



19 February 2015

## Clarification No 1

**Reference:** Open call for tenders No EEA/COM/15/002

**Title:** Framework contract for the provision of address database and dissemination services to the European Environment Agency (EEA)

### Question 1

The basic question is what EEA really needs/demands?

- a) Creation of totally new independent database with the OPOCE's and EEA's existing databases as a source of addresses?
- b) Researching, compilation and maintenance of such a database instead of the EEA's Communication Unit?
- c) If it's really a combination of IT and research/communication contract does it mean the contractor will have "free hands" to choose the addressees the EEA is communicating with?
- d) Or is it "just" ordinary IT contract and a new database should do everything (compiling new/specialized address lists, analysing/researching...) automatically?

### Answer 1

*a) No, the EEA would like the contractor to take over the hosting, management and enhancement of an existing open source database containing EEA contacts and addresses, which is linked to an online subscription form and a campaign mailing tool. In addition, the contractor will be expected to provide technical assistance when necessary.*

*b) The work will include research and compilation of contact lists upon request for specific stakeholder groups or for a particular project, as well as maintenance of existing address lists.*

*c) Not a "free hand", as we would ask the contractor to compile specific lists for us based on particular criteria with regards to profile, geographical distribution etc.*

*d) We do not understand the last question and kindly ask to rephrase it.*