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| 1 | The checklist in Annex 1 provides the list of documents that are required for subcontractors "In case of subcontracting of more than 25 % of the work". Are we therefore correct in assuming that no documentation needs to be provided for subcontractors undertaking less than 25% of the work? | Yes , you are correct. The name of the subcontractor providing less than 25% of the work will be sufficient. |
| 2 | Section 2.2.4 of the tender specifications states that tenderers "shall provide to EU-OSHA a product catalogue of standard mobile exhibition material". Is this requirement met by tenderers completing Annex VIII-3? | No, we need you to provide a catalogue as specified in section 2.2.4. |
| 3 | There seems to be an error in Annex VIII-1 of the financial offer form. The total for section D appears to process figures entered in section C. Can you please clarify and/or replace the financial offer form? | You are right. There was an overlap in the formula that has been corrected. Thank you for spotting it. |
| 4 | In Annex VIII-3 of the financial offer form it is not possible to enter a value in field D38. Can you please clarify and/or replace the financial offer form? | The financial form has been updated. |
| 5 | Is our understanding correct that for the financial evaluation only the weighted figures included in the financial offer form will be taken into account? | Yes, the reference price is based on the weighted figures. |
| 6 | In Annex VIII-2 of the financial offer form, can you confirm our understanding that the first section (Production of video) refers to production of the video described in Scenario 2 of the tender specifications? | Yes, as stated in section 4.2.2, scenario 2 |
| 7 | In Annex VIII-2 of the financial offer form, will the sections "Production of infographic" and "DVD reproduction" enter in the calculation for evaluation? | Yes, they will (total F and total G). |
| 8 | In Annex VIII-2 of the financial offer form, will section "Local video production" enter in the calculation for evaluation? And what video with what specifications are tenderers expected to budget in this section? | Yes, the local video production will enter in the evaluation (total H). Please see the section 2.2.2 of our tender specifications and the Annex VIII.2 (lines 78 to 89), considering a time of maximum 5 minutes for the video |

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| 9 | In which envelope do you expect tenderers to include the catalogue as specified in section 2.2.4. and under what criteria will this be evaluated? | Please insert the catalogue in the envelope B. It will not be evaluated as such but is needed as described in section 2.2.4 |
| 10 | En parte B (p. 19-20) entendemos que hay que plantear el desarrollo de los 2 escenarios con un ejemplo de las piezas que se describen en la página 20? On y offline? | Si, es correcto; <i>Online</i> para el online banner con animación, <i>offline</i> para el poster y el folleto. |
| 11 | Por favor, nos pueden confirmar que no hay que desarrollar todas las piezas para el concurso que aparecen enumeradas en el Anexo VII (Financial)? | Confirmamos que no se debe desarrollar todas la piezas del Anexo VII. |
| 12 | Por favor, nos pueden confirmar que se solicita un rediseño de la imagen actual, no una adaptación? | Si, confirmamos. |
| 13 | Página 28: CV's respecto al nivel de inglés hay que demostrarlo con títulos oficiales?, la mayoría del staff desarrolla proyectos con clientes internacionales pero algunos de ellos no disponen de títulos oficiales. | No necesitamos los títulos. |
| 14 | Página 29: respecto a los clientes para los que hemos trabajado a nivel este tipo de servicios que se licitan contamos con proyectos de comunicación de [REDACTED], y a nivel internacional una cadena hotelera, entendemos que estos serían proyectos válidos para presentarnos, por favor rogamos confirmación. | Rogamos se refieran a los criterios de seleccion en la seccion 5.2.4 de nuestra licitacion. |
| 15 | Considering that one of the tasks of the contractor should be the development or updating of the graphic design manuals (Par.2.1, point 2.1.1. of the Tender Specifications), we would like to know if for the Scenario 1 we must strictly follow the EU-OSHA corporate design manual or if we can already provide a first restyling of your visual identity. | Please stick to the current corporate design manual |

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| 16 | Among the tasks described in the Tender Specifications, copywriting activity is not foreseen, and among the professional profiles requested in the par. 5.2.4 pg.28, no copywriter is required. Nonetheless, the creation process foresees a simultaneous activity of graphic design and copywriting. Which kind of copywriting activity do you expect for this contract? | Copywriting of manuscript is not included in this call for tender. However, we do expect a quality control when text is imported into a design (eg: campaign guide, leaflet, report, etc...) and the tender is expected to control that the manuscript has been imported properly and no text is missing. |
| 17 | In the Scenario 1, dummy texts are requested . We assume that this request refers only to the leaflet mock-up and that we have to propose graphic design and copywriting for the poster. Is it correct? | We only ask for graphic design, no copywriting. |
| 18 | Page 28 of the tender specifications refers to the profile of "Account Manager". Is this synonymous with the profile of "Project Manager" listed in the table of profiles on the same page? | Yes it is |
| 19 | Page 28 of the tender specifications includes a table of the profiles that tenderers need to provide at minimum. The table specifies the minimum number of years required for each profile. However, the table indicates the same number of years for all profiles, including for Junior and Senior Graphic Designer. Can you please confirm the correct number of years for each profile? | Yes, we confirm. |
| 20 | The latest version of the "Clarifications to questions" available on your tender website is dated 29 May. In view of the submission deadline, can you tell us when will you publish an updated version of the clarifications? | An updated version has been uploaded on 13/06. The last one will be uploaded today, 14/06. |
| 21 | Which is the difference between the role of project manager and the role of account manager? Which profile will act as single point of contact with OSHA? | Please see our answer to FAQs 18. |
| 22 | Par.2.2.4 "Exhibition material", pg.10, a product catalogue of standard mobile exhibition material is mentioned. Could you please clarify if this catalogue must be provided by the tenderer after the contract awarding or it must be attached to the technical offer by the tenderer in this phase? | Please see our answers to FAQs 2 and 9. |

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| 23 | Annex VIII - 2, Task "Production of video": Could you please specify the duration of the video required? | The duration should be 3 minutes. |
| 24 | Annex VIII - 2, Task "DVD reproduction - proofreading of all language adaptations": Could you please specify if the proofreading refers to script up to 3.000, 7.000 or 15.000 words? | The proofreading refers to the sum of all 3 options. |
| 25 | In several tasks described both in the Tender Specifications and in the Financial Offer Form, the adaptation of texts in all current and any possible future official languages of the European Union is requested. We understand that the translation will be provided by EU-OSHA and the contractor has to adapt the text translated to the graphic layout. Could you please clarify if this interpretation is correct? | Yes, your understanding is correct. |
| 26 | In Annex VIII-1, for budget item "Small scale printing services", how do you expect tenderers to complete this section of the financial offer? Printing costs are usually not calculated on the basis of person-hours. Do you want tenderers to include only the person-hours required for managing the process of printing these products, or a total amount including the actual costs of the print products? If the latter, how do you expect tenderers to enter this information in Annex VIII-1? | We expect a lump sum which includes person/hours and cost of products. This lump sum should be breakdown by persons and hours. |
| 27 | In Annex VIII-2, for budget item "Production of infographic", could you provide the specifications for this infographic? For example, how many data-sets will the infographic incorporate, what is the publishing environment for this infographic? And does the term "infographic" here refer to a static print product or to an infographic in form of an animated video? If the latter, what would be the anticipated length and complexity (2D/ 3D) and would this be based on existing artwork provided by EU-OSHA? | We refer to static infographic, with one data-set, to be published on the web. |
| 28 | In Annex VIII-2, under budget item "DVD reproduction" there is a sub-item for "Project management and follow-up." To what tasks precisely does this item refer to; what is being project managed? | Please refer to the line 64 of Annex VIII-2 , where we request overall management, reporting and documentation of related tasks above in the same table (lines 53 to 63) |

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| 29 | Annex VIII-2 includes several budget items for “adaptations of EN script into various languages (25 languages)”. Can you therefore confirm that translation services are part of the scope of this framework contract and that contractors need to be able to deliver professional translation and proofreading services in 25 languages? And are we correct in assuming that “25 languages” refers to all official EU languages plus Icelandic and Norwegian? | Please see the answer to FAQ 25. EU-OSHA is currently working in 25 languages , as shown on our home web page (language box on top right of the web page) |
| 30 | In Annex VIII-2, under budget item “Adaptations” there is a sub-item for “Proofreading of all language adaptations”. Does this relate to proofreading of all 25 translations of the original EN script? And if yes, what length of EN script (3,000 words/ 7,000 words/ 15,000 words) would be the reference for this budget item? | See our answer to FAQs 24 |
| 31 | Annex VIII-3 includes a column for “Delivery to warehouse in Belgium”. Can you please clarify whether this refers to delivery of one or of several units of the same item? | Please consider the delivery of one unit of same items. |
| 32 | thanks for answering our question about the duration of the video required in Annex VIII - 2, Task "Production of video", in which you specified that it should be 3-minutes (FAQs 3). However, reading again the Tender Specifications, in pag. 21 is specified that video length should be of maximum 30 seconds. Therefore, could you please better clarify this issue in order to understand which duration should be taken into consideration for Scenario and Annex VIII - 2 | Regarding the scenario, the teaser video should be of 30 seconds when, in the price list (Annex VIII-2), the video should not exceed 3 minutes. |
| 33 | Annex VIII - 1: Please could you specify if in the "Full development of a logo type" and "Amendment to a logo" we have to consider the translation cost into 30 languages as well? | No. The translation would be provided by EU-OSHA. |
| 34 | Annex VIII - 1: Please could you specify if in the "Small scale printing services" we have to consider the printing cost as well or we have only to offer printing management service? | Please see our answer to FAQs 26. |



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| 35 | Annex VIII - 2: Please could you specify if in the "DVD reproduction: Reproduction and delivery" we have to consider the cost of production and shipping of 1,000 DVDs as well or we are only asked to provide this task management? | You have to consider also production and shipping costs as stated on lines 62 and 63 of the Annex VIII-2. |