**RFQ 622**

**Questions and Answers**

**8 January 2020**

Answers are provided in red letters:

1. Is it possible to provide different offers if we would want to participate in the tender?

Please bear in mind that Alternative bids are **not allowed**.

1. Please, could you elaborate in more detail about the "Authorized Service Center in Serbia and about the minimum Warranty you expect to receive from the company which will deliver the solution?

Authorized service shop is requested according to the location for the usage of the required equipment, which in this case is **Serbia**. Also, as requested in RFQ document (page 3, Documents to be submitted Section) **proof of available Authorized Service Center in Serbia (Agreement signed with the Service Center**) must be submitted in the offer

**2-year** warranty is a minimum requirement requested by the RFQ (page 2, After-Sales services required Section).

Due to the sensibility of the nature of future equipment’s usage, the minimum warranty shall be as follows (please see the Annex 2, TABLE 2: Offer to Comply with Other Conditions and Related Requirements) – clarifications in **bold**:

On-site next day Warranty and After-Sales Requirements by the Selected Bidder and the available Authorized Service Center:

1. Minimum 2 years warranty on all equipment. **Full operability of the purchased equipment to be restored on the next day following reporting the issue to the Contractor by the end-user**
2. Service Unit to be Provided when the Purchased Unit is Under Repair. **Fully operational** **Service Unit to be delivered to the location in Serbia as will be provided by the end-user on the next day from the moment of reporting the issue to the Contractor**
3. Brand new replacement if Purchased Unit is beyond repair

**UPDATE I, 14 January 2020**

3. Do you have a company you have previous experience regarding GPR equipment delivery you could recommend for us to contact?

Please let us know the name and contact details of this company.

Please note that according to UNDP procurement rules and regulations such type of recommendations would lead to a risk of actual or possible conflict of interest and potential bidders favorisation on market research. If bidder does not have a technical and administrative capacity to participate by his own, they have an option to involve joint venture/ consortia/subcontracting in order to fulfill the minimum requirements indicated in the RFQ document.

4. If you can't help with providing us with such company details, we need to ask if it is possible to discuss a possible change in the tender requirements so reasonable up to 2-week repairments if the Purchased Unit needs to be repaired.

In accordance with the purpose and intension of using requested equipment - **Fully operational Service Unit to be delivered to the location in Serbia will be provided by the end-user on the next day from the moment of reporting the issue to the Contractor is a must.**  From the aspect of the efficiency and rationality of use of the subject equipment there is no possibility to extend duration of repairment process.  Please see RFQ 622 QAs 090120 Answer No. 2.

**UPDATE II, 16 January 2020**

5. Ref. to the following point: “Authorized service shop is requested according to the location for the usage of the required equipment, which in this case is **Serbia**. Also, as requested in RFQ document (page 3, Documents to be submitted Section) **proof of available Authorized Service Center in Serbia (Agreement signed with the Service Center**) must be submitted in the offer.”

If we do not have a authorized service shop in Serbia we cannot participate in the tender? Or we can make a deal with a local company?

Authorized service center in Serbia may be an independent local company and agreement signed between the bidder and the local service center for after-sales support, servicing and warranty coverage for the offered equipment must be submitted as a part of the offer.

**UPDATE III, 16 January 2020**

6. In Italy we request this document **(Internal Revenue Certificate / Tax Clearance)** to the Income Revenue Autority (Tax Office), but it will take 1 month to have it… Is it enough to present the application request instead of the document (Tax Clearance) itself?

As stated in RFQ document, Page 3. Documents to be submitted – “Alternatively, bidders may submit signed self-declaration confirming they have requested issuance of the above-mentioned Certificate from the Tax Office and UNDP reserves the right to request submission of this Certificate during the evaluation phase as well as the right to disqualify the offer if such Certificate is not swiftly submitted upon the mentioned request”. This requirement remains the same.