



1 April 2014

## Clarification No 1

**Reference:** Open call for tenders No EEA/OSE/14/001

**Title:** Framework service contract for the provision of printing, layout and design services

### Question 1

During our tender preparation we are not absolutely sure how to describe our environmental policy. Which kinds of certificate/accreditations/details/practical implementation do you expect?

### Answer 1

*There are no compulsory requirements regarding the environmental policy. Please find below some indicative example of relevant certification:*

- **Environmental Management Certificate: ISO 14001**
- **Quality Certificate: ISO 9001**
- **EMAS Registration**
- **Ecolabelling with the Nordic Swan**
- **FSC Certificate**

### Question 2

Section 6.2.1 requires the Contractor to "check the technical quality of the files in all EEA languages". What exactly do you mean by "technical quality"? Language quality checked by professional/native proofreaders?

### Answer 2

*The requirement does not refer to the quality check of the languages (text/content) per se, but it concerns the technical quality of each language version to be of the same standard; this would mean that features such as quality of photos, resolution, page orientation, order of pages or similar should be checked before printing any pdf file.*