

DATE: 05/04/2024

**REQUEST FOR QUOTATION: No. RFQ/GRC/2024/005
for the establishment of Frame Agreement(s) for the provision of Repair
Services for IT equipment (Laptops, Printers and Multifunctional Printers) in
Greece**

QUESTIONS & ANSWERS

Question 1

Is it acceptable, a company that is an authorized service provider of only one manufacturer to submit an offer for LOT A only for items belonging to that manufacturer?

Answer 1

The service provider should be certified / authorized by the respective manufacturer (such as LENOVO / HP / DELL). Bidder may submit offer for one (1) manufacturer, more than one, or all three (3) (ref. Annex A Terms of Reference paragraph 2).

Question 2

Is it acceptable to submit a quote for one LOT only?

Answer 2

For the needs of this tender process, UNHCR divides the needed services in LOT A (concerning repair services for Laptops) and LOT B (concerning Printers and Multifunctional Machines).

Service providers may bid **for any LOT** (based on services that they provide) **and it is not mandatory to bid for both LOTs.**

Question 3

In the technical offer template in point 3.10 "Quotations Example provided", do you mean to submit a financial offer for materials that may be used? If so, is this field mandatory?

Answer 3

Bidders are required to submit **an example of the quotation template** that will be used in case of a repair that requires spare part replacement. At this stage, only the template is required which shall meet the requirements described in Annex A point 5 under "important notes". **Please note that submission of this form, is a mandatory requirement and that no price should be included in this form.** (ref. Annex A)

Question 4

In the model technical bid template under item 1.4 Company's previous experience dedicated exclusively to the provision of the requested services, do you need evidence stating this?

Answer 4

Yes. Evidence shall be submitted. Such evidence may be provided through the provision of similar services to other customers, through recommendation letter, project assignment form / letter, invoicing, etc. or any other type of justification the vendor believes may justify the request.