



Heraklion, 25/07/2013
ENISA/ADM/DCO/dco/2013/686

CLARIFICATION: N° 03

“Events Organisation Services”

ENISA F-COD-13-T16

Questions & Answers

Q13:	<p>Re: Scenario 1, page 16; Financial Offer page 38:</p> <p>Could you state the volume of conference materials (how many documents, how many pages etc.) to be produced for scenario 1 and specify what is meant by 'promotional material etc.' so that tenderers can provide an appropriate and comparable cost estimation?</p>
A13:	<p>For the purposes of this scenario, 'promotional material' refers to hand-outs to be provided to each participant (35) of around 30 pages each, as well as posters used for the program, which would typically include: the name of the event, ENISA/organisers logo etc. The costs of printing can therefore be based on the following estimation: 1000 pages and 20 A1 posters.</p> <p>Please also note that the scenarios do not necessarily indicate typical services to be ordered via the contract on each occasion.</p>
Q14:	<p>Re: Scenario 1, page 16; Financial Offer page 37/38:</p> <p>Could you clarify what is meant by “making local arrangements for participants” and which “database or list” is to be released to ENISA? And which position(s) these correspond to in the financial offer template?</p>
A14:	<p>“making local arrangements for participants”, i.e. reserving and booking accommodation, making traveling arrangements, etc. corresponding to sections 4 & 5 of the Financial Offer form on pp38.</p> <p>“database or list”, namely list of participants including contact information corresponding to section 2 (sub-section ' Conference material') of the Financial Offer form on pp38..</p>

<p>Q15:</p>	<p>Re: Scenario 1 and 2, page 16; Financial Offers page 37-39:</p> <p>Could you indicate whether “registration”, in both scenarios, refers to online registration and on-site registration or simply to on-site registration? Also, could you confirm that some tasks, including “organisation of registration and event evaluation” are not included in the financial offers for the scenarios although description of these services is requested?</p>
<p>A15:</p>	<p>For the purposes of scenario 1 and 2, it refers to both online registration and on-site registration. These tasks correspond to section 2 (sub-section 'Technical equipment and support') of the Financial Offer form on pp38</p> <p>It is further clarified that in the course of the actual contract, ENISA may request these services on a case by case basis but may also elect to cover these services 'in-house'.</p> <p>In the cases where ENISA would request these and/or other on-site services to be provided by the contractor, the contractor will base its costs on the per hour price for 'Providing secretarial liaison' (normally a maximum of 8 hours per day) which is provided in the Financial Offer form on page 37.</p> <p>The quotation from the contractor will also need to include approximate costs for return economy travel from the contractor’s registered place of business to the location of the event. These costs will be reimbursed against actual invoice.</p> <p>Accommodation and subsistence costs shall be calculated based on the <i>per diem</i> allowance rates published by the European Commission. <i>Per diems</i> cover accommodation, meals, local travel within the location of the event and sundry expenses. As a guide, the current rate for Greece is €222 per day.</p> <p>PLEASE NOTE: A Corrigendum No 2 will be concurrently published with this Clarification Note No 3 in order to formally add this information to the Tender documentation.</p>
<p>Q16:</p>	<p>Re: Scenario 2, page 16; Financial Offer page 37/39:</p> <p>Could you indicate where the provision of “practical local information” is covered in the financial offer?</p>
<p>A16:</p>	<p>In Section 2, sub-section ' Conference material', of the Financial Offer form on pp38.</p>
<p>Q17:</p>	<p>Re: Annex IV, hotel accommodation, page 40:</p> <p>Could you please indicate the purpose of providing these prices, given that they will be for specific hotels and dates and cannot be considered binding for other cities/hotels/dates? Will the prices provided by the successful tenderer be referred to in any way during the implementation of the contracts?</p>

A17:	<p>All prices provided for the Scenarios, including hotel pricing are indicative only and will not be binding as part of the contract.</p> <p>The purpose of the pricing is to give an idea to the Evaluation Committee about your company's competitiveness. We again clarify that prices given in both Scenarios are not included in the price offer formula.</p> <p>Please see answer 07 of Clarification Note No 2.</p>
Q18:	<p>Re: Annex IV, Financial Offer/fixed service fees, page 37:</p> <p>Are we assuming correctly that for almost all positions, possibly with the exception of "Providing security guards", it is only the tenderer's management fee which is requested, not the actual costs for rent, food or entertainment etc.? And is it further correct to assume that, contrary to this, for the line "providing security guards", tenderers should include the costs that a security guard would cost per hour, not only the costs for booking such a guard?</p>
A18:	<p>Costs required to be provided on page 37 of the Financial Offer form, can be called Management or service fees, which do not include the cost of the actual service – EXCEPT for the following which necessarily include the provision of product/service as well:</p> <ul style="list-style-type: none"> - Name badges – preparation - Name stands – preparation - Provision of online registration system (all inclusive, forms etc.) - Provision of online evaluation tool - Providing security guards - Providing secretarial liaison
Q19:	<p>Re: Annex IV, page 37-40:</p> <p>Would it be possible to make the financial offer templates (Annex IV) available in Excel format so that they can be easily completed electronically? Or is it at least acceptable for tenderers to recreate the tables in Excel?</p>
A19:	<p>It is preferred that you use the Word based price tables as provided.</p> <p>You may however transfer the price tables onto an Excel sheet in order to accurately calculate the totals, however we still require that you copy the final figures into the Word based Financial Offer form.</p>
Q20:	<p>Is our understanding correct that for both scenarios there is no staff member of the tenderer requested to be present at the location of the events?</p>
A20:	<p>Please see Answer 15 above.</p>

Q21:	In case that ENISA is requesting staff members of the tenderer to be present at any given event, will the costs for travelling and accommodation be separately charged or should the tenderer incorporate the specific costs as part of the service fees?
A21:	Please see Answer 15 above.
Q22:	Event Coordinator for each event: usually the event coordinator travels to each event and their expenses are covered in a contract – flights, accommodation and subsistence. We will calculate of course this cost in our offer however I would like to ask how this should be presented as in the financial offer form Annex IV there seems to be no separate line for this. Please could you advise?
A22:	Please see Answer 15 above
Q23:	Scenarios 1 and 2: Please could you let us know if for the purpose of these 2 scenarios we can use any venue/hotel of our choice or do we have to offer the recommended hotels in Annex IV?
A23:	The choice of venue and hotel is entirely up to you. This choice should be solely based on the instructions given on page 16 of the tender specification. There is no obligation to use the list of hotels as shown in Annex IV.
Q24:	Could you please confirm our understanding that both the technical offer (including all supporting documents) and the financial offer, should be submitted in the same inner envelope? Consequently, the financial offer does not have to be in a separate envelope?
A24:	Yes this is correct.
Q25:	We have completed complex event projects across Europe, Asia and Africa. For each project we receive a contractor's assessment form which evaluates our services. Would this be accepted as a reference of our work if annexed in our offer? We will of course provide with the contact details of the project officer for each project and all the other relevant details as outlined in the tender specifications?
A25:	Yes this is accepted