



[OPEN PROCEDURE]

N° BSGEE – 2024-007

PROVISION OF CONTENTS AND TRAINING RESOURCES FOR THE CONTINUOUS PROFESSIONAL DEVELOPMENT OF THE STAFF OF THE EUROPEAN SCHOOLS AND THE OFFICE OF THE SECRETARY-GENERAL

QUESTION - REPLIES N°1

Question 1 :

In the tender documentation, sections 4.7 to 4.10, a service support structure is requested.

We see for example that at section 4.8 that the service time should be full business day with section 4.9 asking for reaction from 60 minutes onwards, while in the financial offer, there are only 5 days estimated for support service,

Also, in section 4.9 and 4.10 there are clear requirements on the platform uptime, while the scope of the tender does not include development or maintenance of a platform.

Could you please clarify the scope of the service structure?

Reply 1:

The SLA is a reference only intended for Lot1 (SaaS). As stated in Par 1 – Administrative specifications, Section 1.4.5 (Deliverables), Deliverable 1 for lot 1 requires a SaaS solution with the contents / resources for the online training. The access to this SaaS solution must allow SSO or technical solutions that allow access from the OSGES online CPD platform (Moodle-based). Therefore, the SLA refers to the availability of the SaaS and to the technical support expected from the provider.

The financial offer, instead, refers to Project Management Services, beyond the technical support expected from the tenderer for the maintenance of their product.

For lot 2, there is no SLA nor technical support expected, as long as the authoring tool suggested is compliant with the specifications of the tender.

Question 2 :

Regarding chapter 1. **Submission of request to tender:** “Economic operators interested in this contract are invited to submit their application **by electronic mail** only sent to: osg-call-for-tenders-ContentProviders2024@eursc.eu.”,

Could you please confirm if there are any specific restrictions or limitations concerning the size of the email or attachments we should be aware of?

Reply 2:

The functional mailbox osg-call-for-tenders-ContentProviders2024@eursc.eu can receive external emails of **up to 15 MB**. Sending an email containing a **valid link to a document sharing platform** such as ‘we transfer’ to send documents is allowed.

Question 3 :

Considering the announcement published in TED and languages and formats, respectively:



Please confirm that the company certificates requested at points:

- 3.2.1. *Legal and regulatory capacity*
- 3.2.2. *Economic and financial capacity (Copy of the profit and loss accounts and balance sheet)*

can be submitted in the official language of the bidder, if this is one of the official EU languages.

Reply 3:

Yes, certificate in any of the official EU languages are accepted.

Please note however that the tender's documents (offers) must be written in English (see point 5.1.12. of the tender notice)

Question 4 :

Considering the requirements from point 3.2.2. Economic and financial capacity, respectively:

- Average yearly turnover **of the last two financial years** above EUR 74 000 and
- Copy of the profit and loss accounts and balance sheet **for the last three years** for which accounts have been closed from each concerned

Please clarify if the information must be presented for the last 2 years or for the last 3 years?

Reply 4:

Thank you for this remark.

Point 3.2.2. Economic and financial capacity shall be read :

Economic and financial capacity

Tenderers must comply with the following selection criteria in order to prove that they have the necessary economic and financial capacity to perform the contract.

Lot 1

Criterion F1	
Minimum level of capacity	Average yearly turnover of the last two financial years above EUR 296 000.
Basis for assessment	This criterion applies to the tenderer as a whole, i.e. a consolidated assessment of the combined capacities of all <i>involved entities</i> will be carried out.
Evidence	Copy of the profit and loss accounts and balance sheet for the last two years for which accounts have been closed from each concerned <i>involved entity</i> , or, failing that, appropriate statements from banks. The most recent year must have been closed within the last 18 months.

Lot 2

Criterion F1

Minimum level of capacity	Average yearly turnover of the last two financial years above EUR 74 000.
Basis for assessment	This criterion applies to the tenderer as a whole, i.e. a consolidated assessment of the combined capacities of all <i>involved entities</i> will be carried out.
Evidence	Copy of the profit and loss accounts and balance sheet for the last two years for which accounts have been closed from each concerned <i>involved entity</i> , or, failing that, appropriate statements from banks. The most recent year must have been closed within the last 18 months.

Question 5 :

Regarding chapter **3.2 Opening of tenders:**

“Tenders will be opened in public at the time and place **indicated under Heading 5.1.12 of the contract notice**. A maximum of two representatives per tenderer can attend the opening of tenders as provided **in Section 5.1.12 of the contract notice**. For rganizational and security reasons, the tenderer must provide the full name and ID or passport number of the representatives² at least **six (6)** working days in advance to: osg-call-for-tenders-ContentProviders2024@eursc.eu. ...”

and

Chapter **5.1.12 of the contract notice:**

“5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://www.eursc.eu/en/Office/public-procurement>Page 5/6

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 27/01/2025 12:00:00 (UTC+1)

Deadline until which the tender must remain valid: 90 DaysTerms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: no

Information about review deadlines: see Procurement Documents”

Please clarify what is the deadline for the opening of offers and the date by which we must send the information for the representatives that will participate in the opening?

Reply 5:

Thank you for this remark.

A correction of the Contract notice - Chapter **5.1.12 of the contract notice is currently in progress, to include the date of opening of the offers: the 28/01/2025 at 10:00 (UTC+1).**

The information for the representatives that will participate in the opening shall be sent at the latest 6 working days before the 28/01/2025 at 10:00 (UTC +1).

Question 6 :

In the tender documentation, Annex 3.2, Financial offer for Lot 2, there is a column named “Your reference”.

Could you please clarify what should be filled in within this column?

Reply 6:

In the column “Your reference”, it is expected to find:

- 1) For the “Object learning production” part: The maximum number of learning objects that the contractor offers to create for OSGES according to the budgetary limits expressed in the tender documents.
- 2) For the “Other services” part: The number of days suggested for project management services / extra support services or the number of hours that would be included in the offer within the budgetary limits expressed in the tender documents.

Question 7:

We are participating in your tender for content providers and would like to know what LMS you are using to check if we have an integration available.

Reply 7:

As stated in the tender specifications, Part 1 - section 1.4.5 (“Deliverables”) and Part 2 – section 1.3 (“Implementation”) it is a platform based on Moodle.

Question 8:

We primarily found sections requiring financial/administrative information, but it is unclear where to include the didactic input that is part of the Teams presentation. Could you clarify?

Reply 8:

As stated in the tender specifications, Part 1 – Section 3.4.2 (“Award Criteria – Quality”), the quality of the offers will be assessed, on the basis of the presentation folder of the solution provided and submitted by the tenderer, according to the criteria mentioned in the section of the specifications. The didactic input that is part of your Team presentation must be included in your **quality offer**.

Question 9:

- Is the maximum budget of **€37,000 per year** (as mentioned in 1.5.1 of document *07.BSGEE2024007_DRAFT_FWC_LOT2*) inclusive of VAT? The document states that this amount includes all costs.
 - The tender mentions learning objects of up to **20–30 hours** (e.g., 1.1 in document *02.BSGEE2024007_Specifications_ContentProvidersCPD_LOT1and2*). Should we interpret this as one learning object of 20–30 hours to be developed per year?

Reply 9:

Regarding the VAT question, everything we purchase is VAT exempted, therefore the €37.000 per year is the total amount available.

The financial offer explicitly states two possible options regarding the number of learning objects: see. Document 05. Annex 3_Financial_offer_CONTENTS_OCPDP_LOT_2

What we expect to receive is an offer with the number of learning objects that could be created in any of the formats (it could be 10 + 0, 5 + 5, 3 + 5... for example). The table also reflects that the Unit price is Excl. VAT. All of this within the limits of the €37.000 per year.

Question 10:

Please provide more information on this requirement for Lot 1. Please provide details on the interoperability expectations and the platform in use.

Reply 10:

Interoperability expectations: users must be able to log-in using the CPD platform whenever possible or SSO solutions with the same credentials they use for the access to the OSG-based technical operations (as established in Part 2, 1. Contents of the Offer, 1.1. High level features.

Please see also all the details in the "For lot 1" section, as well as 1.2.1. Lot 1. The current online CPD platform (finalizing setup in this moment) is a Moodle-based environment.

Question 11 :

Tenderer offers access to API platform, which includes the following interfaces:

- REST API for Courses and Reporting,
- GraphQL for Courses, and
- xAPI for Reporting.

Please note that we do not support SCORM or Instructor-Led Training (ILT). To better understand your needs, could you please specify your exact requirements for interoperability with our platform? Providing more detail on the expected use cases or integration goals would be very helpful.

Reply 11 :

The expected scenario is that the online CPD platform serves as the entry point whenever possible. Any technical solution that allows the implementations already stated above will be considered valid.

Question 12 :

If tenderer Business does not review contracts at this stage. We would be happy to discuss and review this document during negotiation stage of the process. Is this acceptable to OSGES?

Reply 12 :

Barring duly justified exceptions, the terms of the FWC Draft are neither negotiable nor modifiable.

Question 13 :

The tenderer was established and is HQ'd in the USA. We do have entities and offices in EMEA, including Dublin, Ireland. Is this acceptable to OSGES or must the chosen vendor of been established in EMEA?

Reply 13 :

As stated in the tender specifications, Part 1 – General Information – 2.2. (“Rule to access to procurement”), the offer must be made by a company established in the European Union. It could be in the name of your entity in Dublin, for example, if it’s a legal person on its own.

Question 14:

Is it a mandatory requirement to provide a signed copy of this document (04.BSGEE2024007_Annex2_Declaration_honour_LOT1and2.docx) at RFP stage? Or can this and all other signatory type requirements be provided once OSGES has selected their vendor of choice post RFP?

Reply 14:

Yes, it's mandatory at this stage of the procedure.

Question 15:

Tenderer's Data Centres are located in the United States. We are certified under the EU-US Data Protection Framework. We cannot meet this requirement to hold personal data in the EU. Will this be an issue?

Reply 15:

Unfortunately this will be an issue. Personal data must be stored in the EU as stated in the tender specifications, Part 2 – 1.5.1. Data Security.