

RFQ-001-21 – Invitation to Tender for supply of infokiosks in a quantity 10

#	Questions	Answers
1	Are you looking for payment kiosk system or is it information kiosk? Is it indoor or outdoor?	Self-serve information kiosk. Indoor
2	Should the information below be integrated with infokiosk as one? 1. A6 size receipts printing; 2. Web camera; 3. Access-IS for reading ID-cards and passports; 4. USB phone; 5. RFID/NFC support; 6. Mounting possibility (Mounting kit) for the installation of payment system	Yes. They need to be integrated into infokiosks as one.
3	Which model/standard is needed for passport scanner? Access-IS ocr315-e or something else?	Any Access-IS model as long as it is compatible with infokiosk and self-scanning passports and IDs
4	RFID/NFC – UID only or something else?	RFID/NFC reader must be included. No separate NFC cards required.
5	What type VoIP phone? With numpad or without?	No number pad is required. Numbers are dialed in the display.
6	What type of payment terminal mounting will be used?	Visa and Mastercard and other local payment systems. Infokiosk does not have to come with a payment system. It needs to be ready to mount a payment system.
7	Any special requirements for the thermal printer?	Printer should be able to print A6 size
8	The technical specification lists 4 different operating systems (OS), Are all these different operating systems required, or we can pick one? The OS can directly affect the hardware configuration as it requires different motherboards and controller boards.	Infokiosks must be compatible with mentioned operating systems- OS: Windows 10 (32/64 Bit), Ubuntu Linux, Android (Please refer to the Annex 1 SCHEDULE OF REQUIREMENTS)
9	There is a requirement for a 2D barcode scanner, RFID/NFC support, and Access-IS. The Access-IS is capable of scanning 2D and 3D barcodes and RFID/NFC. Would you consider using the Access-IS to scan also the barcodes and RFID/NFC? -	Yes, this solution is acceptable.
10	What is expected from us (supplier) regarding software integration?	No software integration is required. The software will be installed by National Partner of UNDP after installation.
11	What is the webcam going to be used for? Do you have any specifications for the quality of the picture?	Webcam is intended to capture the users of infokiosks. No special requirement for the webcam. Any HD webcam is acceptable.
12	Who would be installing the InfoKiosk?	Installation will be conducted by National Partner of UNDP.
13	Do you require maintenance?	No onsite maintenance required. However, it is required a warranty coverage as indicated in the solicitation document.

14	Please describe briefly the purpose of the goods to be purchased (features, functions).	The introduction of public services self-service through interactive infokiosks in crowded and public places (religious institutions, airports, stations, subway stations, shopping and entertainment complexes) is a modular solution designed to receive public services without queuing for operators, which helps to save citizens' time without visiting public service centers. The proposed infokiosks should be modern and easy to use
15	In Annex #1: List of Requirements, there is a USB phone (item 6). We ask you to give clarification of this point.	USB-phone is designed to communicate with the operators of the Call Center of the Agency of Public Services. The dialing function will be implemented in the software installed in the infokiosk.
16	What payment system is planned to be provided? Is payment system included in the delivery of the infokiosk?	Installation of Uzcard and Humo terminals is planned.