



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 Regulation¹ and paragraph 25 of its Annex I, please note the following questions and answers **up to 15/11/2018:**

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)”*

¹ 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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Could you clarify if ArcGIS Pro is a mandatory software to make production?

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.



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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.

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:



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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.

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)".



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In any case, only working days (Mo-Fr without local bank holidays) are counted for Delivery time. (Example: FIR of 100 km² 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.

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.

Question 13:



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Section 3.6 of Annex I and article I.15 of the draft FWC require the contractor to licence any pre-existing rights to the EU. As there are certain challenges to obtain the rights to grant such far-reaching licenses of all useful open accessible sources we kindly ask you to remove the following paragraphs from Annex I and FWC:

Annex I:

Section 3.6, paragraph 3

Section 3.6, paragraph 4

FWC:

Article I.15.2, paragraph 2, remove "including copyright and other intellectual or industrial property rights".

Article I.15.3

Answer 13:

The sections of the tender specifications and the contractual provisions referred in the previous question cannot be removed as they are explicitly requested in the delegation agreement signed between the SatCen and the European Commission.

The provisions on the licensing of pre-existing are not applicable for pre-existing rights owned by the contractor or third parties, in case these pre-existing rights are licensed without the right to grant sub-licenses. Such a circumstance must be clearly indicated by the contractor when delivering the results.

Question 14:

In the Answer to Question 2 you have confirmed that ArcGIS Pro is not mandatory.

We have all software licenses necessary to produce the output formats according to section 8 of the Technical Specifications ready available.

In our understanding it would be correct to start the contract with ArcMap compatible formats but without delivering ArcGIS Pro compatible formats to avoid double work on all sides (preparation of double the number of templates on side of the contracting authority and preparing the same map twice in different production systems on contractor side). The contractor has to be ready to use ArcGIS Pro compatible delivery formats (and stopping the use of ArcMap compatible formats) anytime during the contract. So at any given time only one of the both formats is used.

Is our understanding correct?

Answer 14:

Even if we may estimate that at certain time during the FWC the order of Products in ArcMap compatible formats will decrease, the Contractor must be ready, during the whole duration of the FWC, to deliver in either ArcMap compatible formats or in ArcGIS Pro compatible formats.

For each activation, the Contract will be requested to deliver all the developed Products and associated materials in one type of formats: in ArcMap compatible formats **or** in ArcGIS Pro compatible formats.



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Question 15:

The following sentence is stated in the ITT document: “ For the Fixed Part of the FWC, the Contractor shall submit an invoice in Euro equal to the total price of the relevant Service Request (Appendix D) as per the Economic Offer submitted by the Tenderer. The invoices must be submitted after acceptance by the SatCen of the brief report summarising the activity performed. In addition, all the Progress Reports associated to the period must have been delivered by the Contractor to the Contracting Authority in due time.”

Could you please clarify the duration of the period covered by each Service Request for the Fixed Part?

For example, in case the Fixed Part Service Request covers a time period equal to 1 year : Taking into account that the advance payment is not foreseen, is it possible to put in place a mechanism to compensate this big amount of expenditure useful to the Contractor to guarantee the service?

Answer 15:

The period covered by each Service Request for the Fixed Part will not exceed 6 months.

Question 16:

In Annex 2 Extraction of buildings indicates the attribute TXT (IA Comments) must be populated as indicated in Table 12 depending on the FFN of each reference building. Does this mean that the Ancillary Sources used to determine NAM and/or FFN will not be reflected/stated in any of the A/PAL015 attributes? If ancillary sources are to be specified, what field should include that information?

Answer 16:

The open source origin of features populated in feature classes AALL015 / PAL015 should be indicated in the field SRT (Source Type) as ‘Other’, and then in the SDP (Source Description) field the exact source should be referred.

Question 17:

Section 5.5.3 of Appendix A states: “As a general rule, only BUAs whose FUC attribute is “Industrial” (FUC = Industrial) should be extracted. In this case, a continuous 100% land cover is necessary and all type of BUAs will be extracted.” We understand this specification indicates that when an Industrial BUA is extracted then ALL other types (industrial, residential, multi-functional, etc.) will be extracted also. Is this interpretation correct?

Answer 17:

No. The correct specific extraction rule is the following:

“As a general rule, only industrial built-up areas have to be extracted (FUC = Industrial). In case of requesting a continuous 100% land cover, it will be necessary to extract all types of built-up areas.”

Question 18:

Figure 10 of Appendix A shows examples of Industrial Facility extraction. In this example we do not see reflected the statement “For Industrial facilities (manufacturing and utilities), to capture the buildings grouped as building blocks, considering that the distance between buildings (within a defined area) should be larger than 50 meters (edge-to-edge)”(5.5.4 page 29 of Appendix A). Shall we understand Industrial facilities will be treated as any other facility as expressed in Figure 6 of Appendix A or as Building Blocks in Figure 9?

- Refer to the example below for the extraction of *industrial facilities* and *building blocks*.



Figure 10. Example of the extraction of industrial areas: built-up area, facility, and buildings (and building blocks).

Answer 18:

An industrial Facility shall be understood as any other Facility. It is an area that has been developed to perform a specific principal function, consisting of one or more vertical constructions (e.g. buildings), horizontal constructions (e.g. roads), and/or supporting utilities (e.g. power lines, water supply, etc.), rather than just a group of buildings, as stated in section 5.5.4 of the Technical Specifications.

In addition, the last specific extraction criteria of Facility should be read as follows: ‘Buildings within a facility (industrial) that do not reach the minimum extraction criteria for AAL015 and have a maximum distance of 50 m between them, should be grouped by function and extracted as building block, respecting the reality.

Additionally, a road cannot split building blocks. In that case they have to be extracted as two building blocks, one on each side of the road.

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Question 19:

Figure 10 of Appendix A shows examples of Industrial Building extraction within Industrial Facilities. It looks like all Buildings above 100sqm have been extracted as Area Features (AAL015) and smaller buildings have not been extracted as Point (PAL015). Questions arise related to Figure 10 and the the following statements:

- Annex 2-Extraction of Buildings: “In general, one point per building will always be extracted but when a group of buildings is associated to a single facility, only one point must be extracted for all the buildings included in the facility.”
- Annex 2-Extraction of Buildings indicates that FFN= Industrial/Manufacturing and FFN=Other should not be extracted as AAL015 when area is $\geq 100\text{sq.m}$.

Feature Function (FFN)	Building Type (XBU)	IA Comment (TXT)	Extracted in layer PAL015 (Always)	Extracted in Layer AAL015 (When Area ≥ 100 sq. m)
99 – Industrial/Manufacturing	Reference Building	-	YES	NO

999 – Other	Reference Building	-	YES	NO
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In this case, ¿Should buildings FFN=industrial/other be considered landmark significant and must be extracted as building Area?

Answer 19:

- In Figure 10 buildings smaller than 100 sq. m have not been captured because the extraction rule indicated in point a) refers to Reference buildings, and only those ones are required to be extracted as points (PAL015).
- Point b): Within all types of facilities (including the industrial), all buildings should be extracted as an area feature. This means that a single building smaller than 100 sq. m within a facility should be extracted also as an area feature.

Outside a facility, Reference buildings/POI should be extracted as area features regardless their area following the table of ANNEX 2 – Extraction of buildings.

The answer is YES because it will be large enough to be identified as landmark and therefore it should be extracted.

The corresponding amendments have been implemented in the revised version of Technical Specifications (Appendix A to Annex I), published on the SatCen website.

Question 20:

Annex 1-Specific extraction parameters states: “Those buildings related with facilities: extract as only one point centred on the facility (not a point per building) and extract as an area buildings inside the facility.”

- Does this mean that only one PAL015 will be extracted as POI and all other buildings inside the facility as AAL015 as shown in Figure 6?

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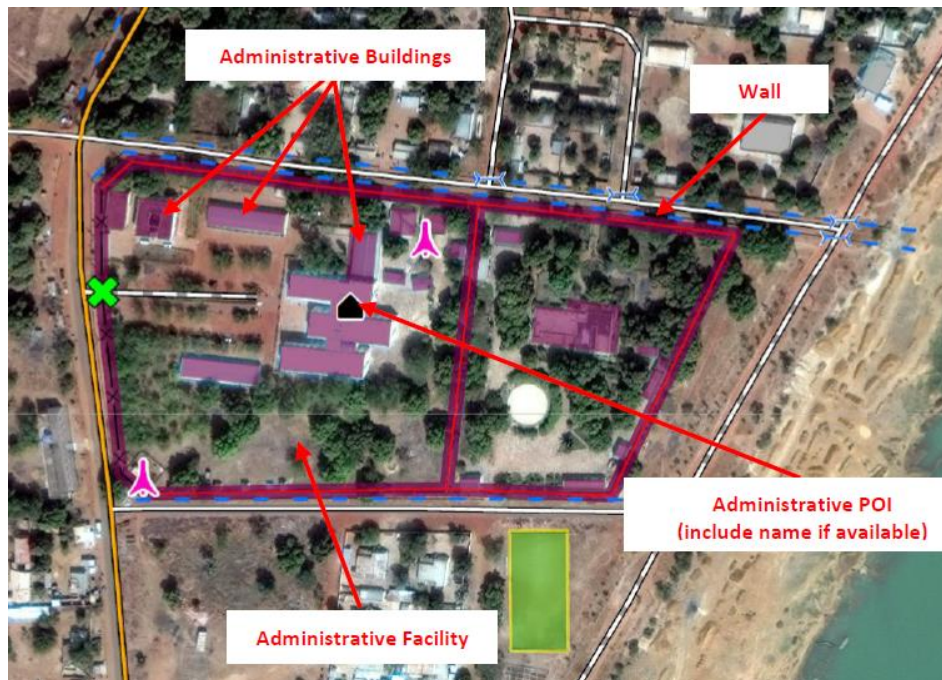


Figure 6

- b) According to Appendix A 5.2 Point of Interest (POI), “The POI related with a specific facility will be placed in the centroid of the facility polygon”. Figure 6 shows POI centred on AAL015. What is the correct position of POIs extracted as PAL015 within a Facility?

Answer 20:

- a) Yes. In this example, all administrative buildings within a facility with administrative function should be extracted as AAL015, and only one of them will be represented as POI.
- b) Regarding the POI from the specific example, it is correct because it corresponds approximatively to the centre of the polygon. In reality, the ideal case of having a building in the centroid of a facility is difficult to meet. That sentence is an advice and not a strict requirement.

Question 21:

Annex 2 to Appendix A does not include FFNs such as Utilities (350), Power Generation (351) or Defence Activities/Military (835).

- a) Are Utilities/ Power Generation/Cooling, etc. to be considered as Industrial FFN=99?
- b) Page 30, 5.5.5 Buildings, states “Special attention should be paid to the extraction of the following reference buildings: [...] security-related buildings (e.g. police station, firefighting, military buildings, emergency, etc.). Are Military buildings supposed to be coded as Police station FFN=841?

Answer 21:

- a) As a general principle, use preferably the specific feature classes of the SatCen Data Dictionary to extract particular features (e.g. AAD010 Power Station, AAM010 Storage Area, etc.).

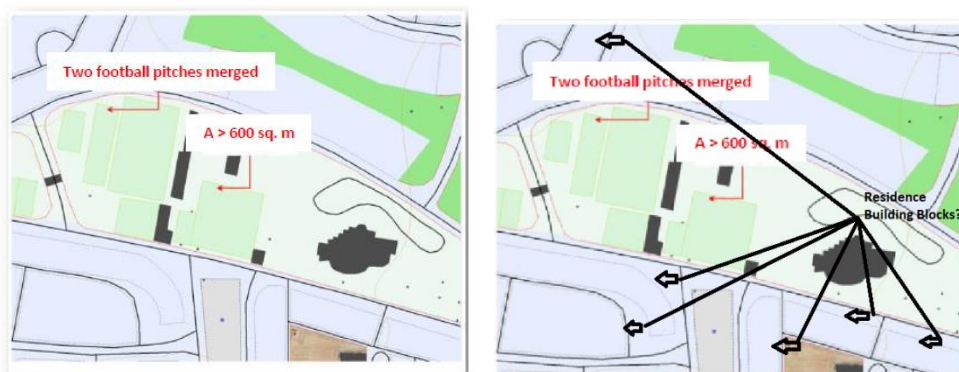
As mentioned in Answer 19, the table in Annex 2 to Appendix A has been modified and industrial buildings have been taken out from it.

- b) Extraction of military buildings will be clarified at the beginning of each activation on a case-by-case basis. Alternatively, attribution 'Governmental' could be chosen.

Question 22:

Neither Agricultural (FFN=2) nor Residential Buildings (FFN=563) are Reference buildings. We understand, therefore, that they will never be extracted as PAL015 or AAL015. Nevertheless facility AAL010 must be extracted for FFN=563 when surface ≥ 600 sq.m (Annex 2 to Appendix A Populated Areas).

- a) Are Facilities FFN=563 to be extracted as "Building Blocks" as Figure 9 seems to show?



Part of figure 9

- b) Can isolated buildings be extracted when they are not present on Table 12 if they are considered Landmark (5.5.6 Page 31)?
In that case, will these building always be extracted as Area feature AAL015 as shown on Figure 8?

Answer 22:

- a) No, the unique purpose of Figure 9 is to explain the way of grouping tennis courts and football pitches. Neither Residential Building Blocks nor Residential Facilities should be captured. They are subject of extraction only upon specific request.
- b) Yes, also in Table 12 it is stated that:



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“The Feature function or Name fields of a Landmark building has to be populated as ‘Unknown’, otherwise it should be considered as a Reference building/POI.”

Not always but when meeting the extraction criteria. Indeed, in principle the area of a building will be ≥ 100 sq. m to be a landmark, in order to significant enough to be represented. However, in remote areas exclusions will be done upon specific request. In these cases, point buildings PAL015 could be extracted.

Question 23:

Appendix A states that Bridges with length <60 must be extracted as Points. In these cases:

- a) Should road be broken in the segments coincident to the bridge (on the imagery) and coded as LOC= Above surface or the road should be continuous with LOC=On surface?
- b) Are Bridges linked to Trails that are not collected to be extracted but not linked to the transportation network or all Trails that lead to a Bridge are to be considered Landmark and therefore extracted?

Answer 23:

- a) The line of the road should be split and only the segment that coincides with the bridge should be coded as ‘Above surface’.
- b) In our understanding your question means that: “In case there is a bridge on a trail that is not connected with the transportation network, should the bridge be extracted or not?”

Yes, the bridge should be extracted when there is a trail. If there is no trail, bridges should not be extracted.

In addition, trails are in general not required, but they could be extracted if no other transportation feature is present in the area (as defined in Annex I to Appendix A).

Question 24:

Annex 1 - Specific Extraction Parameters states “All the buildings are to be populated as XBU = Reference Building and with the corresponding FFN.”

- a) What is the numeric code for Reference Building? We have only information regarding XBU= 1 (Non-religious), 2 (Religious Building) and 3 (Industrial Building).
- b) What XBU shall be introduced for buildings FFN= Unknown extracted as Landmark?

Answer 24:

- a) XBU = 4 (Reference Building). For further details, the SatCen Data Model will be provided during the set-up phase.
- b) There is not a specific XBU that has to be introduced, it should be populated with the one corresponding to the reality.



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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.