

Reponses to Questions received for Tender on Design and Visual Communication Services

No.	Questions	Answers
1	<p>Do I have to be able to provide all the services asked for in the tender? For example, I am a designer, but I don't do video or podcast editing.</p>	<p>No, you do not need to be able to provide all services sought in the tender.</p> <p>The tender is divided into four lots, you can choose to just tender for one lot, two lots, three lots or all four lots depending on what services you are able to provide. Tenders for half/part lots however will not be considered.</p> <p>Each lot will be evaluated separately, and we may award contracts for each lot individually.</p>
2	<p>Do you have a sense of roughly how much work over how long a period of time it might be?</p> <p>It would be useful for us to work out the availability bit that you'd like an answer too.</p>	<p>We are looking to issue non-exclusive contracts for delivery of services over a period of up to 3 years. We cannot guarantee a minimum amount of work during that period. Due to the nature of our funding as a not-for profit organisation, we must have the highest standards of transparency and donor compliance, as part of this we conduct an invitation to tender for services every 3 years.</p> <p>As a rough guide of the volume of work ENN anticipates producing:</p> <p>For lot 1, the number of publications/report we produce each year requiring design will vary, please have a look at our website to get a sense of the volume of publications we produced last year/so far this year https://www.ennonline.net/ourwork. Design work is also required for our annual report and additional written products not on our website (e.g. donor reports) each year. Design work is required throughout the year, however we often have peak periods for design work around June and December.</p> <p>For Lot 2, as described in the tender we release 2-3 editions of Field Exchange per year.</p> <p>For Lot 3, we currently produce a small number (2-5) of video/animation products each year. This is an area of our communication and dissemination that we are keen to grow.</p> <p>For Lot 4, we produce 1-2 podcasts per edition of Field Exchange (2-3 editions per year), as well as a small number of other ad-hoc podcast and audio products throughout the year. This is also an area of our communication and dissemination that we are keen to grow.</p>
3	<p>What is the anticipated annual value of work that is awarded for each Lot annually?</p>	<p>We cannot guarantee a minimum value/amount of work annually. Please refer to the answer to question 3 for a rough guide of the volume of work anticipated.</p>

4	It would also be good to know from your side what sort of turnaround time you'd be expecting from us.	<p>We understand that the time it takes to design/produce a product will depend on the length/complexity of what is required. This is why for each lot we have given you an example product and ask that you estimate the number of hours that that product would typically take you to produce.</p> <p>We always aim to give our design service providers as much time as possible to complete a piece of work however there may be occasions where we need a quick turnaround for design work, within 1-2 days, or we may seek last minute adjustments/edits, we try to keep these to a minimum.</p>
5	Can you confirm how many suppliers you are looking to appoint to each Lot?	<p>We do not have a predetermined number of suppliers that we are looking for each lot.</p> <p>Each successful tenderer is intended to be a Provider, but the contract pertaining to this tender shall not constitute an exclusive contract and ENN, at its sole discretion, reserves the right to enter into agreement with other suppliers, for the same type of services at any time, whenever it deems it necessary.</p>
6	How will work be awarded – is it likely to be a mix of mini competition / direct?	Work will be awarded to successful tenderers who become contracted suppliers within each lot by a mix of mini competition / direct and depending on each supplier's availability.
7	Who would be responsible for commissioning this work?	The responsibility for commissioning of design and visual/audio products is split between ENN's project management team and digital and communications manager.
8	What kind of workflow do you currently have? How much lead time would we be able to expect when getting requests from you? What sort of availability do you expect from the winning agency?	<p>We will contact you ahead of time when we know we have upcoming work (usually 1-2 weeks beforehand) to confirm your availability to undertake that piece of work and to get a quote based on the hours you anticipate it taking.</p> <p>We will then confirm acceptance of the quote and turnaround timeframe needed and send you the piece of work with any additional directions/templates/guidance. You will have a designated contact point at ENN if you have any questions and to liaise with about the work.</p> <p>We appreciate that as we cannot offer exclusive contracts that our design service providers also undertake other work and may not always be available when we contact them about a piece of work.</p>
9	Would the winning agency be working with the current brand? If so, could you share ENN's brandbook? How developed is your current brandbook? Or are you looking to redesign the current brand?	Successful tenderers will be working with our new brand which will be launched in late 2023 alongside our new website. This will be accompanied by a brand kit and guidelines. The successful tenderers will then use the new branding to help us design new publications templates e.g. general reports, policy briefs, technical briefs etc, where further development of the brand may be necessary.

10	Do you currently have templates we would be adding content to? Or are you looking for us to create templates that you'll be able to use in the different formats/software?	Both. We may ask you to add content/make edits/changes to an existing design template or to create new design templates for us that can be used in different formats/software.
11	Would you be looking for web support/web design support?	No, a separate tender was conducted last year for our website redevelopment work and a contract for web support/web design work has already been awarded.
12	Do you provide language translations, or are you looking for suppliers to provide this service too?	Translation is not a service required under this tender. We have separate contracts with translators. Designers will be asked to design/work with material in languages other than English.
13	Do you have any in-house design capacity?	We have limited in-house design capacity based on the skill set of individual employees, we do not have any in-house designers or staff whose job responsibilities include design.
14	Can a Pakistan-based firm registered locally in Pakistan apply for this tender?	Yes, we will accept tenders from organisation/individuals registered/based outside of the UK.
15	We don't have a bank account in the UK; do we need one in the UK?	No, you do not need a UK bank account. We do ask for invoices to be submitted in GBP and we will make payment in GBP. You will be responsible for any bank/transaction fees charged by your own bank for receiving a foreign currency payment.
16	We don't have an established office in the UK. However, our staff can visit the UK when required for meetings as we have valid visit visas.	You do not have to be based/have an office in the UK to tender. We will work with design service providers remotely via email/video calls as needed. There will be no requirement for travel to the UK to provide any services under this tender.
17	Do you have current frameworks in place? Or is this ITT about setting frameworks in place?	Our current framework contracts with designers end on 31 August 2023. The intention is to enter into new framework contracts with successful tenderers for a period of up to 3 years from 1 September 2023. ENN reserves the right not to enter into or award a contract as a result of this invitation to tender.
18	Once the ITT has been submitted will you be inviting shortlisted suppliers to interview?	We may make our decision based on written tender applications only. If needed, we will invite short-listed suppliers to interview.