

Answers to requests for clarification of tender specifications

Last update: 13/03/2018

**OPEN TENDER PROCEDURE No. EUOSHA/2017/OP/F/SE/0048
(OJ No. S003 of 05/01/2018, Tender No. 002546-2018)**

Third European Survey of Enterprises on New and Emerging Risks (ESENER-3)

Q1. When will the 'Ex-post evaluation of ESENER-2' become available to the tenderers, as mentioned in footnote 8 on page 8 of the tender specifications?

Answer: The 'Ex-post evaluation of ESENER-2' is being made available to tenderers upon request only. The report has not been published yet and for the time being, it is still confidential.

Q2. Can the organisations that have participated in the 'Ex-post evaluation of ESENER-2', also participate in this tender as leader, consortium partner or subcontractor?

Answer: Any operator (or group of operators) fulfilling the selection criteria (section 4.3 of the technical specifications, pages 31-34) can indeed submit a bid.

Q3. We note the requirement for fieldwork to start in the first quarter of 2019. However, assuming the contract is signed around May, this would mean the development period is quite tight, while the envisaged three-year framework contract duration would suggest that more time could be spent on this aspect. Therefore, we wanted to ask if there is any scope to propose a later start to the fieldwork; and related to this, are there specific (reporting, invoicing, etc.) deadlines that would need to be met?

Answer: As indicated in the technical specifications, the target date for fieldwork start is Q1 2019. Depending on the questionnaire review process, there may be some flexibility to the start, but the aim is to have fieldwork completed by summer 2019. Concerning specific deadlines, regarding invoicing and reporting, the target final date to conclude the different specific contracts that will implement the framework contract is November 2019.

Q4. In terms of the new outcome questions, assuming that these questions would be additional to the current questionnaire of 25 minutes in English, is it possible to provide an estimate of the approximate interview duration of the new questions, or the number of questions?

Answer: The inclusion of the outcome questions, both the number and mode, will be decided as part of the overall review of the questionnaire, as indicated on page 11 of the technical specifications. Any final decision to modify the current questionnaire (following the inclusion of outcome questions and/or other changes) will indeed have to take into account the interview duration. Tenderers in their offer will explain in detail their approach to the questionnaire review, which may include deleting questions or answer items, as mentioned on page 11 of the technical specifications.

Q5. This contract is a Framework contract with separate contracts. Do we understand it correctly that only one contractor will be selected? Can you please explain for which tasks separate contracts will be concluded?

Answer: Indeed, only one contractor will be awarded with the framework contract. EU-OSHA is anticipating to implement the framework contract with three different specific contracts. The first shall cover the tasks under Work-Package A, whereas two specific contracts are expected to cover the tasks under Work-Package B.

Q6. We would like to clarify the minimum quality assurance requirements specified under task 5 (fieldwork execution) on page 21 of the technical specifications. The requirements call for “checking at least 10% of phone calls (contacts and attempted contacts)”. Our standard procedure is to listen in to at least 10% of all *interviews*, but not to meet this level for all phone calls. Doing so would increase the number of calls that need to be monitored 10-20 times, given the volume of negotiation calls required per interview, and would therefore substantially increase costs. Note: negotiation calls are monitored both via listening in and other means (performance metrics), it is the 10% listening-in level that we would like to clarify.

Answer: As indicated on page 21 of the technical specifications, contractors are expected to monitor 10% of phone calls, both contacts and attempted contacts. Therefore, the checks should not limit to the completed interviews but a supervision effort is required on the attempted contacts or negotiation calls too. Tenderers in their bids will explain and justify how their approach, if not the same as in the technical specifications, will still ensure and guarantee the required monitoring levels.

Q7. Would it be sufficient to submit documents as scans (including those that have to be signed by subcontractors i.e. the declaration on honour and the subcontractors form if the share of budget is above 10% of the total) or are the originals requested for the submission of the tender?

Answer: Indeed, for the tender submission you may provide the scanned copies of those documents. The awarded tenderer however will have to provide the originals.

Q8. If the tenderer offers national partners that can cover more than one country each, the tenderer has to specify in the offer, only one national project manager for each national partners, regardless how many countries / languages are covered by that partner? Or the tenderer has to provide one project manager for each country/language covered by the partner? The same question for the fieldwork supervisor.

Answer: As stated on page 28 of the technical specifications, *‘If a national partner covers more than one country, the tenderer will describe in detail the organisational arrangements proposed in order to meet the required standards.’* Also, on page 20, *‘tenderers in their offer will explain in detail how CATI labs will cover more than one country, ensuring a field force of native interviewers for each of the countries covered’.* Therefore, it is up to the tenderers to explain and justify how their proposed approach to organise fieldwork arrangements will ensure the required quality standards of the survey.

Q9. In section 3.7 of the tender specifications is mentioned that: *The maximum indicative amount of the framework contract over a maximum duration of three years is EUR 3,100,000, for the EU-28 plus Iceland and Norway*³³. Footnote 33 indicates that *Increases to the national sample sizes will be funded by the respective national authorities.*

With reference to annex 8 Financial offer: does this mean that this total indicative amount of 3,100,000 refers only to the total of the two columns: Price for Work Package A and Price for Work Package B, for only the 28 EU countries plus Iceland and Norway?

Answer: Yes, that is correct.

Q10. In relation to the English proficiency requirements for the national project managers and fieldwork supervisors in each country, is it possible to submit a CV with a minimum level of B2 (instead of C1), given the people in these positions will not be designated to liaise directly with EU-OSHA (and given non-EU-OSHA facing members of the core team are allowed this level)? We would provide them with any necessary support that may be required.

Answer: As indicated on page 28 of the technical specifications (under section 3.4 Team) and page 34 (under section 4.3.4 Technical and professional capacity), at least one member of the national teams (either the national project manager and/or the fieldwork supervisor) has to demonstrate a proficiency level in English. While they (national teams) might not be in direct contact with EU-OSHA, they will be attending at least two meetings in the course of the project (as indicated on page 35), which will be held in English. Further to this, throughout the implementation of the survey, the contact between the core team and the national teams will be in English, therefore a proficient level in English is required among the national teams too.