

# Procedure for hiring an external contractor to produce content and communication advice for the new [www.interreg.eu](http://www.interreg.eu) website

## Call for tenders

## Questions and answers

This document contains the questions received from interested tenderers, and their relevant answers.

- 1. Question:** Annex 2: Prices: Given that we are based in Belgium and in accordance with the EU reverse charge process, Interact will not be invoiced for VAT if the contract is awarded to our company. Should we, therefore, fill in the second column for prices without VAT in Annexe 2?

**Answer:** Yes, in order for the offer to be complete, you have to fill in all requested prices, even if your price before and after VAT are identical.
- 2. Question:** Request for services: Could you please inform us of the process for requesting demand for services from the Interact secretariat? For instance, should the contractor prepare a quote for each new demand? Or shall we propose a procedure?

**Answer:** As indicated in Annex 1 (Requirements Specifications), requirement 3: " The Works will be defined by the Customer in a dialogue with the Supplier to respond to annual plans and to other emerging needs." Once the demand arises, the Customer will request a quote from the Supplier and, if approved, it is executed and invoiced based on the prices indicated in Annex 3 (Prices).
- 3. Question:** Travel. Do you foresee travel in the execution of the mission? (i.e. video production, photo shooting...).

**Answer:** This is possible and shall be discussed and decided by the Customer in a dialogue with the Supplier, on a case by case basis. Travel costs will be covered separately by the Customer.
- 4. Question:** Annexe 1: Requirements Specification. In the line Evaluation requirement n°7, a CV for a voice narrator is requested. Our company uses online databases for narrators, should we still submit a narrator's CV, or would a list of available and reputable services suffice?

**Answer:** Yes, please, provide a CV, as we will need this information in order to evaluate the offers. If CVs are missing, this will reflect in the evaluation results.

5. **Question:** Annexe 1: Requirements Specification: In the line Evaluation requirement n°7, a CV for a voice narrator is requested. Our company uses online databases for narrators, should we still submit a narrator's CV, or would a list of available and reputable services suffice?  
**Answer:** A database of narrators is fine. Please, also note the answer to question 4: If CVs are missing, this will reflect in the evaluation results.
6. **Question:** We would normally expect to allocate resources for Project Management (To be the contact point for the customer and oversee the entire project, ensuring that all tasks are on track and within budget.) In the annex 2 - prices, there is no role called "project manager" or similar. Are the abovementioned tasks allocated to one of the roles names in annex 2 - prices?  
**Answer:** Yes, that is correct.
7. **Question:** On page 5 you state: Please, note that questions received prior to the deadline for questions and the respective answers will only be published on Interact's website. These will be regularly updated when new questions are submitted. We're not sure about the direct link to this, currently we only see <https://www.interact-eu.net/news/77> - is there another place on the website we missed?  
**Answer:** Yes, this is the link in which all answers will be published.
8. **Question:** Team, requirement 7. What if a team member is not part of our payroll but included as freelancer? Would this require Annex B Declaration on joint representative and liability in your opinion? Background, covering everything in house in best possible quality is unlikely, specialists might be needed.  
**Answer:** The Annex B Declaration form is only necessary if bidders form a consortium, not if they merely use someone as a sub-supplier.
9. **Question:** Which of the roles described in annex 2: Prices do you see as the lead project manager?  
**Answer:** This will depend on the type of deliverable.
10. **Question:** Can you elaborate the role of the narrator. Would the persons role mainly be narrating in videos or do you also need articles read out loud for example.  
**Answer:** The voice narrator is expected to lend his/her voice to bring written content to life through expressive storytelling across multiple media. He/she will be narrating in videos, as a voice over but the need may also emerge in the future to provide an audio version of written articles.
11. **Question:** Is this a new tender or the same as was published some time ago?  
**Answer:** The same tender was published before but we had to cancel it because of technical issues. The content of the tender documents is exactly the same. Only the deadline for submission of offers and deadline for sending questions were extended – this change is in Terms of reference.

**12. Question:** Can you elaborate on the pipeline towards the launch of the new website in October? What content, if any, is planned besides info graphics, animated films and live action films. What shall be produced and when?

**Answer:** At this point, the only planned content for the October deadline includes the infographics and films indicated in the Terms of Reference.

**13. Question:** Do you know when we will receive a response to the tender?

**Answer:** Interact expects to notify bidders about the outcome of the selection procedure around 25 June, as indicated in the Terms of Reference.