



Invitation to Tender IT/PUB/2013-1 Print on Demand (PoD) and Shipping Services

Queries and Answers (2 September 2013)

- 1. ISO9001 Accreditation: The ITT states that it is mandatory for bidders to have this accreditation. If bidders are expected to have the ISO9001 standard, then many prospective bidders will be automatically barred from this tender process. We feel that this would be anti-competitive. Can you please re-confirm whether ISO9001 is truly mandatory?**

Answer to question 1:

UNWTO will accept ISO 9001 Accreditation or equivalent international quality certification.

A quality certificate is mandatory to guarantee quality in production, as well as customer services and therefore, should meet all quality standards for all procedures described in point 6.d.3 of the Tender document concerning the Technical Evaluation.

- 2. Requirements for completing the tender documentation: Are there word/page limits or formatting requirements for the completed tender document?**

Answer to question 2:

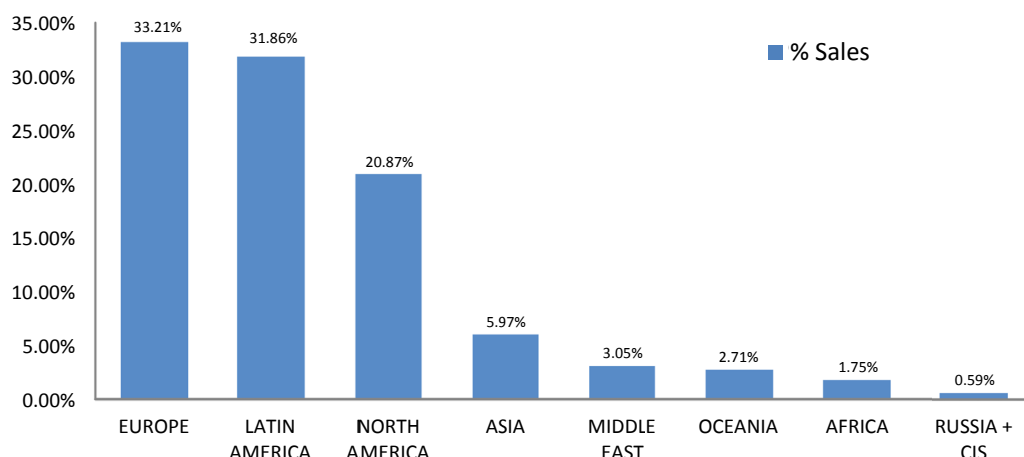
No.

- 3. Can you please give an indication of how much of this business is for short print runs for WTO, or individual consumer orders? i.e. your customer profile. Furthermore, it would be helpful to have a breakdown of the proportion of product shipped to each of the regions listed in table 5 on page 24.**

Answer to question 3:

Print runs will be from +1, depending on our customers' orders. Because of the profile of our customers and the nature of our publications, unfortunately it is not possible to give a concrete answer to the quantity.

Regarding the shipping, our clients are spread all over the globe. Most of them are in North and South America, Europe and Asia as the following chart details.



4. Is shrink-wrap mandatory? Will other packaging solutions be considered? Re. ITT Annex PUB POD document – 1.e. e1: Printing

Answer to question 4:

The shrink wrap is not mandatory but the solution UNWTO would prefer. Other wrapping options may be accepted as long as the bidder includes packaging samples within Envelope A: Technical Proposal (see point 3 of the Tender document) for due evaluation.

5. Are there specified variations to the paper gsm that you are prepared to accept? Re. ITT Annex PUB POD document – 1.e. e1: Printing

Answer to question 5:

The paper weights specified in point 1e of the Tender document are those commonly used for UNWTO publications.

UNWTO will not accept weights outside 75-90 g/m² for 1/1 (b/w) printing or 90-110 g/m² (calendered or matt coated paper) for 4/4 printing.

Any change in the dimensions of the spine due to changes on the grammage or volume of the paper would be the bidder's responsibility, both in costs and quality.

Please add your paper catalogue within the Envelope A: Technical Proposal (see point 3 of the Tender document) for evaluation.

6. FSC accreditation of paper mandatory?

Answer to question 6:

As the Tender document says: “All papers must be certificated by FSC, PEFC **or similar**”.

ISO 14001, Blue Angel, EU Eco-label, Nordic Swan, Rainforest Alliance, Austrian Ecolabel, NAPM, Green Range, SFI, CSA and other internationally recognized certificates are also valid.

7. Is PUR binding a mandatory requirement or will a similar binding process be acceptable?

Answer to question 7:

It is not mandatory but preferred as the products' results are more durable than e.g. binding with hotmelt.

In case you do not have these facilities, please describe the technical process and the materials you used for the gluing or sewing for the perfect binding of the samples sent.

8. We would like to receive clarification on the information requested on Annex 1 – table 3. The Table requests prices per unit by volume bands, and table 4 requires volume discounts by volume bands. We feel that these two tables are referring to the same information – can you please expand on the difference between the information requested for these two tables?

Answer to question 8:

Yes, the tables refer to the same information with following differences:

Table 3 refers to a specific example of a standard UNWTO publication with an average of 200 pages. Possible discounts due to the print run shall be indicated **in euro for the price per unit**.

Table 4 refers to a bidder's **general discount policy**, independent from the product. Possible discounts shall be indicated **in percentages**. E.g:

No discount for print runs from 1 to 10 copies:	Price 100% = Discount 0%
Discount for print runs from 11 to 20 copies:	Price 97% = Discount 3%
Discount for print runs from 21 to 50 copies:	Price 93% = Discount 7%
etc. ...	

9. What date will the tender decision be announced and by what process?

Answer to question 9:

There is no specific date of announcement although prior to the expiration of the period of tender validity (60 days), UNWTO shall notify the awarded companies individually by e-mail to the contact provided in the offer of the supplier (see point **8. Notification of award and signing of LTA** of the Tender documents).