**Clarification Note to RFP SER 01 2022 Design and Pre-press Services for OSCE Mission to Serbia**

**Q1:** What will the cooperation look like in the coming years if labor costs or other fixed costs related to the contract are changed (increased)?

**R1**: The purpose of signing long time contracts is to ensure predictable expenditure structure. On the other hand, acknowledging business reality, we will make sure to maintain fair relationship with our service providers.

**Q2:** What will happen if we are unable to perform the assumed work? Will there be any contractual penalties?

**R2**: We do not foresee any immediate contractual penalties; still we believe that it is fair not to apply if you are not sure you are able to meet expectations.

**Q3:** Will there be any deadlines for the work performed?

**R3:** Yes,for each assignment the OSCE will submit Request for Design which, among other inputs, state expected deadline for a task completion.

**Q4:** Will we receive a visual identification book according to which we are to carry out the assumed projects? Is there such a document at all? Can we use design freedom here?

**R4:** Yes, as stated in enclosed ToR, this document is available per your request. Kindly find attached Visual Identity Manual where you may find detailed instructions what is allowed in design process and what not.