

First session of Question and answers

QUESTION 1 – CAMPDEN, UK

Do the 5 tutors of the tutor's team have to be present during all the training session?

ANSWER 1 - EAHC

Not all of them have to be present.

Each tutor should be present for at least the whole day of his/her presentation.

The key role is that of the Training coordinator who has to be present at all times.

He/she will be the person able to answer any questions on any presentation, even if the tutor who gave it is no longer present.

In this regard, it is important to note that a change of tutor should not lead to changes to the presentation to be given on the subject.

QUESTION 2 – Agri-Livestock Consultants Ltd, UK

The tender specifications launched under the different calls for tenders state that the tutors shall have a good knowledge of English and at least one other EU official language. Is the knowledge of English not prevailing?

ANSWER 2- EAHC

There are three official working languages at the European Commission and there are 24 official languages in the European Union.

The participants, for the most part, will speak at least two languages.

Therefore having tutors who speak at least one official EU language other than English is an asset for the implementation of the training activities.

QUESTION 3 – GIZ, BELGIUM

With regard to the call on "Audit", are the results of the audits publicly available?

ANSWER 3 – DG SANCO

These reports are available on DG SANCO's website.

QUESTION 4 – SPF, BELGIUM

With regard to the call on "Audit", is it possible to cooperate with officials from the FVO?

ANSWER 4 – DG SANCO

Yes, it is possible.

In the tender specifications, the contractor is asked to provide only one tutor for the implementation of the training activities. All other tutors will come from the FVO or the European Commission.

QUESTION 5 – NVWA, THE NETHERLANDS

Is this specific requirement only valid for this particular call on "Audit"?

ANSWER 5 – DG SANCO

Yes. A pool of five tutors is requested from the contractor in all the other calls.

QUESTION 6 – Food control consultants Ltd, SCOTLAND

What is the difference with this training on "Audit" and regular meetings at the FVO?

ANSWER 6 – DG SANCO

The training course and the meetings are two different subjects.

During the meetings in Grange, the outcomes of audits are discussed, with the discussion remaining quite general. Specific deficiencies are not discussed in much depth with the representatives of Member States.

The training course will be on "HOW TO DO?" and will provide more detail. The aim is to enable Member States to understand the comments and remarks made during the audits and to use solutions proposed by different countries to address the issues related to these comments.

QUESTION 7 – AETS, FRANCE

What is the contribution expected from the Training coordinator in the booklet? Up to which extent is this contribution expected, how many days, etc...?

ANSWER 7 – EAHC

The Training coordinator is the person with in-depth expertise and technical knowledge.

One of his/her key tasks is the drafting of the *syllabus*, as requested in the tender specifications, on the subject covered by the training course.

With regard to these *syllabi*, the tender specifications state that special study notes – “*scripta*” referred to hereafter as *syllabus* - shall be prepared by the contractor and the team of tutors. This *syllabus* shall be based on the information presented during the training sessions, technical training documentation or other study materials used during the training. The content of the draft *syllabus* will include the structure of the training course in terms of presentations to be given in order to guarantee the technical coverage requested in the technical specifications. This document will reflect the approach to be taken by control officials when performing controls in the field. It should contain a Q&A part and a section suggesting topics for further reading with all relevant links. The draft content for the *syllabus* should be included in the First Interim Report. For the Second Interim Report, the contractor is obliged to present the working version of the *syllabus* and, for the Final Report, the contractor must present the final *syllabus* which can be used as dissemination material and republished by the contracting authority. This *syllabus* will be 25 pages long and in a format which will enable it to be used for preparation of training brochures, booklets, etc.

With regard to the booklets, the tender specifications state that a series of thematic BTSF booklets are produced by the contracting authority (and/or by external contractors) to strengthen the sustainability and the ‘train-the trainer’ aspect of the BTSF projects. The booklets can help trainees to disseminate the knowledge acquired at the courses among their colleagues. The contractor must ensure that the Training coordinator (or tutor if needed) is available to draft a text of professional standard for the relevant booklet. More information on the booklets may be given at the kick-off meetings.

QUESTION 8 – GIZ, BELGIUM

How can a contractor be involved in the selection of participants apart from a questionnaire sent before the training course?

Are the requests about the participants in terms of level of language, knowledge on the subject and seniority not a bit idealistic?

With the introduction of the Unit costs in the contract, the contractor will be tempted to invite every proposed participant without any further evaluation.

ANSWER 8 – EAHC

The challenge for the contractor is to ensure a cohesive group of participants while maintaining the best mix. The contractor will play a moderator role with the participants proposed by the contact points. It is idealistic, but this is the aim.

The best way is to obtain, at the start of the activities to be implemented under a specific contract, a list of possible participants from the contact points (NCPs in the case of Member States) and to make best use of this list in order to arrive at the best mix of participants to invite, secure, accommodate and train.

Particular issues such as the impact of the introduction of the Unit price on the selection procedure are not for discussion at the Info Day but can be clarified with individual contractors if requested. In brief, the introduction of Unit costs is meant to ease the contractor's workload, as it means that supporting documents proving a participant's attendance at training are no longer required. The evidence of attendance will come from signed attendance lists, the database and the statement in the tender specifications.

QUESTION 9 – OPERA, ITALY

Some areas covered by the different calls are quite close to each other, will this not have a negative impact on the coherence of the training material, e.g. HACCP and Food hygiene at the primary production, Animal identification and Contingency planning, etc...? Can this be addressed with contacts between the different contractors?

With regard to the call on Food hygiene flexibility, what about the overlap with DG AGRI issues in particular for the small producers?

ANSWER 9 – DG SANCO

The overlap is normal. Networking between different contractors implementing different training courses is independent of the Commission and EAHC. The aim, in any case, is to address the topic well even if there is some overlap with another course.

With regard to Food hygiene flexibility, implementation the provisions of the Hygiene Package is not uniform in all Member States. The aim of the training is not to highlight why the provisions are not implemented but how to implement them. The presence of participants from countries which are implementing the requirements properly will provide added value for those participants from countries which are not implementing them to the same degree. The link with DG AGRI is evident but the focus of the training course is on the Hygiene Package.

QUESTION 10 – EURO CONSULTANTS, BELGIUM

The tender specifications require the continuity between the upcoming training courses and those which have been implemented before. How will the outcome of the Final reports be shared from one contractor to another?

With regard to the selection of participants, will the introduction of the E-learning not facilitate the face to face meeting with the participants, When will the contractors receive an access to the E-learning modules?

ANSWER 10 – EAHC/DG SANCO

When the contract expires, all content becomes the property of EAHC. Some parts will be published on the web site to serve as support tools.

Continuity with previous contracts on the same subject will be an item for discussion at the kick-off meetings.

Two e-learning modules (Food contact materials and Animal welfare) will be available in 2013 and additional modules (ten in all) will be accessible for contractors in 2014 and will facilitate implementation of "traditional" training sessions.

Second session of Question and answers – IT Tools

QUESTION 11 – EURO CONSULTANTS SA, BELGIUM

Will the information obtained from the web site evaluation form available for the contractors in order to be included in the final reports?

ANSWER 11 - EAHC

Analysis of participant evaluations and satisfaction levels must still be included in the reports to be submitted by contractors.

This information will therefore be sent to the contractors.

QUESTION 12 – GIZ, BELGIUM

What if a participant refuses to fill in the form?

GIZ is currently testing the new grid and has made some suggestions to implement the form. According to the experience of the company it would be more relevant to send a link to the participants after the training session.

ANSWER 12 - EAHC

Having participants evaluate the training sessions in a way which is independent of the contractors is an obligation.

The contractor must provide sufficient PCs to ensure that the evaluation is done quickly and smoothly.

It is important to inform participants before the training session that they will have to fill in a form at the end of the training.

If a participant has to leave earlier, he/she will be requested to fill in the form before the end of the training.

Third session of Question and answers

QUESTION 13 – CAMPDEN, UK

Why can a tutor not be an Event manager?

2 Event managers are requested?

ANSWER 13 - EAHC

The roles are completely different. Tutors are present for their knowledge and expertise, and to train the participants.

The Event manager is present in order to organise all logistical aspects of the training activities in the best way possible.

The request for provision of an Assistant Event manager is due to the possibility of several situations arising in which a second person will be needed for optimal organisation of all logistical aspects of training for a big group of participants. The educational level and professional experience required of the Assistant are different from those required of the Event manager.

QUESTION 14 – ADT PROJEKT, GERMANY

What is the amount of the bank guarantee?

Are the costs for the pedagogical review to be paid by the contractor?

ANSWER 14 - EAHC

Under the previous Financial Regulation, the need for a bank guarantee was linked to a pre-financing payment amount of EUR 150 000. Under the new Financial Regulation, the decision to request a bank guarantee is left to the Authorising Officer who bases his/her decision on the financial capacity of the contractor. This evaluation is made on the basis of the data provided in Annex VII.

With regard to the pedagogical review, these costs are to be covered by the contractor since all costs have to be included in the Unit price. The costs cover the presence at one entire training session and for the compilation of the report of an expert with a University degree in a pedagogical field and professional experience in evaluation of adult training.
