Publications Office

Directorate R – Resources
Calls for tender and Contracts Unit

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Ref: JK - Add info 2

FAX + REGISTERED LETTER

Object: Invitation to Tender n° 10236 - Additional Information n° 2 (ref: 213 028)

Dear Sir or Madam,

Concerning the above-mentioned Invitation to Tender, after having received questions from a tenderer, we are informing you of the following:

Q1: In the document below you indicate that the majority of the contacts are by e-mail:

Type of reception

in %	2006	2007	2008	2009
E-mail	86	98	98	98
Telephone	1	0	0	1
Post	1	0.45	0	0
Fax	12.83	1.54	1.62	0.24

In another document (see below) you indicate the volume of calls per year of 55 077. In the AO you say that the total number of contacts is 55 000 per year. The e-mails/faxes/post are in addition to the 55 000?

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Calls by language for the year 2009

	01/2009	02/2009	03/2009	04/2009	05/2009	06/2009	07/2009	08/2009	09/2009	10/2009	11/2009	12/2009	2009
English	2166	2058	2600	2166	1958	2058	2135	1966	2028	2333	2329	1723	25520
French	740	771	785	686	578	709	655	532	620	595	588	585	7824
German	755	801	900	742	719	770	786	675	775	742	790	597	9062
Italian	236	273	422	292	294	262	311	206	240	281	308	241	3366
Dutch	169	171	195	177	143	167	149	135	126	107	154	105	1798
Spanish	173	222	220	203	220	227	211	157	192	238	231	206	2500
Polish	147	129	131	113	103	135	125	93	117	151	138	109	1491
Bulgarian	8	5	9	4	3	1	5	6	4	11	3	0	59
Czech	15	30	28	19	17	15	27	18	32	35	31	24	291
Danish	44	50	54	46	33	62	33	43	56	52	75	59	606
Estonian	1	2	4	0	2	3	2	2	5	1	0	1	23
Finnish	19	13	20	20	11	12	6	13	11	16	13	18	172
Greek	27	39	33	22	47	41	34	23	39	27	34	34	400
Hungarian	13	9	13	25	11	10	16	14	16	7	15	14	163
Irish	0	0	0	1	2	1	0	0	0	0	0	0	4
Latvian	4	4	8	5	5	2	4	6	5	1	3	1	48
Lithuanian	1	5	5	4	4	3	5	3	3	3	2	1	39
Maltese	0	0	0	0	0	0	0	0	0	0	0	0	0
Portuguese	55	72	70	67	63	75	78	62	77	69	73	54	815
Romanian	7	12	18	5	11	7	12	9	8	6	9	9	113
Slovak	20	14	12	8	27	18	32	17	8	8	21	20	205
Slovenian	13	8	16	11	9	7	7	5	12	5	8	8	109
Swedish	57	48	20	46	31	41	32	54	29	28	57	30	473
Non EU	1	1	2	0	0	1	0	0	1	0	0	0	6
TOTAL	4671	4737	5545	4661	4291	4627	4665	4039	4404	4716	4882	3839	55077

A1: The majority of the requests arrive by e-mail. In 2009, the total number of requests received by e-mail, telephone, fax and post at the current help desk was around 55 000 as stated in the Specifications, point 4.1.1. This refers to the exact number of 55 077 indicated in the statistics in Technical annex V.

Antonio CARNEIRO
Head of Unit