**RFP – Design Services, Bureau for Development Policy, Gender team**

**Establishment of Long-Term Agreement**

Question and Answer Report

The UNDP Gender Team has received the following question(s) on its advertisement **for Long-Term Agreement for design services**. All question(s) received to-date are documented below with respective answers.

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| **Questions and Answers** | | |
| 1. | Q | Could you let me know up to how many companies might be given an LTA, as this greatly effects our volume costing. |
| A | The original plan is to establish only one LTA. However depending on the bidder’s capacity, their proposals and price quotes the procuring unit may enter into up to two LTAs. |
| 2. | Q | What is the expected duration of this long-term agreement? |
| A | Estimated for 4-6 months |
| 3. | Q | Can you specify the maximum budget available for services provided under this long-term agreement? |
| A | This information can’t be disclosed to the bidders. |
| 4. | Q | The RFP Cover letter lists Annexes 1-7. However, when opening Annex 7, the document is titled Annex 8. Is there a missing Annex 7 or is this simply a clerical error? |
| A | This is a typo. There is no annex 8. |
| 5. | Q | In Annex 1 ‘Price Quotation’: are the number of units indicated for 2013 realistic estimates, or is this likely to change? |
| A | Indeed, this are estimations and the volume of work may slightly change |
| 6. | Q | In Annex 1 are mentioned the number of photos required. Is the contractor expected to cover the cost of purchase of any such photo material? |
| A | The contractor is not expected to provide photos. Please indicate your charge per hour for photo research |
| 7. | Q | In Annex 1 in the second table relating to InDesign templates, from row ‘Info graphics’ onwards, in which column do you expect tenderers to include the price figure? |
| A | The same columns as for the page number 1 – G, H, I. |
| 8. | Q | In the same table, the last two rows list ‘Online publications’ and ‘Custom design’. To be able to price this realistically, could you provide some additional information for each of these two items? How many pages would you expect online publications to have? What type of products would require custom design? If print publications, what would be the expected page count? |
| A | The expected page volume of standard products (for print and online) is specified in the corporate description of knowledge & advocacy products. It ranges from 4 to 100 pages. The requirements for custom design will be subject to change and to be discussed on a case-by-case basis.    We expect bidders to submit their hourly rates for the following key category of the costs:     1. Junior professional (US$/per hour) 2. Senior professional (US$/per hour) |
| 9. | Q | In Annex 7/8 ‘Technical Proposal Form’, section 4 ‘Requirements’, tenderers are asked to indicate insurances that protect UNDP against loss. Could you provide further information on what type of loss you are referring to and how the UNDP quantifies loss of for example a design document? We are trying to understand what type of insurance coverage is required. |
| A | Professional Liability Insurance Business owners providing services should consider having professional liability insurance (also known as **errors and omissions insurance**). This type of liability coverage protects your business against malpractice, errors, and negligence in provision of services to your customers. Depending on your profession, you may be required by your state government to carry such a policy. For example, physicians are required to purchase malpractice insurance as a condition of practicing in certain states. |
| 10. | Q | And finally an administrative matter: do you expect to receive the Price Proposal in a separate envelope from the Technical proposal? |
| A | We do not expect separate envelopes for submission of proposals, but they are welcome. The focal point for this procurement will send the technical proposals to a committee that does technical evaluation. The financial proposal of technically responsive bids will be evaluated by separate team. |
| 11. | Q | As part of the portfolio, tenderers are requested to submit a sample of a brochure. Could you specify what you consider a brochure and how this is different from a booklet? What limit does the UNDP apply to the number of pages of brochures or to the dimensions of individual pages? |
| A | **Booklet Description:**  **At 12 to 50 pages, a booklet is a reference guide for external audiences on an aspect of the work of a particular team, bureau or office within UNDP. It is much more detailed than a Fast Facts but builds on the same premise – highlighting key messages including UNDP's or the team's niche and value added, the most interesting facts and figures and concrete examples of impact to illustrate results.**  **Purpose:**  **The purpose is to provide and easy reference guide for external audiences including donors and other stakeholders who may have a particular interest or stake in the area in question.**  **Target audience:**  **External audiences, donors, development partners and other stakeholders.**  **Producers of booklets:**  **Any team or individual within UNDP can work on a specific booklet granted it is cleared by the Practice Director and has the input of communications specialists. As with most advocacy material, it is worthwhile hiring a professional writer/editor to work with the team to develop the text. This publication needs to go through UNDP's seven-step quality assurance process.**  8x8 Brochure Description: A brochure is used to provide basic information on a specific event, issue, project or forthcoming publication. It is more design-driven than a Fast Facts and unlike the Right Now… pamphlet can be forward-looking rather than results-focused.Purpose:The brochure has a multitude of purposes but should be selected carefully as there is an over-tendency to produce brochures for every occasion. For example, it could be used as a teaser to introduce a forthcoming report targeting external audiences. It could be used to prime a donor audience on a project or programme that UNDP is seeking funding for, which may not yet have commenced and therefore will not yet have results to show. |
| 12. | Q | Tenderers are requested to supply a link to at least one digital publication. Again, could you specify what you consider a digital publication? Any publication that is made available online? Or do these publications need to show specific features? |
| A | If you have examples of online publications that have special features, please share them. Generally, provide examples of the most sophisticated online publications you have developed including for example page-turn options; clickable table of content; all-text search function and more. |
| 13. | Q | Annex 7 ‘Technical Proposal Form’ includes the following question: “Describe how your company intends to deliver the required products.” Are we correct to assume that by “deliver” is meant the process of “sending” the finished product and not the process of “creating” the product? |
| A | Yes, that’s correct. |
| 14. | Q | Are we correct in assuming that column “#days turn around” refers to the turn-around time for producing one unit per product and not to all estimated units per product? I.e. we here indicate the turn-around time for delivering one unit of one product in one language? |
| A | This is correct |
| 15. | Q | As a European-based company, our current policy covers worldwide apart from North America. It can of course be extended but not within the timeframe of this tender. Is this an automatic exclusion factor? I.e. will our tender be disqualified on this issue alone? |
| A | No, this situation does not lead to an automatic exclusion. The tender will not be disqualified if the companies based outside North America will warranty insurance coverage for the products and services to be rendered by the companies, for the unforeseen circumstances (natural disaster,  war, others similar situations). |
| 16. | Reminders | Electronic submission of the proposals: UNDP main server can accept emails for up to 8 MBts. If you’re planning to send an e-mail that exceeds this limit please send the proposals in several e-mails having the same subject name and expected number of emails  ( adding “email number of 1 out of X)  However, in order for us to see and appreciate the actual samples of your design, we encourage all bidders to send us the link of your e-books so we can view your best works online for evaluation purposes. |