

Tender Questions and Answers

Design, Printing & Communications Services | NT-0027-CST

1. **Question:** Should the cameraman's price also include editing and video montage?

Answer: Video editing, post-production, and any after-filming services should not be included in the cameraman price and shall be budgeted under separate cost lines, such as Video editing, Video animation / motion graphics, or Graphic design, depending on the agreed scope of work.

2. **Question:** What is the timeline of the video (can you specify)?

Answer: The financial offer for the Video Animator shall be submitted using seconds as the unit of measurement, and the final duration will be determined based on the agreed scope of work.

3. **Question:** During the framework contract period, is it acceptable that the same key personnel are assigned to multiple Requests for Services, provided availability is ensured, or does Helvetas expect different personnel to be allocated per assignment?

Answer: Helvetas expects competent personnel to be assigned to each required position. The same key personnel may be assigned to multiple Requests for Services (RfS), provided their availability is ensured and they can adequately fulfill the requirements of each assignment.

4. **Question:** For the requirement of at least three relevant projects in the past four years, could documentary evidence include a combination of reference letters, contracts, and publicly available outputs (such as published videos or documented events), or is a specific type of evidence preferred?

Answer: Documentary evidence may include a combination of reference letters, contracts, and publicly available outputs (such as published videos or documented events).

5. **Question:** When communication products are required in Albanian, Serbian, and English, does Helvetas expect full linguistic adaptation (including voice-over and on-screen graphics), or can subtitles be considered sufficient in certain cases?

Answer: Helvetas requires subtitles in SRT files.

6. **Question:** Should bidders assume responsibility only for technical production (sound, lighting, LED screen, streaming), or also for broader event logistics such as venue coordination and guest management?

Answer: Bidders should assume responsibility only for technical production, including sound, lighting, LED screens, and streaming. Broader event logistics, such as venue coordination and guest management, are not included.

7. **Question:** The RFP states that subcontracting is not allowed. Could you please confirm whether individual consultants or freelancers are acceptable if they are explicitly named in the technical offer, with CVs provided and contractually committed to the bidder?

Answer: All CVs submitted as part of the technical offer must belong to the bidder's own staff. Subcontracting, including the engagement of individual consultants or freelancers, is not allowed.

8. **Question:** Would it be permissible for one company to submit applications for both Lots while proposing a shared team for certain supporting or non-key positions?

Answer: A company may apply for both Lots, provided that any shared team members are exclusive to its bid, fully available, and not over-committed, particularly for key roles.

9. **Question:** Could you please confirm whether references and evidence of relevant experience may be provided by private organizations, or if such references are required exclusively from public institutions and/or international donors?

Answer: References and evidence of relevant experience may be provided by both private organizations and public institutions, including international donors, provided that the projects are relevant to the scope and requirements of the Lot(s) applied for and are supported by appropriate documentary evidence as specified in the RFP.

10. **Question:** Is there any defined minimum or maximum threshold for unit prices in the financial offer, or are bidders free to determine unit prices based on their internal cost structure and market considerations?

Answer: Bidders are free to determine their unit prices, provided that all prices are fully inclusive, submitted in EUR, and compliant with the financial offer instructions set out in the RFP.

11. **Question:** One of the proposed staff members is a full-time professor at the University of Prishtina, a public institution. We kindly request clarification on whether his engagement under this contract would be permissible, taking into account applicable regulations and any restrictions concerning the involvement of individuals employed by public institutions.

Answer: According to the RFP, civil servants and persons elected or appointed to a public function are ineligible to participate as consultants in this tender. If the proposed staff member is a full-time professor at a public institution and is legally classified as a civil servant or public official under Kosovo law, he would not be eligible to be included in the offer. It is therefore advisable to verify his formal employment status prior to submission.