

Date : 18 April, 2019

## Bid Bulletin No. (3)



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### Provision of Preventive Maintenance Services for Photocopiers and Printers on Long-Term Agreement Basis ITB/KRT/19/010

#### To All Bidders:

#	BIDDER QUERIES	UNDP RESPONSE
1.	Will the maintenance be only for the equipment specified in the ITB?	No, the equipment list may increase or decrease according to UNDP needs.
2.	Are spare parts included?	No, as cited in the ITB document, the required service includes all the consumables except for the spare parts.
3.	Is UNDP exempt from customs?	Yes. However, the bidder should quote the prices based on DDP incoterm for the consumables.
4.	Shall bidders include accommodation and transportation costs for the field offices in the financial proposal?	The prices for field offices should be inclusive for all staffing related cost, such as travel, accommodation, etc. UNDP will not provide any kind of support to the service provider staff.
5.	Are the quantities indicated in the ITB documents fixed or will they change in the future?	Equipment list/quantity may increase or decrease according to UNDP needs.

<b>6.</b>	Can UNDP change Table 2 in the financial proposal and instead divide the field offices into separate tables to allow bidders to submit their prices per office?	Please refer to the updated financial proposal (Form F: Price Schedule Form).
<b>7.</b>	The response to emergency calls for the field offices is too short; can UNDP change it?	Yes, the related clause will be read as follows:  Response to any emergency service or repair for the field offices shall be within 72 hours of call or request.
<b>8.</b>	Is UNDP specifying the exact services/maintenance that the bidders shall provide?	Please refer to Section 5a: Schedule of Requirements and Technical Specifications/Bill of Quantities.
<b>9.</b>	Will UNDP extend the deadline for the bid submission?	The deadline for submission will remain unchanged.
<b>10.</b>	Since there will be changes in the ITB document, how will UNDP notify the bidders?	Q&A will be posted on UNDP e-Tendering website and all bidders who accepted the invitation in the system will be notified.
<b>11.</b>	If the selected bidder is the authorized dealer for the brand of UNDP equipment, will UNDP allow this bidder to provide spare parts for the equipment when needed?	As cited in the ITB document, the required service includes all the consumables except for the spare parts. In the case that spare parts are needed, all bidders will be requested to submit a quote for required spare parts and supplies. If the quotation is accepted by UNDP, a separate bill(s) shall be submitted by the supplier to be settled upon delivery of the items.