



27 June 2012

Clarification No 1

Reference: **Open call for tenders No EEA/ADS/12/002**

Title: **Framework contract for the provision of management and leadership development to the staff of the European Environment Agency (EEA)**

Question 1

With reference to section 11.2.3 of the tender specifications (page 11 of 14), a question was received as to the requested CVs for the managerial staff: should these be for the managers who would directly oversee the contract or the senior managers of the tenderer?

Answer 1

Tenderers are required to submit at least 2 CVs, documenting a minimum of 5 years' relevant experience, of the managerial staff directly involved in the management of the contract.

Question 2

With reference to sections 1 and 6 of the tender specifications, a question was received as to the scope of the target group for the required services

Answer 2

The number of managers involved in the leadership and development programme may not be defined with accuracy and may evolve over the 4 years' duration of the framework contract. It is estimated that approximately 40 to 45 people would participate in the programme. At this point in time the number of coaching programme required is unknown.

Question 3

Does EEA have its own team of trainers? If so, would EEA be interested in train the trainer options for the leadership and management courses?

Answer 3

Section 7 of the tender specifications describes the required minimum level of services to be provided. It is entirely up to the tenderers to decide on the range of services they can offer for the price quoted, bearing in mind that their tender will be assessed in terms of their understanding of the objectives of the contract, including in particular the description of the proposed work approach and the presentation of complementary learning tools and activities that contribute to an integrated intervention on management and leadership development, pursuant to the award criteria No 1 and 2 under section 11.3.1 of the tender specifications.

Question 4

Does EEA have any existing competency frameworks or measurement processes that it would share with the tenderers? Please can you give indication of what works and will need to stay in place, as well as what doesn't and why?

Answer 4

EEA is at an early stage of development of a competency framework and therefore may not share it with tenderers. With reference to section 11.3.1 of the tender specifications, the tenderers are invited to elaborate on the proposed work approach with a detailed presentation of the methodology intended to be used for the provision of all the required services.

Question 5

Are there any course that would be deemed as priority? What criteria would EEA use to weight the course need?

Answer 5

Section 7.2.1.1 of the tender specifications provides a non-exhaustive list of the various courses that could be addressed through leadership and management training and specifies that tenderers are encouraged to make innovative proposals that take into account the different ways in which people learn, the latest training techniques and the constraints on participants' time. It is entirely up to the tenderers to decide on the range of services they can offer for the price quoted.

Question 6

Does EEA require any accredited programmes such as Prince 2 or ILM for these audiences?

Answer 6

No

Question 7

Please can you indicate the maximum duration that employees can be out of the work place/routine at any time?

Answer 7

The EEA runs a flexi-time policy to facilitate a healthy co-existence between private and professional life according to which staff members have some flexibility in arranging the daily working hours. A working day corresponds to 7,5 working hours among which 4,5 hours are core time which all staff members shall attend.

Question 8

What development has happened in the past for these audiences? Can we have visibility of past content to build consistency where appropriate or to suggest new content where appropriate?

Answer 8

At this stage and for the purpose of evaluation of the tenders, EEA considers that this information is not relevant. With reference to the award criteria specified in the tender specifications, tenderers are encouraged to make innovative proposals, including complementary learning tools and activities that might contribute to an integrated intervention on management and leadership development.

Question 9

Does EEA have any existing eLearning or electronic delivery methods and materials?

Answer 9

Yes, some.

Question 10

Does EEA have any experience of virtual training delivered utilising the WebEx training platform?

Answer 10

Yes, some.

Question 11

Could EEA provide sample job descriptions for the roles training is intended for?

Answer 11

This element will be assessed in terms of the award criteria set in the tender specifications and shall therefore form part of the tender.

Question 12

We would need to negotiate the following timeframes indicated in the specifications: the 10 days turnaround following a request for services and distribution of courseware 5 days prior to delivery. Is this acceptable?

Answer 12

With reference to section 4 of the tender specifications, submission of a tender implies acceptance of the terms and conditions set out in the tender documents, including the draft framework contract, and it is binding on the tenderer to whom the contract is awarded for the duration of the contract. Without prejudice to the above, the order forms implementing the framework contract may provide for adaptations depending on the specific needs or circumstances of the services to be provided.

Question 13

The specifications indicates that coaching should be conducted over no more than 6 months – is this flexible based on specific circumstances, e.g. if the EEA employee was on long-term sick leave?

Answer 13

Yes, this is flexible based on specific circumstances, as the example given.

Question 14

Could you please advise the audience size for each of the three requirements: leadership training, coaching and assessment?

Answer 14

Please refer to question 2 above. At this point in time it is not possible to estimate with accuracy the split between the three areas of services.