



## EUROPEAN UNION SATELLITE CENTRE

### QUESTIONS AND ANSWERS

**To:** All potential tenderers

**From:** Procurement Officer

**Subject:** Framework Contract for the supply of geospatial products for the Copernicus Service in Support to EU External Action (Reference: SATCEN-OP-03/18)

**Message:** Referring to the above-mentioned procedure and pursuant to Article 169 of the Financial Regulation<sup>1</sup> and paragraph 25 of its Annex I, please note the following questions and answers **up to 12/11/2018:**

#### Question 1:

With the reference to Section 4.3.3.2.1 of the Annex I – Tender specifications  
In the referenced section it is stated that the minimum composition of the team of geospatial production experts has to be composed by 8 profiles.

In table 6 of the same section the required minimum dedication to the FWC per profile is indicated.

For example for the “Production Coordinator” profiles it is required to have at minimum two units and a required minimum dedication to the FWC per profile equal to 100%.

In our understanding the requirement for the “Production Coordinator” profile could be covered in different ways, for example with 2 units with a dedication equal to 100%, or 4 units with a dedication of 50%. Could you please confirm our understanding?

#### Answer 1:

We confirm your understanding is correct.

#### Question 2:

With reference to Section 4.3.3.3 of the Annex I - Tender Specifications

It is stated that *“Specifically, tenderers must have, at least, the following hardware, software licenses and telecommunications infrastructure:*

- *Hardware.*
- *Software licenses for*
  - ✓ *Satellite imagery processing*
  - ✓ *Cartographic production (ArcGIS Pro)”*

Could you clarify if ArcGIS Pro is a mandatory software to make production?

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<sup>1</sup> REGULATION (EU, Euratom) 2018/1046 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 18 July 2018 on the financial rules applicable to the general budget of the Union, amending Regulations (EU) No 1296/2013, (EU) No 1301/2013, (EU) No 1303/2013, (EU) No 1304/2013, (EU) No 1309/2013, (EU) No 1316/2013, (EU) No 223/2014, (EU) No 283/2014, and Decision No 541/2014/EU and repealing Regulation (EU, Euratom) No 966/2012



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### Answer 2:

ArcGIS Pro is not mandatory, nonetheless tenderers must have software licenses for delivering the digital cartography outputs as defined in section 8 of the Technical Specifications.

### Question 3:

[ ] kindly requests an extension of four weeks of the submission date of the proposals for the ITT referred in the title of this email (SATCEN-OP-03/18).

Our request is made after a due consideration of the contents of the ITT and the requested deliverables, so as to be able to guarantee a satisfactory level of quality in the tender.

### Answer 3:

The deadline to submit tenders has been extended by one additional week, up until 23 November 2018, 23:59 CET.

### Question 4:

For most of the product types the production time is given in “working days”. In our understanding working days are Monday to Friday. A public Holiday in the actual country of production does not count as working day.

Is this understanding correct?

### Answer 4:

Yes, the working days for production purposes are Monday to Friday. A Production Calendar considering public holidays will be defined and agreed by Contractor and the SatCen during the set-up phase.

### Question 5:

For all production work done on working days we understand 8h working time per working day is calculated.

Is this understanding correct?

### Answer 5:

Your understanding is correct.

### Question 6:

The specifications do not indicate an upper limit of orders that can be placed in parallel. As production capacities are naturally limited but production time is fixed, this exposes a contractor to the risk, that all orders have to be produced but a portion will not be paid due to the penalties for underperformance.



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How are production times adjusted to the contractor capacities and already ordered products?

### Answer 6:

The Tender Specifications do not indicate an upper limit of orders that can be placed in parallel given that the Copernicus SEA service is a user-driven service and the number of users' requests cannot be estimated in advance. In addition, production will be limited by the available budget and the economic offer of the successful tenderer.

As each product has a different production time, the maximum production capacity is determined by the number of products to be produced in parallel, rather than by the number of orders placed simultaneously.

Based on SatCen's experience, during peaks of demand SatCen does not expect the Contractor to have to produce more than 20 products in parallel (assuming that 50% of such products will be Intelligence Analysis derived products as defined in section 2.2.2.1 of the Tender Specifications). However, this is a non-binding estimate that cannot be considered as an upper limit to production.

In case of reaching or exceeding this estimated maximum number of products, SatCen will make its best efforts to define the priorities and assist the Contractor in re-organizing its workload.

### Question 7:

How are different capacities offered by different tenderers evaluated in the tender evaluation process?

### Answer 7:

All tenderers must meet the technical and professional capacity requirements laid down in Section 4.3.3 of the Tender Specifications (comply with the minimum years of experience and have a geospatial production team with a minimum composition and profiles) in order to be considered for the evaluation stage.

During the evaluation stage, the appropriateness and suitability of the teams proposed by the different tenderers meeting the technical and professional capacity requirements will be assessed against the Quality Award Criteria No. Q3 ("Appropriateness and suitability of the proposed team and organisation of work"). As indicated in section 5.4.3, tenderers shall explain in their proposals the suitability of the proposed team including the "organisation of the geospatial team, allocation of tasks, responsibilities and coordination mechanisms between team members ensuring a timely delivery".

### Question 8:

What is the production capacity that should be available from the minimum required production team?

### Answer 8:

It is the contractor's responsibility to have the required resources and flexible mechanisms to process all orders and to produce and deliver the required products in a timely manner.



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There is no minimum production capacity expected from the geospatial production team as the SatCen cannot guarantee a minimum production given the on-demand nature of the Copernicus SEA Service.

### Question 9:

Annex I chapter 3.5.1 explains the nature of the two types of requests / orders that can be placed with in the FWC.

In our understanding the time covered by Service Requests will be the same as the FWC duration (covering 100% of the FWC duration), although the Service Request is formally independent from the FWC. In our understanding it cannot happen, that the FWC is running, but no Service Request is in place or that that a Service Request is only placed for the production time of an order.

Is this understanding correct?

### Answer 9:

Your understanding is correct. The SatCen intends to place Service Requests for successive periods of time that will cover the whole duration of the Framework Contract.

### Question 10:

The FIR is the only product with two given times: Delivery time and production time, both expressed in hours.

In our understanding the values given for standard production have the following meaning: "72h Delivery time is the same like 3 working days delivery time. The value 24h hours production time in parenthesis estimates a possible number of productive hours with the 72h time frame ( 3 days with average 8 hours working time = 24hours within the 72h time frame)".

Accordingly, in our understanding the values given for urgent production have the following meaning: "48h Delivery time is the same like 2 working days delivery time. The value 16h hours production time in parenthesis estimates a possible number of productive hours with the 48h time frame ( 2 days with average 8 hours working time = 16hours within the 48h time frame)".

In any case, only working days (Mo-Fr without local bank holidays) are counted for Delivery time. (Example: FIR of 100 km<sup>2</sup> is requested on Thursday 15:00 in standard mode. The product has to be delivered on Tuesday of the following week 15:00).

Is our understanding correct?

### Answer 10:

Yes, your understanding is correct.



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### Question 11:

We would like to request a clarification the following issue:

*Relating to the Project Manager position and the demanded skills for this post, what type of evidence is requested to give proof of the candidate's Project Management capabilities and skills in English language? Can we base the evidences on the relevant experience of the proposed candidate (for example, similar projects that he has led in an international context, using English as working language)?*

### Answer 11:

No specific evidence is required as regards the Project Manager's capabilities and skills in the English language (PM4 and PM5, page 36 of the Tender Specifications). The Project Manager's capabilities and skills in English must be indicated in his/her CV and in Table 7 – Declaration of Team Member's experience- (Section 4.3.3.2.3 of the Tender Specifications).

### Question 12:

In section 5. Expected Output of the Scenario 02 the following request is reported:

*"The output is a full deliverable including cartographic output in a single map sheet 1:10K and the associated GDB and MXD files with symbology."*

Taking into account that using a Map Template A0 Portrait is not possible to produce a map with scale 1:10.000 covering the complete Area of Interest provided, and that the reduction of the area doesn't seem a good solution because this would mean the cut off of the airfield area or the cut off of a part of the city, is the reduction of the scale of the map from 1:10.000 to 1:14.000 a possible solution evaluated positively?

### Answer 12:

Yes. The proposed solution is accepted.

Tenderers are reminded that:

Any information, questions or observations, of whatever kind, contained in this correspondence can in no way be regarded as a commitment on the part of the European Union Satellite Centre. No binding commitment will be entered into until the signing of the relevant contract, after completion of the procurement procedure.