

Questions & Answers 1–

Provision of tailor-made interactive e Learning courses LOT2

Reference number: HR/09/EL/AA/21

Question n°1	<p>According to the HR.09.EL.AA.21 Pre_Qualified Document, our understanding is that, in case we intend to sub-contract some of the services offered to the ESM to a third party, we must provide as part of our Application only a description of the proposed subcontracting arrangement (name, roles, tasks and volume, etc. of subcontracting), and a document signed by the subcontractor stating its intention to collaborate with us (non-collusion declaration), and no other document shall be provided by the subcontractor.</p> <p>Therefore, the declaration on eligibility criteria shall only be provided by the leader and partners of the consortium.</p> <p>Can you please confirm that our understanding is correct?</p>
Answer n°1	<p>Yes, your understanding is correct. Please note that subcontractor is requested to provide the doc “commitment letter by identified subcontractor” and not the doc “non-collusion declaration”. In case a <u>significant volume</u> of subcontracting is proposed by the Candidate, ESM reserves the right to request subcontractor(s) to provide declarations on eligibility during the evaluation phase of the procurement process.</p>
Question n°2	<p>Page 12: 4.6 Transfer of Undertakings</p> <p>Do the ESM foresee these regulations being applicable in this case?</p> <p>If yes, can you provide information regarding the employees and existing service provider?</p>
Answer n°2	<p>Section on Transfer of Undertakings is standard in all our procurement documents. Please note that it applies only if the award of the contract triggers the application of these provisions (this is not automatic).</p> <p>In the event these provisions apply, the details should be discussed and organised directly between the new service provider and the incumbent provider and the ESM is not involved in such discussions. Taking into consideration the type of services procured under the procurement procedure in question, it is the view of the ESM that it is unlikely that the provisions regarding the Transfer of Undertakings would apply.</p>
Question n°3	<p>Annex 1 – Lot 2 – Page 18</p> <ol style="list-style-type: none"> a. Could ESM share any topic areas they anticipate building custom e-learning content on? b. Does ESM require localisation or translation services for any of the developed custom tutorials? c. Does the ESM anticipate the custom content being short form (i.e. micro learning) or a longer learner seat time?
Answer n°3	<p>a. Some example topics for custom e-learning content could include compliance initiatives such as the Code of Conduct, Data Protection policy, IT security policy, etc</p> <p>b. We do not expect localisation or translation services for developed custom tutorials.</p>

	c. We anticipate a combination of short and longer learner seat time for custom tutorials.
Question n°4	<p>Question 1: Ref: Technical or professional ability (lot2), Item no 2. For Item no 2 evidence to be provided is “A team of at least 4 experts/consultants as indicated in the terms of reference. Team experience will be assessed at a consolidated level” while in section 3. Key Personnel for Lot 2 there are 3 profiles with detailed requirements (Project Manager, Instructional Designer, e-learning Developer) and an account manager and a back-up.</p> <p>a) Can you please clarify how many CVs we have to propose since in Item no 2 you requests at least 4 experts and in section 3 there are 5 experts?</p> <p>b) Can you please confirm that the assessment refers only to “Minimum expertise requested” presented in section 3. Key Personnel (for Project Manager, Instructional Designer, e-learning Developer) or clarify.</p>
Answer n°4	<p>a) Candidate is requested to provide at least 4 CVs. Please note that one CV can cover more than one profile (key personnel) requested. For example, the project manager can be also backup for account manager.</p> <p>b) Assessment of the CVs will be performed taking into consideration the CVs submitted and the minimum expertise requested under section 3.</p>
Question n°5	<p>In regards to the tender of the subject, after careful study of the PQD, we have not found an annex or form to declare the man-days rates to be taken into account, as the common practice in similar tenders for Framework Contracts. On Page 18 of 32 says that:</p> <p><i>"Exact specifications will be provided by ESM on a case-by-case basis via e-mail and the proposed price for each assignment will be based on the agreed volume of time and material expressed in man-days to be spent by an Instructional Designer, an e-Learning Developer and a Project Manager at the rates fixed in the framework agreement."</i></p> <p>Therefore, could you please advise if it is expected to provide <u>man-days rate per profile</u> - and if yes in which format - or the evaluation will only be based on the technical capacity?</p>
Answer n°5	<p>The Pre-Qualification Document (“PQD”) sets out the eligibility, exclusion and selection criteria, as part of a pre-qualification stage (“Stage 1”) of the two-stage procurement procedures of the ESM, in order to assess the suitability of a Candidate to participate further in this procurement procedure. Candidates, which are successful at Stage 1 (prequalified Candidates) and, if applicable, chosen by the ESM among the eligible and suitable Candidates, will be invited to participate in the subsequent Request for Proposal stage of the procurement procedure (“Stage 2”). <u>Please note that Financial information will be only disclosed during the Stage 2 of the procurement process.</u></p>