



Heraklion, 08th May 2015
ENISA/ASD/DCO/dco/2015/546

Clarification: No 3
“Graphic Design services”

ENISA F-COD-15-T28

Questions & Answers

Q15:	ANNEX IV - Financial offer: For services A1, A2, A3, should the price include only the cost of the person who will prepare the design or also the additional services needed to deliver this kind of services like quality control of the page and follow-up (briefing etc.) of the graphic designer?
A15:	Any price quotation needs to include all services that the prospective Contractor seeks to integrate in order to service ENISA.
Q16:	ANNEX IV - Financial offer: For Service A3, When you mention "Design of a cover page", do you mean the design of the front cover only or the design of the front and back cover as well?
A16:	Reference is made to both front and back (recto verso).
Q17:	ANNEX IV - Financial offer: For Service A4, when you mention "Indicative turnaround time for a typical work order of 50 pages", does this order include the preparation of internal pages only or also of the cover pages as well? Additionally, the number of pages for a finished (ready-to-print) publication should be multiple of 4 so to be functional for printing
A17:	Both internal pages and cover pages need to be included. Please consider 48 pages as the indicative threshold
Q18:	ANNEX IV - Financial offer: For Service A2, you ask the cost per (designed) A4 page, but you do not mention how many graphics, diagrammatic content or how much text is included in this A4 page. Could you please specify this point to us?
A18:	All content is supplied by ENISA; the prospective Contractor does not draft content. On average a 48-page report (not each page) may contain ca. 10 tables, graphs etc.

Q19:	By going through tender specifications, there is no mention about budget foreseen to cover travel and accommodation expenses in order for our team to participate to meetings with you at your premises. For your information, we are an agency based outside Greece. If there is no budget foreseen for this purpose would you accept our meetings to take place through web Conferencing Tools such as Google+ Hangouts for example?
A19:	Video conferencing (Skype etc.) is the preferred means of communication. For the rare case of travelling reasonable costs can be reimbursed by ENISA provided ENISA approves them beforehand. Eligible costs may include travel (by air, economy), airport transfers, overnights (3 or 4 star hotel with breakfast) etc. Each case of travel costs reimbursement is decided upon individually.