



Heraklion, 20<sup>th</sup> April 2015  
ENISA/ASD/DCO/dco/2015/471

**Clarification: No 1**  
**“Graphic Design services”**

**ENISA F-COD-15-T28**

**Questions & Answers**

<b>Q1:</b>	The tender specifications in Part 2 Point 2 read: “Proposals should include the provision of high quality hard copy or high resolution PDF visuals/dummies of printed matter for client’s approval.” Can you confirm our understanding that this describes and refers to the type of services that are to be provided under this framework contract and therefore need to be described as part of the tenderers’ technical offer, and NOT to materials (high quality hard copy or high resolution PDF visuals/dummies) that are to be included as part of the tender submission (i.e. the proposal)?
<b>A1:</b>	The reference of Part 2. 2, i.e.: “Proposals should include the provision of high quality hard copy or high resolution PDF visuals/dummies of printed matter for client’s approval” is referring to services to be provided under the Framework Service Contract. In the Technical Offer, the tenderer needs to present samples of past work.
<b>Q2:</b>	The tender specifications in Part 2 Point 3 read: “The Tenderer shall enclose with the Technical Offer all documents and information that will enable its offer to be assessed in terms of quality and of compliance with the Terms of Reference.” Can you confirm that the Technical Offer indeed consists of a single document only? Or could you otherwise clarify what documents need to be included as part of the technical offer?
<b>A2:</b>	The Technical Offer can be a single document comprising of all documents and examples of past work and experience of the Tenderer.

<b>Q3:</b>	The tender specifications in Part 3 Point 4.1 refer to the criteria for assessing the quality of the proposal, including the “turnaround times offered”. Since turnaround times for order forms, requests for services and specific contracts are already defined in Article I.4 of the draft framework contracts, and since deliverables are not further defined and could potentially cover a wide range of products, can you please specify what these turnaround times are referring to?
<b>A3:</b>	Part 3, point 4.1 refers to the <u>actual</u> time the prospective Contractor requires to make an offer in response to a request for services, sent by ENISA. This may indeed be less than the turnaround time mentioned in the draft framework contract.
<b>Q4:</b>	Annex IV, the financial offer, includes the following item A2: “Adaptation of text, graphics and diagrammatic content into the appropriate professional format.” Can you please clarify what tasks this includes and specifically what is meant by “Adaptation” and by “appropriate professional format”?
<b>A4:</b>	Professional format refers to e.g. PDF and/or source code format e.g. Adobe InDesign, as appropriate. Other than Adobe formats, Tenderer may indicate any desktop publishing software application in use e.g. Corel etc.
<b>Q5</b>	Annex IV, the financial offer, includes the following item A3: “Overall concept including capture of ENISA requirements (if required)”. Can you please clarify what type of tasks this is meant to describe and specifically what is meant by “concept” and by “capture of ENISA requirements”?
<b>A5</b>	Capturing of ENISA requirements, refers to a consulting role that prospective Contractor may undertake in case ENISA needs to seek the advice of the prospective Contractor to better determine its requirements on a specific graphic design project.
<b>Q6:</b>	Annex IV, the financial offer, in item A3 furthermore requires tenderers to provide: “Indicative turnaround time for a typical work order of 50 pages.” What does this “typical work order of 50 pages” refer to? Is this one publication consisting of 50 pages? What format, what specific requirements, what level of complexity?
<b>A6:</b>	A typical ENISA report is made available to prospective Contractor in Word format, it is ca. 50 pages long (length may vary) and it needs to be published following established publication and branding criteria. See for example the annual report of ENISA < <a href="http://www.enisa.europa.eu/publications/programmes-reports/enisa-annual-report-2013">http://www.enisa.europa.eu/publications/programmes-reports/enisa-annual-report-2013</a> > for 2013