. Further details may be requested by EMEA at later stages of the procedure.
29	If we act as prime contractor, do the sub-contractors need to fill in at this stage the worksheets of the PQQ?	See the answer to Q25. Sub-contractors may be listed in Worksheet 01 but no further information has been requested at this stage..

30	In the case that the Tenderer identifies at this phase a subcontractor, can he rely on this subcontractor's technical capacity? Specifically, can he include in his offer subcontractor's contract references (worksheets 04.05) and subcontractor's skills list data (worksheet 04.12)?	The aim of worksheets in Section 04 Professional and Technical capacity is to assess the ability of the applicant to carry out the contract. If the applicant is part of a group, the combined capacities of the group should be indicated in this section. EMEA has not asked for details of sub-contractors at this stage. However, if the applicant wishes to include details in this section, the applicant should clearly indicate that the information relates to sub-contractors and not to the applicant or another partner in the consortium.
31	Could you please clarify in the case the Tenderer is an informal group of two private limited companies, what the Tenderer should indicate for the following cells: a) 01.3 & 01.4 & 01.5: should these cells be filled in by the Leader company only or by both companies? b) 01.11 'Is the applicant': should the Tenderer indicate 'Other' and then below 'Consortium', or 'private limited company'? c) 01.12: should both identification forms (one for each partner) be completed identically with the data of both companies? d) 01.13: the note of this cell mentions to cross-reference to other companies' identification forms. Could you please elaborate on this requirement as both identification forms will be back-to-back? e) 01.15: we believe there is a clerical mistake in this cell, as it refers to itself (01.15). Could you please clarify? We assume that it refers to 01.14. f) 01.15: if the company provides both types of services indicated in the drop-down list, how will this be indicated? If the 'other' item is selected to indicate this, is the Tenderer obligated to describe the two types of	a) These cells should be completed by the lead applicant. The information may be repeated on other sheets or the cells can be left blank. b) No, the applicant should select whatever type of company is appropriate to its status. The members of the grouping or consortium should select the type of company that is appropriate to their status. c) One company should take the role of lead applicant and should complete the form with its own information. The other company should complete its own information on a separate form. See a) above regarding the completion of some cells on this sheet. d) A cross-reference to the paper file may not be necessary but on the CD an electronic file reference would be useful. e) Your assumption is correct. f) The applicant should give brief information on the category of services provided which relate to this tender.

	services or should he just name them? g) 01.14 & 01.15 & 01.16: should these cells be filled in by each individual company or by the consortium as a whole? h) Could you please specify which cells in the overall 01 worksheet (Identification) should be filled in with consortium information and which cells should be filled in with each individual company's data? i) Could you please indicate which parts of the 01 Identification form should be completed with the subcontractor data?	g) They should be completed by each individual company. h) The lead applicant should complete the whole form. Other partners in the group or consortium may either omit 01.3, 01.4, 01.5, 01.12 and 01.13 or repeat the information from the lead applicant's form. i) Details of sub-contractors may be included in the list of partners in the consortium or group listed under Section 01.12. They should clearly be marked sub-contractor in brackets after the company name.
32	Is it acceptable for the Tenderer to provide a single document (e.g. Proof C) which covers all points listed in all cells 02.1 to 02.10 of the 02 Exclusion Criteria worksheet?	Yes.
33	Should all the supporting documents of the PQQ be placed after the entire PQQ?	The order in which the documentation is presented is entirely up to the applicant. A clear table of contents or index would be of assistance.
34	In relation to your answer to question 24(f) it is our understanding that for cell 04.11 it is sufficient to include a statement stating that the Tenderer has procedures in place to test its charges in the marketplace and to operate contracts efficiently; this statement should also include information on the frequency with which measures would be used and how this will be communicated to clients. Please confirm.	Question 04.11 asks <u>how</u> the applicant ensures that contracts are operated efficiently and the procedure used to test its charges in the marketplace i.e. what are the applicant's procedures for doing this. The second part of the question concerning items for inclusion in the statement is also clear.
35	In relation to cell 04.08 of the Professional and Technical Capacity could you please clarify if the Tenderer should include a description on the procedure it follows for managing contracts or a <u>statement</u> stating that the Tenderer has in place procedures for contract/account management?	A statement of the applicant's policy on contract management is required with the inclusions stated in the question. See the answer to Q34.

Document History

Version	Who	When	What
1.0	SEA	16/04/08	Published on EMEA website
1.1	SEA	21/04/08	Updated with questions 10-12 and sent for publication on EMEA website.
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