

**CLARIFICATION TO TENDER: N° 02**

**“Editorial, graphic design and printing services”**

**ENISA P/19/11/PAU**

**Questions & Answers**

<b>Q1:</b>	In the Financial Offer for Lot 1, costs for typescript (A1) and page proof (A2) pages are requested. Can you confirm that these refer to Word documents and print/PDF material respectively?
<b>A1:</b>	<p>A1: The cost should be for pages supplied in any format. This will most probably be Word, but could also include other electronic word processing, publishing and web formats. The cost should also include the possibility of hard copy typescripts being supplied.</p> <p>A2: Proofs will usually be pdf files created from publishing formats. There is also a possibility that proofs will be supplied in their native publishing formats (eg InDesign, QuarkXpress), though this would be by prior agreement with the proof reader. The possibility of receiving hard copy pre-press or press proofs should also be costed in.</p>
<b>Q2:</b>	In the Financial Offer for Lot 2, the cost of an overall concept per project (B4) is requested. Can you please specify what elements are expected to be included in this service? It is important to clarify in order to provide realistic costs.
<b>A2:</b>	Overall concept should be taken to cover the contractor’s capturing of ENISA’s requirements and the subsequent creation of the contractor’s graphic design concept to meet these.

<b>Q3:</b>	In the Financial Offer for Lot 2, the indicative turnaround time for a typical work order of 50 pages is requested. Will this work order include services such as the ones described in items B1 – B4 solely? Or are other design services expected as well?
<b>A3:</b>	The turnaround time is for a typical piece of work of 50 pages. It covers the items B1 – B4 of Lot 2. In the event of work outside the scope of B1 – B4 being required, turnaround times will be agreed at the ordering stage.