



**CLARIFICATION: N° 04**

**“Events Organisation Services”**

**ENISA F-COD-13-T16**

**Questions & Answers**

<b>Q26:</b>	<p>We have noticed that there is not a full correspondence between the various service that may be required under the contract and the categories of service for which a fixed service fee (first column of the table in Annex IV Part 1) is requested.</p> <p>For example, the following category of service is missing:</p> <ul style="list-style-type: none"><li>a) Communication with participants (paragraph 2.3 of the ToR)</li><li>b) Preparation of practical information (paragraph 2.5.4)</li><li>c) Preparation of conference material and official correspondence (Paragraph 2.5.5)</li></ul> <p>How the provision of these services will be reflected in the fixed service fees?</p>
<b>A26:</b>	<ul style="list-style-type: none"><li>a) Communication with participants should be aligned with the type of service to be provided. If, for example, organisation of flight and accommodation is required, the service fee for communication with participants (in order to find the most suitable flights, to agree on the hotel etc.) should be included in the sections "Accommodation" and "Participants travel arrangements".</li><li>b) As above. The fee for practical information (for example in form of an email, informing about the address of the venue, means of transport) should match one or more categories listed, like "Transport/transfer services", "Participants travel arrangements" etc.</li><li>c) As above. Preparation of conference material and official correspondence should be matched to one of the categories listed, like "Logistic services", "Name badges" or other.</li></ul>

<b>Q27:</b>	ANNEX IV FINANCIAL OFFER, Part 1 Fixed Service Fees:  In addition can you please clarify what the service: Selection and provision of logistic services (if not provided by venue) refers to? In which sub-paragraph of 2.5-2.7 is related?
<b>A27:</b>	"Logistic services" refer to any service that is not specifically listed, but required by ENISA for a given event. It might be sending conference material by courier, printing of required documents or all other sorts of required services.