



Heraklion, 27<sup>th</sup> April 2015  
 ENISA/ASD/DCO/dco/2015/513

**Clarification: No 2**  
**“Graphic Design services”**

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

**Questions & Answers**

<b>Q7:</b>	Page 11 of 29 (of the tender specification document): the original and two copies, should be enclosed all the three in one envelope (the inner as you call it) or should wrap the original in one envelope and in the two copies in a second envelope?
<b>A7:</b>	You may enclose the original and 2 copies in the same inner envelope.
<b>Q8:</b>	Page 14 of 29: “both the technical and the financial offer must be signed by the Tenderer.....” Do you mean by that, all the pages have to be signed or just the exterior of the envelopes?
<b>A8:</b>	<p>Article 1.6 – ‘Signatures of the Tender’ on page 14 of the tender specification refers to: (1) the ‘Technical Offer’ and (2) the ‘Financial Offer’.</p> <p>(1) The ‘Technical Offer’ is usually accompanied by a cover letter which formally declares your interest in this procedure and is signed by the authorised representative of the company lodging this tender.          Please also read - Article 3 – Content of technical proposal on page 7, which describes what documents and information is required to be included in your Technical Offer.</p> <p>(2) Your ‘Financial Offer’ should be provided using the template provided as annex IV – Financial Offer form – this has a box at the bottom of the page reserved for signature of the tenderer.</p> <p>The reference to the exterior of envelopes is not relevant for this question.</p>
<b>Q9:</b>	Page 17 of 29: Award criteria: “Quality of the proposal and accuracy of the description to provide the requested services, including TURNAROUND TIMES OFFERED”. What do you mean by this? Please explain what do you mean by “TURNAROUND TIMES OFFERED”?
<b>A9:</b>	Please see answer already provided for Question 3 in Clarification Note No 1 - (available for download from the ENISA website)

<b>Q10:</b>	The legal or financial documents you are asking for and which are issued by the Greek authorities, should be in the Greek language or do you want to be in the Greek with their translation accompanied behind the original Greek document? For example: financial statements/balance sheets/profit/loss accounts/professional or trade registers, etc.)?
<b>A10:</b>	You may provide any/all administrative documents in the source country's language – there is no need to have these documents translated. In your particular case the documents in Greek are therefore perfectly acceptable.
<b>Q11:</b>	ANNEX V: Draft Framework Service Contract. This is not included in the submission documents check list. This is just for our attention at this stage. Is it so?
<b>A11:</b>	The draft contract is provided in order to provide each tenderer with the standard terms and conditions of ENISA contracts. As mentioned in the tender specification, your submission of a tender offer implies acceptance of this contract model. You do not have to take any other action such as filling in this draft contract.
<b>Q12:</b>	ANNEX IV: FINANCIAL OFFER “Indicative turnaround time for a typical work order of 50 pages”. What do you mean by this? Please explain in order to understand.
<b>A12:</b>	Please see answer already provided for Question 6 in Clarification Note No 1 - (available for download from the ENISA website)
<b>Q13:</b>	Page 9 of 29: VAT EXEMPTION: “ENISA is exempt from all taxes and duties, including VAT.....Tenderers must therefore give prices which are exclusive of any taxes and duties and must indicate the amount of VAT separately”. Please clarify what do you want to do actually? Do you want to add a phrase at the end of the Financial Offer form indicating that our offered prices do not include VAT and mention the percentage of VAT?
<b>A13:</b>	Article 10 – ‘Protocol on privileges and immunities of the EU’ on page 9 – states that the Agency is not required to pay VAT on its purchases of goods and services. Each tenderer must therefore provide costs in the Financial Offer form which are calculated on an ex-tax basis. (No VAT included). There is no need to add any further text to the Financial Offer form.
<b>Q14:</b>	Page 6 of 29: “Services should outline how client briefings, proposals, presentation of visuals and client approval will be managed”. What exactly you want to outline in this section? Do you want probably to analyse the process we will handle the procedure from the stage of client briefing till the client approval? Do you want to mention something more, like time needed for a job starting from the brief till the end of a project and client’s approval? Please clarify.
<b>A14:</b>	Yes, your representation of what is required is an accurate portrayal of what is expected to be included in the Technical Offer.