

ANNEX TO CLARIFICATION No3 – AO 10186  
Technical specifications used in the call for tender concerning the first level  
helpdesk

**4. TECHNICAL SPECIFICATIONS**

**4.1. SUBJECT OF THE INVITATION TO TENDER**

The provision of information and assistance (by telephone, fax, mail or e-mail, as well as other future forms of electronic delivery) to the users of electronic and other products, services and activities of the Publications Office.

At present the requests are handled by an external help desk not located on Publications Office premises.

This Call for tender also aims to cover all types of requests, provide quick and accurate answers to a growing number of questions covering a wide variety of topics and to enable effective treatment of information and the Publications Office's communications to the public.

The service is to start on 1 October 2006.

**4.2. BACKGROUND**

During 2005 the number of requests received by e-mail, telephone, fax and post at the current help desk totalled up to almost 37 000 requests. The share of assistance for general information was around 18%, for electronic products 68%, and for document delivery 13%. The total number of requests has increased steadily over the past years and seems likely to continue to rise in the future. The number of general information requests has been decreasing while the requests on public procurement products have increased.

The deliverables expected under this Contract are the treatment of an estimated 40 000 information requests per year handled by a registration and reply system, accessible 5 days a week, in all 21 official languages. The requests may vary in subject from general requests about the Publications Office itself to detailed questions about the working of specific electronic products of the Publications Office. Details of these deliverables are to be produced by the Contractor and checked by the Publications Office when the monthly statistical report is submitted.

***4.2.1. Brief description of general information requests***

The Publications Office is the official publisher of the Institutions and other bodies of the European Union. Based in Luxembourg, the Publications Office is the only publishing house in the world that works daily in 20 languages. The Publications Office's principal publication is the Official Journal of the European Union which appears daily in three separate editions, in the 19 of the 21 official languages (with the exception of Irish and

Maltese): the L series, containing all new EU legislative acts, the C series, containing information and notices from the EU Institutions and the S series (in the form of CD-ROM), containing several hundred public tenders from EU Institutions.

In addition, the Publications Office publishes over 7 000 titles and almost 200 periodicals every year. The Publications Office also publishes CDs, CD-ROMs, videos and also Internet sites, which are among the largest multilingual sites in the world.

The Publications Office receives about 6 500 requests annually for general information on a wide variety of topics relating to its publications, policies, and services. Information requests cover, for example, topics as widely varying as questions about the prices of publications, the Publications Office's method of appointing contractors, or requests for permission to photocopy extracts of a publication. The type of requests received evolves with the tasks and policies of the Publications Office and the Institutions and bodies it serves.

#### *4.2.2. Brief description of the electronic products and services*

For general information on the electronic products (Annex 4.I to the Technical specifications) currently monitored by the help desk, please refer to the appended documentation (sample CD-ROMs, offline product list and factsheets on the online databases, EUR-Lex, EU Bookshop, TED, SIMAP and IDEA). The Publications Office receives about 25 000 requests annually concerning the electronic products.

Most published material also appears on the Internet. There are approximately 400 000 notices, about 1,5 million texts in official language versions of the EU legal documents available online, in addition to the hundreds of public tenders which are published daily online by public and private institutions and companies all over Europe and beyond. EU Bookshop contains 4 500 titles in different language versions (situation at the end of 2005).

As products are continually being updated, and new products added, the Contract may also involve, at the Publications Office's request, specific tasks relating to new electronic products and to new versions of existing products. These ad hoc or special tasks may include testing new products, giving training, etc.

The written assistance (treatment of incoming messages and providing replies) will be provided in the 21 official languages (see point 4.4). The number of languages is likely to increase during the life of the Contract. For telephone contact English, French and German are required: other languages would be an asset.

#### *4.2.3. Brief description of document delivery*

Document delivery means the delivery of scanned TIFF-images of the Official Journal L&C. The Contractor has to treat the incoming error reports on the failed deliveries:

- to check why the order has failed and whether the document is available for a manual extraction from the internal archive (EUDOR);

- when available on the internal archive, to perform the manual extraction and to send a copy to the end-user;
- when not available, to see with the EUDOR team at the Publications Office if the document is available on paper form for scanning.

The Contractor also helps the end-users to find their way in ordering and reading documents from the EUDOR system (orders are made through the EUR-Lex portal).

**4.2.4. Classification of the online electronic products according to complexity**

Name:	Content/Subject	Structure	Interface
EU Bookshop <a href="http://bookshop">http://bookshop</a>	3	3	3
EUR-Lex <a href="http://europa.eu.int/eur-lex">http://europa.eu.int/eur-lex</a>	2	2	2 & 4 see note A
TED <a href="http://ted.publications.eu.int">http://ted.publications.eu.int</a>	2	2	2 see note B
SIMAP <a href="http://simap.eu.int">http://simap.eu.int</a>	3	3	3
IDEA <a href="http://europa.eu.int/idea">http://europa.eu.int/idea</a>	4	3	3
CORDIS <a href="http://cordis.europa.eu.int">http://cordis.europa.eu.int</a>	2	3	3 see note C

**Key of level of difficulty:**

1 = very difficult, 2 = difficult, 3 = average, 4 = easy, 5 = very easy

**Note A:** There are two search modes: advanced (to be implemented) and simple. The user can also browse through organised collections, such as the Official Journal, Legislation in force or Preparatory acts. EUR-Lex is a combination of previous CELEX and Eur-Lex products, a new multi-purpose, multilingual legal database offering access to TIFF files.

**Note B:** Licence holders may download TED content from an FTP server. The FTP delivery option for licence holders may be extended to other databases.

**Note C:** CORDIS (the Community Research and Development Information Service) was in practice put under the administration of the Publications Office on 1 May 2004 and was fully integrated as of 1 January 2005. It might be added to this contract from 2008 onwards.

### **4.3. DESCRIPTION OF THE ASSISTANCE TO USERS**

#### **4.3.1. General information requests**

The help desk will register and reply to all general enquiries relating to the Publications Office's activities, services and publications, submitted by e-mail, fax, mail or telephone, and future forms of electronic delivery on the basis of standard replies provided by the Publications Office. Most requests are currently by e-mail. Details of both the requests and the reply must be registered, so that they can easily be identified, reproduced, and included in regular statistics and feedback.

Usually, standard replies or elements for reply in all 21 EU official languages will be used for all general questions irrespective of whether these arrive by telephone, e-mail, letter or fax. It must be easy and quick to retrieve these replies and partial replies from the basic documentation supplied by the Publications Office using whichever database or retrieval system the Contractor chooses. This database, constructed by the Contractor from the Publications Office's basic documentation, is hereafter referred to as the "knowledge database". All questions requiring additional research will be registered by the Contractor before they are forwarded to the Publications Office or to other designated contacts for reply. Replies by the Publications Office or other designated contacts to new or complex questions may be sent to the Contractor to be added to the knowledge database. Specimens of queries are provided in Annex 4.II to the Technical specifications.

The service provided under the Contract will consist of three elements:

- registering of requests;
- replying to requests, on the basis of documentation provided by the Publications Office which the Contractor must incorporate into a database or other system to allow easy retrieval;
- providing feedback and statistics on both requests and replies.

#### **Registering requests**

For every request, the date of dispatch, date of receipt at the Contractor's, country, language, nature of the request and contact details must be registered electronically in a system, selected by the Contractor, hereinafter referred to as the "archive". For certain products and services, the Contractor may be requested to register additional information on a voluntary basis.

The Contractor should immediately discard any junk, promotional or other type of e-mails received which do not relate to the activities of the Publications Office or the European Union in general. This spam should not be registered, or replied to under the following classifications.

#### **Replying to requests**

Replies will be prepared by the help desk on the basis of information and standard replies provided by the Publications Office, which must be incorporated into the knowledge database, a system allowing easy multilingual retrieval. The replies dispatched by the Contractor must be in line with the *Code of Good Administrative Behaviour for Staff of the*

*European Commission* (see extract in Annex 4.III to the Technical specifications). Replies must be sent as quickly as possible, in the language of the initial request, provided this is one of the 21 official languages. A complete reply must be sent within 15 working days from the date of receipt at the Publications Office. However, this is the maximum delay for a reply: normally a written reply to a general request should be sent by the Contractor within an average of 3 working days. In cases where the Contractor cannot reply (see C below) a holding reply must be sent. Telephone calls must be returned as promptly as possible. If an oral answer cannot be given immediately, or if the request requires a detailed reply, contact details must be taken and a written answer provided.

For the purposes of efficient handling, providing statistics, and assisting quality control each request for general information shall be classified under one of the following 4 categories A – D, each of which involves the tasks specified below. The Publications Office reserves the right to refuse the classification awarded to a particular request by the Contractor, and in particular may refuse to reply to a request designated by the Contractor as category C, *Complex*, if the Contractor is deemed capable of replying directly. Such cases will be recorded in the monthly report (see below) and the Publications Office will inform the Contractor of the reasons for its re-classification.

**A. *Standard answers***

A standard answer exists and can be dispatched within 7,5 minutes e.g. as a factsheet. This category also covers forwarding requests to identified contacts within the Publications Office or the Institutions, such as the Europe Direct service for example, and informing the sender that the request has been forwarded to this contact.

*Action required:*

Analyse question and dispatch notification of receipt.

Look up correct standard answer in language of query in knowledge database.

Dispatch answer by appropriate channel (e-mail, fax, post).

Log and archive.

**B. *Specific answers* (e.g. queries about prices, titles, availability etc.)**

A personalised reply can be prepared on the basis of existing documentation and other information at the disposal of the help desk in the knowledge database, requiring an average processing time of 15 minutes.

*Action required:*

Analyse question and dispatch notification of receipt.

Refer to documentation and other information sources.

Formulate answer in appropriate language.

Dispatch answer by appropriate channel (e-mail, fax, post).

Log and archive.

**C. *Complex answers***

Queries not covered in the documentation provided by the Publications Office.

*Action required:*

Analyse question and dispatch notification of receipt.

Transmit to the Publications Office for reply or research, or to identified contacts within the Institutions with copy to the Publications Office, indicating the elements for which a reply is required.

Log and archive, adding new information to the knowledge database from the reply provided by the Publications Office or other contacts.

For category C, *complex answers*, the Publications Office (or others) may reply directly, copying the answer to the help desk, or may define the elements necessary for the help desk to reply as a Category B *specific answer*. In either case, the reply should be added to the knowledge database for future cases.

**D. Registration of telephone calls**

The call should be registered, a verbal reply immediately given where possible, in English, French and German as a minimum, and where this does not exceed 3 minutes average length (standard answer). For queries requiring a more detailed or lengthy answer, or one in a language other than English, French or German, a contact address should be registered, and the query then handled as a category A, B, or C written request, as appropriate. These requests and replies by telephone must also be registered and recorded.

**Feedback and statistics on both requests and replies**

The Contractor is to store details of all questions and answers in an archive which can be queried easily by the help desk and the Publications Office. The Contractor shall provide statistics (see also point 4.4.11) on their activities every month and on request. These statistics will show the number of requests received, method of transmission, length of telephone calls, and a breakdown of requests by country, language, product (if any) and subject, as well as the response time.

The monthly statistical report must be provided as an electronic file in a standard format. Details of all complex questions referred to the Publications Office or other declared contacts must be supplied with the monthly statistics, as well as examples of the main types of questions and replies handled during the month in question.

Individual reports and analyses must be available at short notice if requested.

**4.3.2. Electronic Products**

The help desk will register and deal with questions and problems relating to database access (telecommunications, identification difficulties, parity and emulation errors etc.), to use of the data search and utilisation of the systems, and to the content of the electronic products (structure, coverage, sources etc.). Assistance is to be provided to end users, members of the sales networks, licence holders, and service users, among others.

The Contractor, even if it subsequently passes on problems to more specialised services (data base manager "DBM", systems support, software engineering etc), must be able to:

- diagnose the problem and reach an appropriate conclusion;
- answer most of the questions directly by e-mail, phone or fax;
- express the problems defined by the customer in a language which can be understood by the technicians, and vice-versa.

**Registering requests**

For every request, the country, language, nature of the request and contact details must be registered. For certain electronic products and services, additional information and product feedback, provided on a voluntary basis, must also be registered.

### **Replying to requests**

The contractor must be able to treat in writing information requests in all 21 official languages of the European Union, i.e. to understand and reply in the same language.

For telephone contact the ability to handle calls in English, French and German is sufficient, although other languages would be an advantage. At present most contacts with users are in English, French and German. Replies will be prepared by the help desk within guidelines based on the Code of Good Conduct applying to the European Commission. Written replies must be sent as quickly as possible, in the language of the initial request, provided this is one of the 21 official languages. The Contractor must reply to queries relating to use of the electronic products within 24 hours of the time of receipt at his location. For general information requests about the electronic products, the maximum deadline is 15 working days. In cases where the Contractor cannot provide a solution or full information within this deadline, a holding reply must be sent. Telephone calls must be returned as promptly as possible: if a verbal answer cannot be given immediately, or if the request requires further research, contact details must be taken and a written answer provided. The reply must be in terms appropriate to the end user: if necessary this may involve reformulating technical documentation or parts of responses. Some requests for assistance, for example concerning the non-delivery of documents ordered as electronic files, will be transferred directly to the Publications Office and will be classified as category A, standard replies. The request concerning electronic products and services may fall into one of the 4 categories A - D, specified above under 4.3.1, or into the following further category E, which involves the tasks specified below, and applies only to electronic products:

#### ***E Detailed telephone guidance (applies to electronic products only)***

For example, installing CD-ROMs, using search masks, identifying software problems. Exceptionally, to identify a problem, and/or advise on the correct action to be taken by the end-user, it may be necessary to talk the end-user through various steps. The average length of call should not be longer than 10 minutes. These requests and replies by telephone must also be registered and recorded.

### **Feedback and statistics on both requests and replies**

The Contractor is to store all questions and answers in an archive which can be consulted easily by the help desk and by the Publications Office. The Contractor is to provide statistics (see also point 4.4.11) on their activities every month and on request. These statistics, provided in English or French, will show the number of messages received, their breakdown by country, language, product, and subject.

In addition the Contractor will provide monthly feedback on certain electronic products, currently defined as those listed at 4.2.4, plus OJ S and OJ L&C CD-ROMs, this list is subject to change. This feedback is embedded in e-mail messages. The monthly report on electronic products must include salient examples of the main types of questions and replies handled during the month in question for each electronic product.

The Contractor will inform the Publications Office immediately of any faults and problems concerning the electronic products, which come to his attention during his normal activity of replying to information requests.

#### 4.3.2.1. Additional ad hoc and specific tasks of electronic products:

At the Publications Office's specific request, the help desk may be required to carry out various specific and ad hoc tasks. These tasks may include, as a guide:

- active participation in different presentations of electronic products on the Publications Office premises and elsewhere;
- tests relating to the electronic products and services of the Publications Office;
- sending e-mail messages to identified groups of database users;
- managing and compiling website FAQs and/or problem alerts;
- compiling and disseminating usage statistics on certain online sites (e.g. EU Bookshop, TED, EUR-Lex...);
- special customer services at the launch of a new release or product (e.g. extra helpdesk functions, special study on customer reaction), providing training for customers, etc.
- certain problems may require in-depth research and repeated contact between the end-user, the Contractor, and the Publications Office production departments to identify and solve.

#### 4.3.2.2. Meetings

The Publications Office will organise a meeting every two months with the Contractor to offer updates on the Publications Office electronic products. These meetings will be held at the Publications Office premises in Luxembourg and must be attended by at least one member of the help desk, responsible for electronic products. The meetings are expected to last six hours and to cover the main electronic products (EU Bookshop, EUR-Lex and the OJ L&C CD-ROM, TED, SIMAP and the OJ S CD-ROM) and any changes to other electronic products and services. The associated expenses must be included in the overall monthly fixed fee.

The Contractor may be asked to attend additional meetings at the invitation of the Publications Office. In this case, any travel expenses incurred by the Contractor will be reimbursed in accordance with the provisions of the Contract.

The Contractor must provide written feedback on the meetings he attends.



#### **4.4. GENERAL PROVISIONS APPLYING TO BOTH GENERAL INFORMATION REQUESTS AND REQUESTS CONCERNING ELECTRONIC PRODUCTS**

##### **4.4.1. Languages**

The help desk must be able to treat in writing (to understand the request and to be able to reply in the same language) information requests in all 21 official languages of the European Union; i.e. the contractor should organize the service in such a way that all written requests can be understood and replied to in the same language:

- |             |              |
|-------------|--------------|
| • Czech     | • Italian    |
| • Danish    | • Latvian    |
| • Dutch     | • Lithuanian |
| • English   | • Maltese    |
| • Estonian  | • Polish     |
| • Finnish   | • Portuguese |
| • French    | • Slovak     |
| • German    | • Slovenian  |
| • Greek     | • Spanish    |
| • Hungarian | • Swedish    |
| • Irish     |              |

The number of official languages is likely to increase during the life of the Contract, in particular with new accessions of the two candidate countries: Bulgaria and Romania in 2007, and maybe other countries later. The Contractor must be able to extend the linguistic coverage of the service provided as required. At present most correspondence on general information is handled in English, French, German, Italian, Spanish and Dutch (see point 4.9 for statistics), and on electronic products in English, French and German. It is expected that the number of requests in Polish will increase. The knowledge database must allow the multilingual retrieval of this documentation.

The Publications Office will provide at the start of the Contract the existing standard replies (27 e-mail replies and 13 letters) in all 21 languages, but no translation services during the Contract. It is expected that during the contract there will be changes to these replies or even a need to replace them all with new texts. In price quotations the service in the six most frequently used languages and in Polish, should be included in the fixed monthly fee. The price for the service in the other 14 languages and possible additional languages should be quoted separately based on the amount of requests. Also the translation of the whole set of standard replies should be quoted separately. Detailed description follows in Price Schedule.

For telephone contact, knowledge of English, French and German will be sufficient; the ability to reply in other languages would be an advantage.

There may be important variations in activity between the different languages required, and the number of queries received in a given language may vary widely from one month to the next.

#### **4.4.2. Registration**

The Contractor must register all requests, acknowledge receipt of the message (e.g. with an automatic reply assigning an individual reference number per request), and maintain an archive, comprising details of the date, identity of caller, type and nature of information request, and action taken. The existing ACCESS database, the source of registration information, will be placed at the Contractor's disposal in the beginning of the contract.

#### **4.4.3. Infrastructure**

The Contractor must maintain the infrastructure necessary to handle all requests, and adapt this infrastructure at his own expense and at his own location(s) throughout the life of the Contract, as the Publications Office's electronic products require.

For information purposes only, requests relating to electronic products are currently handled using the following IT infrastructure:

- PCs: 3 PC PIII - 233 MHz (1 per person) (networked)  
2 stand-alone PCs as above  
1 stand-alone Mac computer
- Software: MS-Office 2002 (Word, Excel, Access, Power Point)  
MS-Outlook 2002  
MS-IE 5.0  
Netscape 8.0.1  
Adobe Acrobat 6.0 (for creating PDF files)  
Adobe Acrobat Reader 6.0
- Other 1 printer  
1 shared laser printer  
1 fax machine  
1 external modem  
4 telephones  
lease line between Contractor and the Publications Office

The help desk must have adequate access to the Internet as the Publications Office and Europa websites will be useful additional information sources.

#### **4.4.4. Archive of Contact Details**

An electronic archive, containing full contact details of callers/users as well as the details of all calls/e-mails/letters/faxes treated should be maintained and updated regularly by the service provider.

The Publications Office must have access to the database maintained by the service provider for checking purposes only.

#### **4.4.5. Adaptability**

The Contractor has an obligation to keep the help desk informed of developments at the Publications Office and to promptly and adequately adapt to these developments technically and in terms of organisation and resources.

#### **4.4.6. Data protection**

Private data are confidential (see General Terms and Conditions applicable to service contracts awarded by the Commission of the European Communities, Article 3) and must not be used by the Contractor, nor divulged to third parties, for any purpose other than those provided for under the Contract.

The free access granted to the Publications Office products and information must only be used for the activities provided for under the Contract. This access must not be shared, nor information divulged to any third parties, without the express written permission of the Publications Office. The details of those contacting the Publications Office may not be used by the Contractor.

At the end of the Contract all physical and electronic records pertaining to the correspondence made under the Contract, including the register of calls treated (the archive), all identifying details of those contacting the Publications Office, the basic documentation supplied by the Publications Office, and the full collection of standard replies and elements thereof (the knowledge database) must be returned to the Publications Office and no copy, partial or complete, may be kept or retained by the Contractor.

#### **4.4.7. Review Meetings**

The Publications Office will organise monthly meetings with the Contractor to monitor progress, review the service offered by the Contractor and in particular the quality and classification of replies, and provide training if required. These meetings will be held at the Publications Office premises in Luxembourg and must be attended by the Project Manager and/or one member of the help desk, responsible for the monthly reporting. The associated expenses must be included in the overall monthly fixed fee.

During these regular review meetings the Publications Office will propose and explain to the Contractor new standard answers, or elements for specific answers, resulting from changes at the Publications Office, from monitoring of the service provided by the Contractor, or from complex answers prepared by the Publications Office. In this manner, the Contractor should progress along a learning curve and enable some replies to pass from category C "*Complex*", to B "*Specific*", and from B "*Specific*" to A "*Standard*".

The Contractor may be asked to attend additional meetings at the invitation of the Publications Office. In this case, any travel expenses incurred by the Contractor will be reimbursed in accordance with the provisions of the Contract.

The Contractor must provide written feedback on the meetings he attends.

#### **4.4.8. Quality control**

Regular monitoring of the help desk's activities will be carried out by the Publications Office for quality control and overall management purposes. This could entail visits to the Contractor's premises or database checks as well as test enquiries.

The quality is discussed with the Contractor at the monthly review meeting (see 4.4.7). The Contractor must offer the Publications Office unlimited access to the Contractor's registration archive, and the knowledge database of basic documentation, to allow checks at any time on the quantity and registration of requests, and on the quality and classification of the replies provided by the Contractor.

The service quality must comply with the Code of Good Conduct. It will be measured on the following points:

- availability of service;
- quality of language skills;
- accuracy:  
the help desk must provide accurate responses to enquiries of a varied nature;
- repetition of identical questions:  
the service quality is considered to be insufficient if identical questions are addressed repeatedly to the Call Centre by the same enquirer within a short period of time. A control mechanism in the caller archive should ensure the identification of repeated similar requests by the same person;
- consistency:  
the same question should always meet with the same elements in the reply;
- politeness and manner of handling enquiries;
- respect of the reply deadlines;
- streamlining:  
as the Contractor gains in experience, certain replies should pass to a more simple category of classification.

Random monitoring of the calls and correspondence, test calls and mails as well as enquiries with users will be carried out by the Publications Office to control the quality.

The Contractor will be required to correct immediately, at his own expense, any error detected for which he is responsible.

#### **4.4.9. Data security**

The Contractor undertakes to maintain a reasonable level of security to protect the data held by the Publications Office from unauthorised access and misuse.

#### ***4.4.10. Option for leased line access***

If access to the internal versions of online sources, used by staff of the Institutions, is granted by a leased line access to the Publications Office network, the Contractor must pay all fixed and variable costs for this connection.

#### ***4.4.11. Statistics***

The Contractor must provide monthly statistics on the requests received, by country, language, product, subject, and the classification by category A-E described in detail above at 4.3.1 and 4.3.2:

- |   |   |
|---|---|
| A | Standard  |
| B | Specific  |
| C | Complex   |
| D | Registration of telephone calls                                   |
| E | Detailed telephone guidance (applies to electronic products only) |

The Contractor must also provide samples of the most frequent questions of the month in question, and of the replies together with the feedback on the electronic products. The statistics must be supplied in either English or French in a standard electronic format. The sample monthly statistics are in Annex 4.IV to the Technical specifications.

Details must also be supplied every month of all additional ad hoc activities carried out under this Contract at the Publications Office's request.

#### ***4.4.12. Staff skills***

Help desk members should be highly motivated and capable of working in a complex environment, while handling multiple issues simultaneously. They must understand the importance of their role as representations of the Publications Office in direct contact with the Publications Office clients, be tactful and have the ability to promptly identify the caller/user's needs in order to provide appropriate support or solutions. The contractor should use the standardised CV forms for the staff proposed to execute this contract, see Annex 4.C to the specifications.

### **4.5. ORGANISATION OF THE ASSISTANCE SERVICE**

The help desk will be available from Monday to Friday, including Commission holidays in Luxembourg which are working days in most countries. The only days which will be considered holidays where no service is required to be provided are: New Year's Day, Easter Monday, Ascension, Whit Monday, Assumption, All Saints' Day, Christmas and Boxing Day (according to the Luxembourg calendar).

Timetable for help desk: from 8.30 a.m. to 6.00 p.m. (Luxembourg time).

#### **4.6. TRAINING**

In view of the variety of information requests, and the complexity of the Community electronic products, the Contractor must attend the training courses provided by the Publications Office in Luxembourg before the start of the Contract.

Length of training is estimated to be from 5 to 10 days, obligatory for all full-time team members and their substitutes. The working hours spent on this training will be reimbursed on the basis of the price per man/day for specific operations (see point 4 of the Price Schedule). Any travel expenses incurred by the Contractor will be reimbursed in accordance with the provisions of the Contract. An exact timetable and a detailed programme will be provided once the Contract has been signed. During this period the Contractor must acquire the knowledge and expertise necessary to be able to carry out independently the services planned under this Contract.

The Contractor must ensure that the knowledge gained by his staff is maintained at his own expense (for example, if one of the team members should leave).

These training courses, which will be held in French and/or English, will be structured as follows:

##### ***4.6.1. General Information Requests***

- a. general training: the Publications Office and the EU, areas of activity, organisation, operation, contacts and their roles etc;
- b. general guidelines: preparation of correspondence, classification of requests as simple, standard, and complex;
- c. documentation: study of dossier of standard replies, current cases etc.

Each member of the help desk for general questions is expected to participate in all the training courses relating to general information.

##### ***4.6.2. Electronic Products (online and offline)***

- a. technical training: connection, equipment, common problems, contact persons etc.
- b. practical training: database structure, content, types of questions, special documentation, production departments, etc.
- c. general training: the Publications Office and electronic publications, organisation, operation, existing documentation, contacts and their roles, trends and developments etc.

##### ***4.6.3. Training sessions***

Each member or substitute of the help desk for electronic products is expected to participate in all the training courses relating to these products. It is proposed to hold

the general and electronic product training sessions simultaneously, in September 2006, although this timetable may be adapted as proves practical.

#### **4.7. SERVICES PROVIDED BY THE PUBLICATIONS OFFICE**

In addition to organising and running the training courses mentioned under 4.6, the Publications Office will provide the following services to the Contractor free of charge:

General information:

- Detailed documentation on standard and specific replies, elements to be incorporated into specific replies, and access to information sources to prepare specific replies. The basic documentation, which the Contractor will draw on for replies and incorporate into his knowledge database for easy retrieval, will be provided in 21 languages;
- Updates and modifications to the standard replies, provided in English or French, which the Contractor has to translate into other official languages;
- Guidance on how to reply to new types of repeatedly asked questions.

Electronic products and services:

- Detailed documentation on the electronic products, interrogation software used and dissemination conditions;
- Organisation and chairing of regular follow-up meetings with database production departments;
- Access to the Publications Office products covered by the Contract.

The help desk may, exceptionally, refer draft standard and specific replies to the Publications Office for approval and comment.

The Publications Office undertakes to include a basic explanation of its role on all general e-mail addresses accessible from websites, and direct users to other useful e-mail addresses to limit the number of messages incorrectly sent to the Publications Office.

The Publications Office will provide the Contractor with regular information updates, and feedback on the complex enquiries dealt with by the Publications Office and/or identified contacts. It will also offer training as required at its monthly review meetings.

#### **4.8. PERIOD OF TESTING**

After the training sessions, the Contractor will carry out the planned activities with the aim of immediately offering the level of service described above.

During the probation period of fifteen working days, the Publications Office may carry out an in-depth check of the quality and timeliness of the service offered, and promptly advise the Contractor of any recommendations to improve the quality of service. If the quality of service indicators is not satisfactory after this probation period, liquidated damages may be imposed.

#### 4.9. BREAKDOWN BY CATEGORIES

The Publications Office has detailed reliable statistics of general information requests since 2002. Since May 2004 the statistics cover also the requests from the 10 new Member States, though their influence on the requests is expected to increase gradually.

The % breakdown of the requests into the earlier defined categories A-E:

	2002	2003	2004	2005
A Standard reply	38	33	35	19
B Specific reply	38	43	44	68
C Complex reply	10	11	9	4
D Telephone registration	0	1	2	0
E Detailed telephone guidance	14	12	10	9
<b>Total amount of requests</b>	<b>26799</b>	<b>32817</b>	<b>34172</b>	<b>36851</b>

Category E only applies to electronic products. The monthly review meetings will identify/monitor the breakdown by classification of requests, and discuss re-classification as appropriate.

The calls concerning electronic products were received as follows:

Mode of reception %	2002	2003	2004	2005
E-mail	77	82	84	87
Telephone	14	12	12	10
Post	6	4	3	2
Fax	3	2	1	1

The % breakdown of the requests received, by theme:

Theme	2002	2003	2004	2005
Public procurement	29	34	39	48
General information	37	29	25	18
Legislation	18	13	16	16
Document delivery	15	23	19	13
EU Bookshop				4
Other	1	1	1	1

The requests related to the EU Bookshop are not comparable in the above statistics as the system was opened for public only in March 2005.

Public procurement = TED (online and CD-ROM) + SIMAP

General information = Research for information on publications (mailbox Info-Info + mail)

Legislation = EUR-Lex (portal and CD-ROM) + CELEX

Document delivery = Document orders via EUR-Lex portal

Other = IDEA + other CD-ROMs



Annex to Clarification No 3 – AO 10186  
 Technical specifications AO 10012

The % of the frequently used languages are in the table below. The use of other languages has mainly been less than one per cent as shown on the second table. Portuguese has been increasing a bit and the influence of the new Member States is not yet seen.

	2002	2003	2004	2005
English	49,68	50,50	45,84	43,74
French	29,22	27,73	28,73	30,69
German	10,44	9,92	11,01	10,25
Italian	3,10	4,23	4,29	4,75
Spanish	3,18	2,70	3,66	3,19
Dutch	2,04	2,37	2,88	3,07
<b>Total %</b>	<b>97,66</b>	<b>97,45</b>	<b>96,41</b>	<b>95,69</b>

	2002	2003	2004	2005
Portuguese	0,73	0,86	1,17	1,05
Danish	0,55	0,56	0,79	0,63
Polish			0,24	0,78
Greek	0,32	0,53	0,57	0,52
Swedish	0,50	0,36	0,41	0,42
Slovak			0,03	0,18
Hungarian			0,02	0,15
Finnish	0,19	0,21	0,29	0,14
Czech			0,02	0,18
Estonian			0	0,04
Slovene			0,01	0,08
Latvian			0,01	0,03
Lithuanian			0,01	0,05
Maltese			0	0,02
Irish				0
Non-community	0,04	0,04	0,02	0,03
<b>Total %</b>	<b>2,33</b>	<b>2,56</b>	<b>3,59</b>	<b>4,30</b>

**4.10. ANNEXES TO THE TECHNICAL SPECIFICATIONS**

- i. Annex 4.I Documentation – not relevant in the context of the call for tenders AO 10186
- ii. Annex 4.II Specimens of queries – see below part relevant to AO10186
- iii. Annex 4.III Extract from the Code of Good Administrative Behaviour for Staff of the European Commission –see below
- iv. Annex 4.IV Sample statistics

**Annex 4.II to the technical specifications**

The following specimens of queries and replies can be in any of the EU official languages.

**TED**

Q1	<p>Dear Sirs,</p> <p>We would like to know if it is possible to subscribe to Ted Alert by defining a profile. If that is possible can we be informed by e-mail every time that there is a new entry corresponding to the defined profile?</p> <p>If that is the case could you please let us know how to do and if there are any subscription charges?</p> <p>Thank you in advance for your reply! (in English, French or Swedish)</p> <p>Best regards</p>
R1	<p>Dear...,</p> <p>The Office for Official Publications of the EC makes available the EU tender notices through the TED database (Tenders Electronic Daily) at the following URL :</p> <p><a href="http://ted.publications.eu.int">http://ted.publications.eu.int</a></p> <p>This database is available for free and is updated daily (but on Sunday and Monday, on which days there is no publication in the Supplement to the Official Journal) at around 9 o'clock on the morning.</p> <p>I'm afraid that there is currently no possibility of being notified by email when a specific kind of notices is published. Such a service should be made available in the beginning of 2006.</p> <p>In the meantime, you could contact any of our TED license holders among the list I have attached to this email message. They are private companies who have bought a license to run the TED data's and offer their customers any kind of service on basis of these data's.</p> <p>I hope this will be of some help to you; please feel free to contact me should you require any further information about this.</p> <p>Kind regards,</p>

Q2	<p>Dear ,</p> <p>I've some questions about the TED.</p> <p>First, I was wondering if you have already found a solution for the bug about the *, which isn't working when you use the "()". My colleague Martin had sent you an email about this problem.</p> <p>Second, when I search for:</p> <p>Full text: Menterwolde* PB S = 1/2003&lt;&lt;1/2005 Country = NL I get 4 hits.</p> <p>The first hit 1 <u>178012-2003</u> <u>198/2003</u> <u>NL-Wedde: passenger land transport services</u></p> <p>is a "CONTRACT AWARD NOTICE". But when I open the 'Document family' for the 'open procedure' I also see the word 'Menterwolde' in the text. Why is it that I don't get this 'open procedure' in my search results? This is unfortunately only one example of incomplete results. Has it something to do with my search method or..??</p> <p>Finally, when I search for:</p> <p>Full text: Grave PB S = 1/2003&lt;&lt;1/2005 Country = NL</p> <p>I get 35 results.</p> <p>When I go to result '10', 108971-2004, NL-Petten: manufacture, delivery, installation and maintenance of a facility for mechanical testing under supercritical water condition, I don't find the word 'grave' or even 'grav' or 'rave' or something like that in the whole text.</p> <p>So, my question is, why do I sometimes don't get the documents with the word I searched for, and on the other hand, why do I sometimes get results <i>without</i> the words I have searched for?</p> <p>I hope you can help me with this problem, because we are working on a investigation about European open procedures of Dutch organizations, and it is important for us to get a complete and precise list of the open procedures of these Dutch organizations.</p> <p>Kind regards,</p>
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R2	<p>Dear...,</p> <p>1°) The problem with the fulltext field has been fixed, but will be only loaded on the new release of TED foreseen for the beginning of next month.</p> <p>2°) The reason is that the documents (the contract and the contract awards notice) do have different DTD's and therefore different indexing behavior:</p> <p>"Menterwolde" in 'missing' notice 53503-2003 is positioned at</p> <p>1. Awarding authority: AND document DTD is openswet (old one, no chapter dependant indexing!).</p> <p>For those documents only the company name of the awarding authority was indexed!</p> <p>"Menterwolde" in 'not missing' notice 178012-2003 is positioned at</p> <p>I.1) Official name and address of the contracting authority: AND document DTD is contractaward (chapter dependant indexing!).</p> <p>For those documents, the whole section I.1 is indexed</p> <p>3°) Document 108971-2004 is selected because "grave" appears on section III.2.1 of the French version of this notice.</p> <p>Kind regards,</p>
Q3	<p>Dar Sir/ Madam,</p> <p>This is to let you I there is a problem with opening language websites of Tenders Electronic Daily E.g. when I wish to access English version <a href="http://ted.publications.eu.int/official/Exec?Template=TED/home&amp;DataFlow=XMLRead.dfl&amp;Path=staticDefault.xml&amp;Lang=EN">http://ted.publications.eu.int/official/Exec?Template=TED/home&amp;DataFlow=XMLRead.dfl&amp;Path=staticDefault.xml&amp;Lang=EN</a></p> <p>The message is The servlet container is temporary unavailable or being upgraded Internal Server Error</p> <p>The server encountered an internal error or misconfiguration and was unable to complete your request.</p> <p>Please contact the server administrator, <a href="mailto:webmaster-ted-opoce@cec.eu.int">webmaster-ted-opoce@cec.eu.int</a> and inform them of the time the error occurred, and anything you might have done that may have caused the error.</p> <p>More information about this error may be available in the server error log.</p> <p>Additionally, a 500 Internal Server Error error was encountered while trying to use an ErrorDocument to handle the request</p>

R3	<p>Dear...,</p> <p>This kind of error message is displayed when there is a temporary problem on one of our TED servers.</p> <p>Would you please try to exit TED, clear your temporary internet files (to be sure to error page will not be reloaded from your cache), possibly your cookies and have another try to reach and search TED?</p> <p>I hope this will be of some help to you.</p> <p>Kind regards,</p>
Q4	<p>Good afternoon Colleagues,</p> <p>We are the European Fencing Industry Association based in the UK and we look for assistance in identifying potential contracts relating to fencing and gates on your web site. Initially, we would like only to search in UK based projects but within a few weeks, extend this to the whole of the EC.</p> <p>How best can we use your web site to achieve this aim and can you give us a step by step method of search?</p> <p>Kind regards,</p>
R4	<p>Dear...,</p> <p>The Supplement to the Official Journal in which are published the EU tender notices is available through the TED database (Tenders Electronic Daily) at the following URL:</p> <p><a href="http://ted.publications.eu.int">http://ted.publications.eu.int</a></p> <p>Once you are on the main Ted's page, click on 'Search for TENDERS'; this will open the search mask where, by default, you can search through the tenders that are still opened (for which you can still apply). Should you wish to search for all notices which have been published for the last 5 years, you can tick on the option "search in the archive" at the left-top of the search screen.</p> <p>From my point of view, the most efficient way to search this database is to set only the country field and the CPV code field.</p> <p>So, please find attached the complete list of CPV codes (Common Procurement Vocabulary) :</p> <p>This classification of codes allows you to search by sector of activity rather than by keywords.</p> <p>i.e. there is a code 28822000 (fences).</p> <p>You can of course enter more than one code into this field; you have then to separate each of them by a 'or' logical operator :</p> <p>i.e. Country : GB  CPV code : 28822* or ... or 4534*</p> <p>The "*" at the end of a code is the truncation mark which allows you to mask one or more characters. This means you will search for all documents indexed by a code beginning by i.e.</p>

	<p>'4534'; so, consequently the whole '4534' category (Fencing, railing and safety equipment installation work).</p> <p>I hope this will help. Please do not hesitate to contact me should you require any further information about this.</p> <p>Best regards,</p>
Q5	<p>Dear Sir or Madam</p> <p>We are Japanese construction company; TAISEI, and are getting involved with a reconstruction project of Belgium embassy in Tokyo. We officially heard that the terms of reference will be announce very soon as the end of this week on the Supplement to the official journal of EU. We are, therefore, checking the TED website everyday, but here is our question.</p> <p>Belgium embassy explains in FAQ page in their HP that the administrative specifications will be in Dutch + French and the technical annexes will be in English. So we are wondering if we can not read / open the administrative specifications in case we set the language only to English on TED website. Do we have to set e.g. French if we want to check the whole content without misunderstanding or lucking some part of the reference. Or do we have to check both through English and French? We would like to use English if possible since we are not so familiar with Dutch nor French. Please give us some advice. Thank you very much for your help.</p> <p>Sincerely</p>
R5	<p>Dear...,</p> <p>On TED, you will only find the advert of the tender. The full version of the advert will only be available in French and Dutch languages and a summary will be made available in the 18 other EU languages.</p> <p>In any case, you will not find in TED the administrative and technical specifications. To get them, you will have to contact the awarding authority (the Belgium Embassy) and ask them to provide you with these specifications.</p> <p>Kind regards,</p>

Q6	<p>Dear;</p> <p>I am looking for European projects "works contracts". I saw in your web site that there are some categories: I institutions, external aid programmes and European communities.</p> <p>In the European Communities are, pre-information procedure, open procedure, contract award; restricted award. I would like to know: What's the different between open procedure and restricted procedure?</p> <p>And if there is any list with the names of the companies whose apply for these projects (works projects)?</p> <p>Looking forward to hearing from you soon.</p> <p>Best regards,</p> <p>Thanks,</p>
R6	<p>Dear...,</p> <p>Contracts published in the OJ S must follow a certain type of procedure which must be clearly outlined.</p> <p>The default procedure is the 'open procedure' where any company is allowed to tender. If the tender is not just a single contract but has recurring quantities (i.e. the regular supply of food for a canteen), the code 'open procedure with recurring quantities' is used.</p> <p>A 'restricted procedure' is a contract where only a selected group of companies is allowed to tender. A reason for choosing a restricted procedure would be the administrative savings and reduction in abortive bidding costs to suppliers passed on to the authorities. The 'accelerated restricted procedure' is the same procedure with shorter deadlines. In such cases the type of procedure must be justified by the awarding authority.</p> <p>A 'negotiated procedure' is a contract where the awarding authority negotiates with several companies on the tender. A typical reason for choosing a negotiated procedure is that a previous open procedure invitation to tender resulted in no acceptable offers. The 'accelerated negotiated procedure' is the same procedure with shorter deadlines. In both cases the type of procedure must be justified by the awarding authority.</p> <p>Design contests and qualification system are open to any interested company.</p> <p>Types of procedures apply only to existing contracts. Documents on contract awards are coded 'contract awards'; documents on results of design contests are coded 'results of design contests'; documents for pre-information or periodic indicative notices are coded 'pre-information or periodic indicative notices'.</p> <p>There is no list of companies who has applied for a particular project; but searching</p>



	<p>for the 'contract awards' (from the procedure field), you will gain access to who has won a contract.</p> <p>I hope this will be of some help to you.</p> <p>Kind regards,</p>
Q7	<p>Hello,</p> <p>Is there any possibility to export all these tenders from database in xml format?</p> <p>I'm building a system, where all different tenders should be in one place, so there's a need for XML export. Is there also a possibility to regularly update my database with new upcoming tenders?</p> <p>Or maybe there's some kind on webservice I can access directly?</p> <p>Best Regards,</p>
R7	<p>Dear...,</p> <p>No, there is no possibility of exporting the whole TED database in XML format.</p> <p>Anyone wishing to download the contents of TED, e.g. to offer their own alert service, is invited instead to sign a license agreement, giving access to an FTP server. The prices for these license agreements currently are :</p> <p>1 language 3.000 euro/year  2 languages 3.600 euro/year  3-20 languages 3.900 euro/year</p> <p>By this way, you can receive, every publication's day, a structured text file that allows you to maintain your own database.</p> <p>Should you wish to have a look at this service, you can connect the following address :</p> <p><u><a href="ftp://guest:guest@ftp.ted.eur-op.eu.int/pub/GUEST/">ftp://guest:guest@ftp.ted.eur-op.eu.int/pub/GUEST/</a></u></p> <p>There you have either the ISO format (character set ISO 8859/1 &amp; 8859/7) or the UTF8 format: the content of both formats is, of course, the very same; only the character set is different. The general description of these files is attached :</p> <p>Should you wish to know more about this license agreement, please feel free to contact Mr Roberto Di Iacovo (roberto.di-iacovo@cec.eu.int - tel. +352-2929 42054) or Mrs. Ana-Luisa Marco (ana-luisa.marco@cec.eu.int - tel. +352-2929 42053).</p> <p>I hope this will be of some help to you.</p> <p>Kind regards,</p>

Q8	<p>Hello</p> <p>I'm trying to locate contract notice 2004/s 247-213174 on TED but have so far been unsuccessful. Can you help me locate it; send a copy to me please.</p> <p>Thanks</p>
R8	<p>Dear...,</p> <p>You will find this notice at the following URL :</p> <p><u><a href="http://ted.publications.eu.int/udl?REQUEST=seek-deliver&amp;LANGUAGE=en&amp;DOCID=213174-2004">http://ted.publications.eu.int/udl?REQUEST=seek-deliver&amp;LANGUAGE=en&amp;DOCID=213174-2004</a></u></p> <p>I hope this will help.</p> <p>Kind regards,</p>
Q9	<p>The application I'm coding is supposed to display all information to certain users, and all information except for the contact details for all other users. The TX field seems to be pretty unstructured (some have sections, some don't). Is the only way I can guarantee not to show certain users the contract information to just not display the TX field, or do you know of another way I could reliably just remove contact information?</p> <p>Thanks again,</p>
R9	<p>Dear ,</p> <p>There are 2 fields where we can read about the contact: the AU field that contains the name of the awarding authority and the TX field where you have full information about the tender.</p> <p>Thus, if you show the TX field, users will automatically have all details about the tender and about the awarding entity. While we do not have any XML format available (which is foreseen for November 2005), I fear this is the only way of not showing the contact details without having to parse the whole TX field that is indeed structured of different way depending on the type of document it is.</p> <p>Regards,</p>

**CD-JOS**

Q1	<p>Hi,</p> <p>You currently send to us twice weekly the Supplement to the Official Journal of the European Union Public tenders CD-ROM.</p> <p>We have now changed address to: XXXX</p> <p>All correspondence is to go to the attention of: XXXX</p> <p>I would be grateful if you would amend our details with immediate effect Thanks in advance</p>
R1	<p>Dear...,</p> <p>Should you wish to amend the details of your subscription to the OJ S CD-ROM, please kindly address the sales agent by whom you signed this subscription :</p> <p>The Stationery Office Ltd Customer Services PO Box 29 Norwich NR3 1GN Tel. (44-870) 60 05-522 Fax (44-870) 60 05-533 E-mail: <a href="mailto:subscriptions@tso.co.uk">subscriptions@tso.co.uk</a> URL: <a href="http://www.tso.co.uk">http://www.tso.co.uk</a></p> <p>The Publications Office indeed only deals with the dispatch of CDs whereas the contract, the invoices, etc... are managed by the Stationery Office.</p> <p>Kind regards,</p>

Q2	<p>When installing the CD (ISSN no 1830-2041) I am told that I should allow cookies and after choosing language I get this message:</p> <p>TED Session Time Out</p> <p>TED has not been used during 30 minutes</p> <p>Your session has expired</p> <p>Please Click here to go back to the home page</p> <p>I use MS IE 6.1 (under windows XP). I tired to set intranet security to low but I still receive the same message.</p> <p>Please advice?</p> <p>Kind regards</p>
R2	<p>Dear...,</p> <p>To use the OJ S CD-ROM, your browser should indeed be set to accept all cookies.</p> <p>You can check this under IE menu TOOLS/Internet Options/Privacy where the setting should be on "Medium" at the highest.</p> <p>I hope this will be of some help to you.</p> <p>Kind regards,</p>

## **Annex 4.III to the technical specifications**

### **CODE OF GOOD ADMINISTRATIVE BEHAVIOUR FOR STAFF OF THE EUROPEAN COMMISSION IN THEIR RELATIONS WITH THE PUBLIC(Extract)**

The full text is available online in 11 official languages at  
[http://europa.eu.int/comm/secretariat\\_general/code/index \\*\\*.htm](http://europa.eu.int/comm/secretariat_general/code/index **.htm)  
\*\* = language version ES, DA, DE, EL, EN, FR, IT, NL, PT, FI, SV

#### **Quality service**

..... Quality service calls for the Commission and its staff to be courteous, objective and impartial.

#### **Purpose**

.... in the dealings that the Commission has with the public, the Commission undertakes to observe the standards of good administrative behaviour set out in this Code and to be guided by these in its daily work.

#### **Scope**

..... persons employed under private law contracts... working for the Commission should also be guided by it in their daily work.

## **2. GUIDELINES FOR GOOD ADMINISTRATIVE BEHAVIOUR**

...

#### ***Objectivity and impartiality***

Staff shall always act objectively and impartially, in the Community interest and for the public good. They shall act independently within the framework of the policy fixed by the Commission and their conduct shall never be guided by personal or national interest or political pressure.....

## **4. DEALING WITH ENQUIRIES**

The Commission is committed to answering enquiries in the most appropriate manner and as quickly as possible.

#### ***Requests for documents***

If a document has already been published, the person making the enquiry will be directed to the Publications Office's (OPOCE) sales agents or to the documentation or information centres which provide free access to documents, such as Info-points, European documentation centres, etc. Many documents are also easily accessible in electronic form.

#### ***Correspondence***

In accordance with Article 21 of the Treaty establishing the European Community, members of the public who write to the Commission shall receive a reply to letters in the language of their initial letter, provided that it was written in one of the official languages of the European Union.

A reply to a letter addressed to the Commission shall be sent within fifteen working days from the date of receipt of the letter by the responsible Commission department. The reply should identify the person responsible for the matter and state how he or she may be contacted.

If a reply cannot be sent within the deadline mentioned above, and in all cases where the reply requires other work on it... the member of staff responsible should send a holding reply.....

If the reply is to be drawn up by a department other than the one to which the initial correspondence is addressed, the person making the enquiry should be informed of the name and address of the person to whom the letter has been passed.

These rules do not apply to correspondence which can reasonably be regarded as improper, for example, because it is repetitive, abusive and/or pointless. Then the Commission reserves the right to discontinue any such exchanges of correspondence.

...

#### ***Telephone communication***

When answering the telephone, staff shall identify themselves or their department. They shall return telephone calls as promptly as possible.

....

When appropriate, staff should request confirmation in writing of the enquiries made by telephone.

#### ***Electronic mail***

Staff shall reply to e-mail messages promptly following the guidelines described in the section on telephone communication.

However, where the e-mail message is, by its nature, the equivalent of a letter, it shall be handled according to the guidelines for handling correspondence and shall be subject to the same deadlines.

**Annex 4.IV to the technical specifications**

**AO 10012, statistics for December 2005**

**Public Contracts**

**1. Helpdesk Answers**

	TED	SIMAP	CD-JO S	Total number of calls
A: standard answer	748	185	14	947
B: specific answer	275	460	16	751
C: complex answer	1	4	0	5
D: phone answer	1	28	0	29
E: detailed phone answer	40	167	4	211
	1065	844	34	1943