



EUROPEAN COMMISSION  
DIRECTORATE-GENERAL  
TAXATION AND CUSTOMS UNION  
Resources directorate  
Management of programmes & EU training

Brussels,  
taxud.r.1(2015)2616622

**Subject: Call for tenders TAXUD/2015/AO-01 (BTRAIN3) – replies to questions**

Dear Madam, Dear Sir,

Enclosed you will find the replies to the questions received from 02/06/2015 up to 08/06/2015 (question 30 to 31).

This letter is being posted on the website of the Directorate-General for Taxation and Customs Union, at the following URL (“Questions & Answers” section):

[http://ec.europa.eu/taxation\\_customs/common/tenders\\_grants/tenders/ao\\_2015\\_01\\_en.htm](http://ec.europa.eu/taxation_customs/common/tenders_grants/tenders/ao_2015_01_en.htm)

Questions received subsequently will be answered in further letters which will be placed regularly on the same website. Prospective tenderers are invited to monitor this site attentively.

As mentioned in the invitation letter (ref. Ares(2015)1739171 date 24/04/2015) published with the tender documents, requests for additional information received less than five working days before the **closing date**<sup>1</sup> for submission of tenders, i.e. after 23/06/2015, will not be processed.

Yours faithfully,

*(e-signed)*  
Michèle Perolat  
Head of Unit

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<sup>1</sup> See [Corrigendum 2015/S 108-195067 \(06/06/2015\)](#) to the [Contract notice 2015/S 087-156689 \(06/05/2015\)](#).

**Question no. 30**

Paragraph 6.3.2 of the tender specs identifies 4 levels of learner interactivity in e-learning courses.

The price table however only foresees 3 levels of e-learning (T5, T6 and T7) and the naming is not consistent with the above mentioned 4 levels.

Should we map those as level 1 – T5, level 2 – T6 and level 3 – T7 with no fixed price budget for level 4?

**Reply**

No.

The 4 levels of ‘learner interactivity’ (tendering specs, section 6.3.2) are not meant to match one to one with the 3 eLearning types envisaged under BTRAIN3. ‘Learner interactivity’ is only one of various specific requirement elements that form part of the complexity level description per e-learning type (T5 – T7). The full list of specific requirements is listed in the tendering specs, section 6.3.3, Table 2.

**Question no. 31**

In question 4.3.1.1. a list of” the principal series compliant with the service requirements of this call for tenders, completed (the completing of a project corresponds to the end of the project, provided in the past three years, with the amounts, dates and recipients, whether public or private, of the services provided?” is asked. What does the commission mean by amounts and recipients? Is ‘amounts’ the number of man days or is this the value €? What do you mean by the recipients? Is this the number of users of an e-learning system? please clarify.

**Reply**

To reply to section 4.3.1 of the questionnaire, it is sufficient to complete the table on page 14 (the columns are self-explaining).