

**QUESTIONS & ANSWERS IN RELATION TO  
RFQ No. UNFPA/BK/RFQ/19/004  
FOR THE PROVISION OF DESIGN SERVICES**

**1. Question No. 1.**

Q: In price quotation form, what is Digital Design (Standard)? What is the different between Digital design (standard) and Digital design (animation/illustration) ?

A: We understand that bespoke animation and illustration is more time-consuming and labour intensive, and potentially, more costly, than regular design, which is why we separated these two skillsets.

By digital design (standard) we mean design which does not involve bespoke illustration or animation. This could still be a moving image and animation vectors, but it would be different multimedia simply positioned on a page such as this <https://www.unfpa.org/swop-2019>, not bespoke illustration.

By digital design (animation/illustration) we mean bespoke moving illustration or animation, such as this: <https://mozambique.unfpa.org/en/video/census-toolkit-animation>

**2. Question No. 2**

Q: Could UNFPA provide us the **UNFPA standards and branding guideline**?

A: Yes, we will share the UNFPA branding guidelines once the vendor has been selected. Before each product is designed, the UNFPA APRO communications team will give full guidance and a proper brief per item. To get a sense of current communication products, the vendor can view the global website: <https://www.unfpa.org/>

**3. Question No. 3**

Q: According to **evidence of ownership of software and equipment** mentioned in the request for quotation section IV, what document UNFPA expect us to submit?

A: We expect a full list of all equipment and software the vendor has in-house (not rented) in their studio. For example, we expect a list of software and equipment the vendor has, such as: Adobe Creative Cloud, animation software, calibrator, drawing hardware, swatch books, graphic digital pencils, any modelling equipment, cameras etc. We expect the exact model type per item and any proof of purchase (even a photo of your studio with the equipment would suffice).

#### 4. Question No. 4

Q: Is it possible for us to submit **VAT/Tax registration certificate** that written in Thai?

A: Yes. However, we would appreciate if the document in English translated version can be provided as well.

#### 5. Question No. 5.

Q: Further information about "RFQ-UNFPA-BKK-RFQ-19-004 - Provision of Design Services », especially about the business card (ref : long term agreement, page number 4). Here the questions list :

- Do you provide the specifications (size, color, paper, definition)?
- About the braille, do you provide the final files?
- Do you have a template or do you want us to create it?
- Do the cards must be delivered at the same place?

A: The required service for this bidding exercise is the 'Provision of Design Service for the Printed Artwork Design and Digital Design'. The template to use is LTA template for 'Provision of Design Service for the Printed Artwork Design and Digital Design'. The LTA for 'Business Card Printing Service' is used as an example for sample purpose only. It is provided to show our standard Terms and Conditions (T&C). Winner of this bidding will be awarded a standard LTA with these T&C. LTA standard template is attached herewith for your reference.

#### 6. Question No. 6

Q: Do you have Annex III - LTA template Microsoft Word Format? We can't fill the information in the scan pdf.

A: No. The bidders do not need to fill-in LTA Template at this stage. Once the result of this bidding exercise available, UNFPA APRO would send the draft LTA to the winner only.

