

Administration –FRA, A-1040

Vienna, 13.10.09
Reg. 7779


Subject: Open call for tender FRA-CAR/2009/T02 - “Open call for tender “Provision of AV and Multimedia Products and Services for the EU Agency for Fundamental Rights”

Ref.: Additional information regarding the specifications of the tender.

Dear Sir / Madam,

We received questions of general interest from the tenderers. Please find herewith the answers to these questions.

Yours faithfully,


Constantinos Manolopoulos
Head of Administration

QUESTIONS & ANSWERS (I)

FRA-CAR/2009/T02 - "Open call for tender "Provision of AV and Multimedia Products and Services for the EU Agency for Fundamental Rights"

Question 1: Financial capacity (111.2.2) - does the minimum turnover figure required refer to each of the last two years or to the two years combined?

Answer 1:

The minimum turnover mentioned in the tender specifications is required to each of the last two years. .

Question 2: Technical capacity (111.2.3) - is an ISO certificate necessary or desirable?

Answer 2:

According to Section 18.2.2, the tenderer is requested to describe the measures employed to ensure the quality of supplies and services. In this respect, the tenderer shall provide the ISO certificate for the services.

Question 3: Award Criteria (IV.2.1) - What does SLA stand for?

Answer 3:

The Service Level Agreement (SLA) is a document laying down for each lot the minimum guaranteed services that the tenderer shall provide. The SLA will be part of the offer and therefore it will be evaluated on the basis of the Award Criteria..

The following aspects must be included in the SLA:

(1) Orders

- Handling of requests of the Agency
- Workflow for documents and administrative procedures
- Relationships with editors
- Incident management

(2) Delivery

- Dispatch and transportation mechanisms where necessary
- Fulfilment and delay
- Incident management
- Monitoring

Question 4: Administrative information (IV.3.6) - what is the difference between a tender and a request to participate?

Answer 4:

The requests to participate are the applications provided by economic operators in order to be selected as candidates at the first stage of a restricted procedure. Only the selected candidates will be allowed to send a tender (see below).

The tenders are the offers submitted directly by economic operators (in an open call) or candidates, when they are invited to do so following a restricted procedure.

Question 5: Scenario for Lot 1 - should we also not consider the cost of copyright music if proposed?

Answer 5:

In accordance with Article 2.8 of the Framework Contract to be signed with the successful tenderer, "any results or rights thereon, including copyright and other intellectual or industrial property rights, obtained in performance of the Contract, shall be owned solely by the Contracting Authority, which may use, publish, assign or transfer them as it sees fit, without geographical or other limitation, except where industrial or intellectual property rights exist prior to the Contract being entered into". Therefore, the cost of copyright music (which exists prior to the contract) will not be considered in the financial offer.

But tenderers are invited to call FRA's attention to additional measures or material useful fulfilling the requirements of the scenarios.