



Publications Office

Resources Directorate  
Calls for Tender & Contracts Unit

Luxembourg, 14 NOV. 2012  
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Ref.: JD - AO 10455 - Additional information No. 2

**Subject: Invitation to Tender no. 10455**  
**"Provision of the Graphic Design Services"**

**Additional information no. 2**

**Ref:** Requests for additional information [ARES: 1325336, 1328407]

Dear Madam/Sir,

Following our receipt of questions from the Tenderers concerning the above-mentioned Invitation to Tender, please note the following:

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**Q5** *In which language can I present my offer?*

**A5** The tenderers can present their offers in any EU official language as stated in the article IV.3.6 of the contract notice and in point 3 of the invitation letter.

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**Q6** *In the Specifications, point 2.6.2.1 (6) of the Call for Tenders "Provision of Graphic Design Services" – Lot 1 the tenderers are requested to provide three (3) examples of multimedia projects. Could you precise the meaning of "multimedia" for the call for tender?*

**A6** The Tenderers can provide examples of multimedia projects such as e.g. a Flash animation, an internet site, an interactive banner, a splash page.

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**Q7** *In the Specifications, Annex 11 Technical questionnaire regarding the selection criteria (2/4) in the part concerning the Languages could you explain the meaning of a word "compose"?*



A7 By the expression to compose in languages we mean to write, to type in indicated languages.


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*Q8 In the Specifications, point 2.7.1, page 20 you ask the Tenderers to present: a document of maximum 10 pages, A4 format, font Times New Roman size 12, max 3000 characters with spaces (all inclusive - including for example headers and footers) presenting the tenderer's approach to the production process proposed for carrying out the services covered by this invitation to tender including a description of the quality control process.*

*In normal circumstances 3000 characters with spaces would add up to approximately 2 pages rather than ten. Should this be characters or words that you refer to?*

A8 Please read the paragraph as follows: a document of maximum 10 pages, A4 format, font Times New Roman size 12, max 3000 characters with spaces per page (all inclusive - including for example headers and footers).

Yours faithfully,

  
Maria Manuela Cruz  
Head of Unit