

eMail4GOV Réponses aux questions reçues
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QUESTION 1

How should we send the questions and offers ?

Réponse / Answer

FR : Les questions et les offres doivent être envoyées via e-mail à camille.forget@an.etat.lu

EN : Questions and offers must be sent via email to camille.forget@an.etat.lu

QUESTION 2

Would a schedule shift with the mission launch no earlier than June (and preferably in September) and the organization of the study day in the first quarter of 2026 be prohibitive for you?

Réponse / Answer

FR : Un décalage du planning n'est, en principe, pas rédhibitoire. Toutefois, pour des raisons d'organisation du budget, le but serait d'accomplir un maximum de travail cette année. Par conséquent, le planning et le déroulement du projet est un des critères qui sera pris en compte lors de l'évaluation des offres, tout en prenant en compte le fait qu'il ne s'agisse pas du seul critère d'évaluation.

EN : A schedule shift is not, in principle, prohibitive. However, for budgetary reasons, the goal would be to accomplish as much work as possible this year. Consequently, the schedule and progress of the project will be one of the criteria considered during the evaluation of offers, while acknowledging that it is not the only evaluation criterion.



QUESTION 3

As the specifications state that it is a "project management assistance (helping the project manager to define, steer, and develop the project deliverables, as well as contribute to the organization of the project)", could you please specify which deliverables and tasks will be solely under the responsibility of the economic operator, and which will be under shared responsibility between the economic operator and the contracting authority?

Réponse / Answer

FR : L'ensemble des livrables sera sous la responsabilité partagée de l'opérateur économique et du pouvoir adjudicateur. Les modalités de cette collaboration peuvent être développées dans l'offre soumise par l'opérateur économique, qui mettra en avant les tâches pour lesquelles il pourrait disposer d'une plus grande autonomie.

EN : All deliverables will be under the shared responsibility of the economic operator and the contracting authority. The terms of this collaboration can be developed in the offer submitted by the economic operators, highlighting the tasks for which they could have greater autonomy.

QUESTION 4

In the specifications, it is mentioned that the project includes, among other things, the following part: "Part 1 – Conduct an inventory of the production and preservation of emails and analyze the legal framework, constraints, and technical context." In this context, could you please specify whether the economic operator is required to conduct a legal analysis and provide a legal opinion based on this analysis? This would necessitate the involvement of a legal firm authorized to issue such an opinion. This question also applies to the task "analyze legal constraints" described in Chapter 3 of the specifications, which requires "listing legal requirements [...]".

Réponse / Answer

FR : L'opérateur économique pourra contribuer à l'analyse des exigences et des risques juridiques, en collaboration avec les experts internes. L'opérateur économique n'est pas tenu de fournir un avis juridique.

EN : The economic operator can contribute to the analysis of requirements and legal risks, in collaboration with the internal experts. The economic operator is not required to provide a legal opinion.



QUESTION 5

In Chapter 2, it is stated that "The candidate may, in a methodology developed with the project manager, resort to subcontracting if it is necessary to accomplish their mission on specific parts of the service." Given that the methodological approach proposed by the candidate is an essential element to be submitted as part of this offer, could you provide clarifications on the interpretation of this sentence?

Réponse / Answer

FR : Cette phrase signifie qu'il est possible d'associer des opérateurs économiques distincts qui en feraient la proposition, en raison de tâches qui nécessiteraient le recours à une expertise détenue par un opérateur tiers. Ceci peut par exemple s'illustrer par la question 4 ci-dessus, proposant l'implication d'un cabinet juridique pour la réalisation de tâches spécifiques.

EN : This sentence means that it is possible to associate different economic operators who would make such proposal, due to tasks that would require expertise held by a third-party operator. This can, for example, be illustrated by question 4 above, proposing the involvement of a legal firm for the completion of specific tasks.

QUESTION 6

Could you indicate if the contracting authority has defined specific criteria (e.g., list of public sector organizations) that the economic operator must adhere to regarding the mapping of email production to be carried out, as well as the analysis of the current situation of emails within various public sector organizations? In this context, could you provide a list of ministries, administrations, or other public sector actors that must be included in this analysis?

Réponse / Answer

FR : A ce stade du projet, aucune obligation n'a été formalisée pour réaliser cette analyse. Les critères de l'analyse seront discutés entre le pouvoir adjudicateur et l'opérateur économique. L'analyse pourra par ailleurs s'appuyer sur l'expérience des membres d'un groupe de travail dédié au projet.

EN : At this stage of the project, no obligation has been formalized to carry out this analysis. The criteria for the analysis will be discussed between the contracting authority and the economic operator. The analysis can also rely on the experience of the members of a working group dedicated to the project.



QUESTION 7

Could you specify if the State (for example, via the CTIE) has data such as volume, flows, etc. that can be shared with the economic operator? If so, could you indicate what types of data will be available and can be provided?

Réponse / Answer

FR : L'État dispose certainement de données sur la volumétrie et les flux qui pourront être partagées avec l'opérateur économique. Il n'est en revanche pas possible d'indiquer quels types de données sont disponibles à ce stade du projet.

EN : The State certainly has data on volume and flows that can be shared with the economic operator. However, it is not possible to indicate what types of data are available at this stage of the project.

QUESTION 8

Could you indicate if there is a minimum number of neighboring countries to be included in the comparative study, or is it necessary to cover all neighboring countries of Luxembourg? Additionally, are there other countries that you would consider relevant to include in this analysis?

Réponse / Answer

FR : Il est souhaitable de couvrir, autant que possible, les pays voisins du Luxembourg. Nous jugeons pertinents d'intégrer à cette analyse d'autres pays tels que l'Espagne, les Etats-Unis, le Royaume-Uni, l'Australie. Cette liste n'est pas exhaustive et pourra être discutée avec l'opérateur économique en fonction de son expérience.

EN : We would like to cover, as much as possible, the neighboring countries of Luxembourg. We consider it is relevant to include in this analysis other countries such as Spain, the United States, the United Kingdom, and Australia. This list is not exhaustive and can be discussed with the economic operator based on their experience.



QUESTION 9

The specifications include a task aimed at "clarifying the responsibilities of the various actors involved in the management and preservation of emails (producers, archivists, DPOs, IT specialists, etc.)." Can you confirm that the objective of this action is to define generic roles and responsibilities that will be applicable to all different public sector organizations?

Réponse / Answer

FR : L'objectif de cette action est bien de définir des rôles et responsabilités génériques qui seront applicables à l'ensemble des différents organismes du secteur public, tout en leur laissant la possibilité de les adapter à leur contexte.

EN : The objective of this action is to define generic roles and responsibilities that will be applicable to all different public sector organizations, while allowing them the possibility to adapt them to their context.

QUESTION 10

Could you indicate how many participants would be advisable to plan for this study day? Given that the number of participants (especially regarding catering) will impact the project budget, please provide a figure to be considered for the offer's costing.

Réponse / Answer

FR : Il est judicieux de prévoir trente participants pour la journée d'étude. Il est recommandé de prêter attention aux coûts du catering au Luxembourg lors du chiffrage de l'offre.

EN : It is advisable to plan for thirty participants for the study day. It is recommended to pay attention to the catering costs in Luxembourg when estimating the offer.

QUESTION 11

Could you specify who will be responsible for planning and organizing this study day? Will it be the responsibility of the economic operator? Additionally, could you clarify if the contracting authority will be responsible for identifying public sector invitees as well as national and international experts and sending out the invitations?

Réponse / Answer

FR : La planification et l'organisation de la journée d'étude seront essentiellement à la charge de l'opérateur économique. L'identification des invités et l'envoi des invitations seront à la charge du pouvoir adjudicateur.

EN : The planning and organization of the study day will mostly be the responsibility of the economic operator. The identification of public sector invitees as well as national and



international experts and the sending of invitations will be the responsibility of the contracting authority.

QUESTION 12

The specifications state that "The total project budget must not exceed €55,000 excluding VAT. This budget must include the days worked and the organization of the study day (including catering). Any offer exceeding this amount will not be considered, and any further increase will be rejected." Could you confirm that the offer must be formulated on a lump-sum basis and not on a capped time-and-materials basis with a specified number of man-days to be worked?

Réponse / Answer

FR : L'offre doit être formulée sur la base d'un prix en régie, indiquant un nombre maximum de jours-hommes à prester. Seront facturés uniquement les jours-hommes effectivement prestés.

EN : The offer must be formulated based on a cost-plus pricing model, indicating a maximum number of man-days to be provided. Only the man-days actually worked will be billed.

QUESTION 13

Would an economic operator offering resources that speak Luxembourgish be considered an advantage? Are there other linguistic elements to consider in the offer, such as other languages that might be relevant for the project?

Réponse / Answer

FR : Proposer des ressources parlant luxembourgeois pourra être apprécié, tout en prenant en compte qu'il ne s'agit pas du seul critère d'évaluation. Les autres langues qui sont pertinentes pour le projet sont le français et l'anglais.

EN : Providing resources speaking Luxembourgish may be appreciated, while taking into account that it is not the only evaluation criterion. Other languages that are relevant for the project are French and English.