

CGIP/12/MDA/ARM/21 – Archiving Services to the ESM**Questions and Answers (PQD)**

1. In Annex 2, point 2.2 Technical or professional ability, we are asked to provide:
 - At least 3 similar (in scope and complexity) projects completed in the last three years preceding the submission deadline.
 - At least three references from other clients for the provision of similar services should demonstrate a proven record of successful delivery.

We understand that at least 6 project references are in fact required. Is our understanding correct?

Yes, that is right. A description of 3 similar projects completed in the last three years preceding the submission and three references from other clients for similar projects are required.

2. For the 3 first references, should they all be PSDC projects?

No, there is no requirement for the three projects to be necessarily PSDC projects.

3. Due to the summer period and the absence of many clients due to holidays, is it allowed to provide an attestation on honour instead of Letters and/or emails of recommendations from clients?

An attestation of honour will be accepted at PQD stage, the recommendation documents will be required at a later stage, before the award of the Contract.

4. The document discusses in detail the archiving process requirements but there is no specific mention to PSDC requirements. Could you please confirm that ESM is looking for “classical” archiving and retrieval and NOT PSDC?

Candidates must have relevant accreditations to perform the services described in the PQD document, as described in the Selection Criteria, point 2.3. in Annex 2 (page 29).

5. What is the purpose of retaining the physical copies of documents after they have been scanned with the same legal value as the original? Is this because the ESM receives documents that are governed by a law outside of the EU?

The preservation of the physical copies of documents is required for institutional reasons. As an international organization, ESM applies its own policies and procedures related to archiving.

6. Is it the ESM’s intent, that the entire management of the physical archive is done by the service provider, including management of the facilities where the documents are archived?

The management of the facilities where the physical documents are stored is undertaken by another company. The candidate that will be awarded the Contract will have access to the

facilities and the fireproof safes where the ESM physical archives are stored and will be responsible for storing the archived documents in the safes.

7. Is cleanup of the legacy archives to be included or is the service only for new archives?

The new service provider would need to re-arrange the legacy physical archives in order to match the order of the archived physical documents with the filing plan of the digitalized archives.

8. If the archivist(s) are to be onboarded to the ESM's IT systems, are there any mandatory trainings that they would need to take? If so, how much time would this take annually to complete?

The archivist will receive basic training on how to use the ESM's system at the start of the contract. During her/his onboarding, she/he would also need to participate to information session(s) in relation to ESM's policies and rules mainly related to the provision of archiving services. These are basic training for all ESM service providers. We expect these trainings to be around 1 working day.

The archivist would need to be an expert and continuously up to date on how to use the service provider's electronic archiving system at the responsibility of the service provider. The archivist should also be able to provide training to ESM staff on how to use the service provider's electronic archiving system.

9. The document discusses transporting documents to the service provider's premises and back. It also discusses providing space and equipment to the provider. Could this space be used to do the scanning operations so that documents never leave the ESM's premises? If this is possible, would the ESM consent to allowing the service provider to install a scanner and operator's PC at the ESM's site and to provide an internet connection so that it is possible to monitor and administer these devices remotely?

While it would be possible to explore the option of performing onsite scanning of ESM documents, given the limited volume of ESM physical documents that require scanning we do not expect that this approach would be economically feasible as the equipment would not be used at full capacity.