

Administration –FRA, A-1040 Vienna; Schwarzenbergplatz 11

Vienna, 839/21 May 2010

Subject: FRA-ERN-2010-3721-T01 Consultancy for Networking and Stakeholder Cooperation

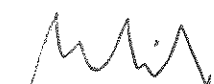
Ref.: Additional information regarding the specifications of the tender

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 and Answers

Q1. After the opening of the tenders on 10/06/2010 in Vienna, will the list of tenderers be made public?

A1. The list of tenderers is not made public following the opening of the tenders. However, after notification of the award decision, unsuccessful tenderers may ask the Agency for additional information.

Q2. With respect to the Components A-E in Annex A – Tender Specifications: We wish to combine Component A and B to make the scenario more comprehensive. To be more specific: Component B would be included as a part of Component A.

Would this affect the criteria for the awards, and the grading of Components A and B?

A2. Each component has a different weighting in their evaluation not permitting to include one component as part of another one. Therefore for the purpose of the scenario and the evaluation of the offers, the bidder should reply to each component separately.

Q3 18.2.2 - Technical and professional capacity of the Annex A – Tender Specifications, in particular on point b (a description of the measures employed to ensure the quality of services (Annex C.6.2 of SSF); ISO 9001 or equivalent is requested.)? Could you please specify what satisfactory evidence can be provided as equivalent to the ISO 9001 certificate?

A3. ISO 9001 specifies requirements for a quality management system. All requirements are generic and are intended to be applicable to all organizations, regardless of type, size and product provided. Therefore tenderers are invited to provide any document issued by a competent body certifying the effective and efficient quality management in their organization.