

**CLARIFICATION TO TENDER: N° 03**

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

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

**Questions & Answers**

<p><b>Q1:</b></p>	<p>On Page 8 of the call for tender, you mention that:</p> <p>"... unit prices for services provided must also include delivery costs by standard courier service to ENISA"s premises in Crete, Greece..."</p> <p>What do mean by Standard courier? Is there a maximum time for delivery (between sending and delivery in Heraklion)?</p>
<p><b>A1:</b></p>	<p>This question refers to LOT 3 – Printing services.</p> <p>In order to make it clearer to all potential candidates, we ask that you base the delivery costs on a typical '<b>economy air freight</b>' courier service.</p> <p>This type of service usually takes between 2 to 4 days from/to anywhere in the EU.</p> <p>In the case where a tenderer is outside the EU, then an air freight courier service which will ensure delivery within 4 days to Heraklion Greece must be used.</p>
<p><b>Q2:</b></p>	<p>As the fuel costs are moving from one day to another , it is hard to confirm a permanent price for one year.</p> <p>Delivery cost will be bigger, if the provider is based in Norway (rather) than in Greece.</p> <p>As it is an important part of the Printing Services Price, could we propose a separate document for the delivery costs that will help you to get a better view on it?</p>

<p><b>A2:</b></p>	<p>The tenderer shall provide prices in the Financial Offer form, after having fully analysed the risks inherent in shipping outside their borders. We confirm that all prices given shall be fixed for the ensuing year.</p> <p>A tenderer is welcome to provide any other information they deem may enhance their offer – such as alternative costing based on land freight etc, however please note that <b>ONLY</b> the costs as provided in the official Financial Offer form (Annex IV) will be taken into account for the purposes of evaluating and assigning 'price points' to each tenderers offer</p>
<p><b>Q3:</b></p>	<p>You are asking for separate technical offers for each LOT, Financial offers must also be separated for each LOT?</p>
<p><b>A3:</b></p>	<p>The Financial Offer form (Annex IV) is common to all 3 LOTS. Therefore you will only need to provide one financial offer using this form (<i>you must provide one original and two copies</i>) – no matter whether you are bidding for one or more LOTS.</p>
<p><b>Q4:</b></p>	<p>Is it necessary to duplicate all information in the technical offers if we are subcontracting some LOTS?</p>
<p><b>A4:</b></p>	<p>As each LOT will be evaluated separately, each tenderer must ensure that all of the <u>technical information</u> for that particular LOT has been included in a separate offer file (<i>you must provide one original and two copies</i>).</p> <p>Even if some of the technical information is common to more than one LOT for which you are bidding, we strongly recommend that you duplicate the information.</p> <p>(Please be reminded that for all <u>administrative documentation</u> requested, this must only be supplied once, whether or not you are bidding for more than one LOT.)</p>