

RFP PSP/IT/2020/007 RENTAL SERVICES OF ALL-IN-ONE MULTIFUNCTION MACHINES AND RELATED MANAGEMENT SERVICES

#	Question	Answer
1	<p>In riferimento al punto 1.1 CURREN SITUATION se le copie stimate mensilmente ossia:</p> <ul style="list-style-type: none"> - Per le 3 mfp MCO Italy bn 13.000 e color 8.000 - Per le 2 mfp PSP Italy bn 4.000 e color 3.000 <p>sono da includere nel canone mensile o sono da considerare solo per un'analisi ai fini della scelta del prodotto in termini di velocità macchina ppm.</p>	<p>The information on the volumes currently printed/copied is <u>for information purposes</u> only. The number of copies included in the contract per each machine per month is indicated in Annex B (ie 3,000 B&W and 2,000 color). Please provide a quotation for a contract both with and without copies included.</p>
2	<p>Nel documento Annex B financial offer form, è richiesta una Staple Finisher che dovrebbe essere l'accessorio integrato nella stampante che vi permette di spillare i documenti.</p> <p>[...] questo accessorio deve essere presente su tutte le macchine perché nel punto B ne viene richiesto solo uno, ma alla lettera G indica come se ogni macchina dovesse esserne dotata.</p>	<p>UNHCR requests for 1 (one) staple finisher to be procured from the very beginning of the contract, as indicated in the ITB document, Annex A and Annex B.</p> <p>Letter G in Annex B refers to the cost <u>each additional stapler</u> that may required to be procured in the course of the contract period, in case more than 1 stapler is needed.</p>
3	<p>Per quanto riguarda lo smaltimento toner generalmente viene effettuato con un diverso fornitore rispetto al noleggio delle stampanti.</p> <p>In questo caso posso inviare il preventivo separatamente o far annessare comunque i costi in questo preventivo pur essendo fornito da due differenti aziende?</p>	<p>If the service of toner disposal is managed by a different company than the one managing the rent of machines, please include the cost of such service in the Annex B. UNHCR expects the winning supplier to manage the services and the payment to be settled directly with the winning company.</p>
4	<p>Abbiamo letto le condizioni Generali di Acquisto e sono a richiederLe se sia possibile fare offerta derogando alcune di queste (nell'ordine di 1 o 2) o se di contro una offerta derogata sia oggetto di esclusione.</p>	<p>Some amendments to the General Terms and Conditions (GTCs) can be considered. These will need to be carefully reviewed by our legal department. Please indicate in the submission the articles of the GTCs that you would amend.</p>
5	<p>Nel documento " Annex A_Technical Requirements and compliance form " Colonna "Required Minimum Technical Specifications" alla posizione " 2 " si definisce " Print technology: Laser ".</p> <p>Poiché nella tecnologia di stampa elettrofotografica da voi richiesta la sorgente luminosa è un Diodo che può essere Laser o Led che sono universalmente riconosciuti come equivalenti, confermate che sia possibile offrire indifferentemente apparecchiature che come sorgente luminosa utilizzino il DIODO LASER o LED?</p>	<p>Given that LASER and LED are equivalent technologies, you can quote the one you consider most suitable for our purpose.</p>
6	<p>Il servizio di costo copia e manutenzione per le stampanti viene erogato previa autorizzazione da parte della finanziaria che gestirà il contratto (es: BNP Paribas) pur essendo Office Depot il vostro tramite diretto, questa della Finanziaria è un problema per voi? La stragrande maggioranza di contratti di costo copia sul mercato sono gestiti in questo modo.</p>	<p>The use of a Finanziaria would not be the preferred option for UNHCR, but UNHCR is aware that the involvement of a Finanziaria in such contracts is frequent, therefore proposals submitted with this option are considered. In this case, please detail the conditions of the Finanziaria and provide any additional information to detail the circumstances in which the Finanziaria would take over the contract.</p>
7	<p>Lo Staple Finisher è disponibile in due modelli , con montaggio esterno (in grado di rilegare un ampio numero di fogli) ed integrato (50 fogli), quale dei due vi occorre?</p>	<p>External Finisher</p>
8	<p>Le stampanti richieste sono 4 divise fra MCO e PSP da consegnare all'interno della vostra struttura a piani differenti. Il contratto verrà stipulato solo con MCO che prenderà in carico tutte le stampanti o dovremmo preparare due contratti differenti, in questo caso quante stampanti per MCO e quante per PSP?</p>	<p>We can have one single contract as long as selected supplier is able to provide separate invoices for PSP and MCO. However, unless this information is needed for the document and submission preparation, information on contractual Parties and invoicing modalities will be discussed directly with the winning company during the contract negotiation.</p>
9	<p>Tutte le macchine sono dotate di un software di monitoraggio gratuito necessario al fornitore per calcolare il numero di copie e controllare i livelli dei toner per il reintegro. Il software utilizza la porta 80 di internet e solo per questo scopo. A livello di vostra sicurezza interna è un problema per voi avere questo software installato?</p>	<p>We could enable port 80 where the printers will be connected</p>

RFP PSP/IT/2020/007 RENTAL SERVICES OF ALL-IN-ONE MULTIFUNCTION MACHINES AND RELATED MANAGEMENT SERVICES

#	Question	Answer
10	Poichè abbiamo diverse macchine da proporre e per una più semplice comparazione sulle prestazioni posso chiedere che modelli state utilizzando attualmente?	We do not provide this information. We request bidder to provide the best quotation considering that UNHCR expect all minimum requirements to be fully met. Higher features are to be indicated. Evaluation will be done based on the lowest priced fully technical compliant offer.
11	Il contratto da voi richiesto è 3 anni + 2 di estensione facoltativa. Generalmente i contratti di questo tipo non possono essere modificati in corso d'opera a meno che non vengano integrati con nuovi documenti al momento della richiesta nell'arco del tempo (es: Gli Staples Finisher addizionali), nel preventivo verranno comunque indicati tutti i costi da voi richiesti. È un problema per voi integrare il contratto in essere nel corso del tempo per venire incontro alle vostre necessità specifiche? (Tipo gli Staple Finisher addizionali).	In case of amendments and variations to the contract during the contract period, amendment annexes to the contracts can be added.
12	Quali condizioni generali sono eventualmente derogabili?	There is no a straightforward answer to such question as it needs to be carefully considered on a case by case. Thus, discussions on the amendments to the GTCs can take place at the contract negotiation level with the selected company and with involvement of UNHCR legal department. Please note that no derogations to clauses related to the status of UNHCR and on UNHCR privileges and immunities can be accepted.
13	Il foglio ANNEX A è composto da 2 folder: "Minimum Requirements" e "Desirable Requirements", nel folder Minimun non è specificata alcuna caratteristica minima di riferimento, com'è possibile compilare questo folder senza alcuna specifica? Nel folder Desirable, invece sono presenti 6 punti specifici dove è possibile indicare una risposta; potete chiarire?	Annex A is made of 2 sheets, one with the minimum requirements and one with the desirable requirements. The minimum requirements are on the first sheet, from row 10 to row 32. If you can't see the, just try to scroll up the sheet.
14	Il foglio ANNEX B riporta 3 tabelle distinte: Rental Option (no copies included), Rental Option (with copies included), Potential additional desirable features; è possibile rispondere solo a Rental Option (with copies included), Potential additional desirable features, evitando di fare una quotazione per Rental Option (no copies included)?	As indicated in the instructions "Bidder is required to fill in all sections. In case bidder can only offer option 1) or 2), please fill in only the relevant option".
15	Per la natura del servizio ci avvaliamo di una società finanziaria che effettua il servizio di noleggio per hw e servizi, mentre noi direttamente fatturiamo le copie; è quindi accettabile per UNHCR ricevere due fatture distinte, una dalla società finanziaria ed un da noi?	Although we do understand that in this market the leasing/finanziaria is a sort of praxis, having different invoices from different subjects for the same services would be cumbersome for UNHCR and therefore represent an extra cost in terms of admin management. Thus, the request is to receive invoices only from the selected vendor.
16	Annex A, Minimum Requirements, point 8: Is it possible to propose an MFP with 18ppm as print speed (black / color, normal quality, A3) instead of 20ppm?	We request bidder to provide the best quotation considering that UNHCR expects all minimum requirements to be fully met. Higher/Lower features are to be indicated. The evaluation will be done based on the lowest-priced fully technical compliant offer.
17	ITB Document, Parag. 1.2: "1 staple Finisher" --> Can you please specify the type and capacity of the finisher?	Simple stapling is required (on the top left of the dossier) up to 100 sheets
18	ITB Document, Parag. 1.2: "Transportation, installation, substitution, replacement and removal" --> Can you explain what replacement, substitution and removal is referring to?	Replacement, substitution and removal refer to the maintenance activities requested in case of out of service multifunction machines that cannot be repaired locally and needs to be either repaired outside the office premises or substituted with a new one in case of impossibility to repair. Both cases needing a removal. Removal of machines at the end of the contract is expected to be done at no extra costs for UNHCR.

RFP PSP/IT/2020/007 RENTAL SERVICES OF ALL-IN-ONE MULTIFUNCTION MACHINES AND RELATED MANAGEMENT SERVICES

#	Question	Answer
19	ITB Document, Parag. 2.4.1: “Providing additional information indicating evidence of the compliance” (minimum requirements) --> Can you clarify what kind of documents you are referring to for evidence of compliance?	Any type of documents that can prove that minimum requirements are met (e.g. technical specifications sheet, brochures, pictures, machine certificate, etc.).
20	ITB Document, Parag. 2.4.2: “Payment Terms” --> Invoicing will be 30 days in advance for the machine fee and postponed for the cost of the pages (what is the option in the case of a free page contract)?	UNHCR payment terms are 30 days upon invoice receipt and upon delivery of the services. In general, rental fee of multifunction machines can be paid in advance, while copies (if not included in the rental fee of the machines) will be paid upon consumption. However, invoicing and payments terms will be agreed with the selected company upon contract finalisation.
21	ITB Document, Parag. 2.4.7: “UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards” --> Can you clarify further what you mean by whole or part of your bid, or to allow split or partial awards?	This is a general practice for UNHCR applied to all tenders and specifies that UNHCR is not bound to buy the whole amount of goods/services as submitted by the bidder and that can therefore only accept a portion of such goods/services and split the awards with multiple suppliers. In the present tender, UNHCR aims at appointing one supplier for the whole services and requirements indicated, but still reserves the right to accept part of the services submitted in the proposal.
22	ITB Document, Parag. 2.4.7: “UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted.” --> Can you specify the concept on increasing and decreasing the proposed content.	This is a general and standard article for UNHCR, indicating that UNHCR is not bound to the volumes and quantities indicated in the tender. These can change and if so UNHCR does not expect prices to change significantly. In the present tender, UNHCR is requesting bidders to quote the cost for additional machines/staplers that may be required and does not expect changes of prices in the course of the contract period.
23	Annex A, n.1: “Fax” --> Do you expect also a separator tray for fax in order to separate them from prints and copies?	Not required
24	Annex A, n.21: “Customer Service (min. 09:00-18:00 Mon-Fri)” --> Can service be provided from 08:30-17:30 Mon-Fri, to which must be added Online Service 7/7 days, 24/24h?	The proposed option might be accepted as long as the online service covers the gap between 17,30 - 18,00 and, in case of any issues, the remote/on-site assistance remains within 24 h.
25	Clarification on General Conditions of Contract: Art. 7 Indemnification --> We would like to set a cap for liability. Can you please confirm that we can negotiate a limitation of liability provision?	During the contract preparation such request can be presented to the UNHCR legal department for their review and approval.
26	Clarification on General Conditions of Contract: Art. 8 Insurance and Liability --> Is it possible to delete the obligation of a cross liability provision in art. 8.3?	During the contract preparation such request can be presented to the UNHCR legal department for their review and approval.
27	Clarification on General Conditions of Contract: Art. 15 Termination --> In case of early termination for convenience on UNHCR's behalf, is it possible to negotiate a termination fee?	During the contract preparation such request can be negotiated.
28	Annex A “Technical Specification and compliance form – mandatory minimum requirements Referring to Nr. 21 “disposal certificate release” (if requested). Please note that during the time of the withdrawal of consumables (collected in ecobox) will be released a document called FIR (waste identification form) In which UNHCR will result as the producer of waste. We presume that the basic toner replacement will be done by the UNHCR employees.	Physical toner replacement in the machine will be done by UNHCR personnel.

RFP PSP/IT/2020/007 RENTAL SERVICES OF ALL-IN-ONE MULTIFUNCTION MACHINES AND RELATED MANAGEMENT SERVICES

#	Question	Answer
29	<p>Annex A – n. 8 e 20:</p> <ul style="list-style-type: none"> • Automatic cancellation for unattended printed copies via PIN or personal code. Possibility to customize cancellation period time.” • Report on data usage and consumption: number of prints, copies and scans (both general and per user per machine)”. <p>Chiarimenti:</p> <p>- Nei requisiti minimi viene richiesta la stampa riservata con rilascio attraverso PIN, la cancellazione automatica dei file non rilasciati e report dei volumi di stampa/copia/scansione per utente e macchina. E’ richiesta una soluzione di accounting che implementa anche la funzionalità follow you oltre a memorizzare i file di stampa in un print server?</p> <p>- E’ possibile includere in offerta una soluzione di accounting e device management cloud – based ospitata in data center di livello 3 in UE ?</p> <p>- In alternativa, con la sola funzionalità di base delle multifunzioni è accettata la cancellazione manuale delle stampe riservate ?</p>	<p>The "Follow me" AND "device management cloud" options are not required but, they can be proposed/included in the offer. Manual cancellation option has to be indicated.</p> <p>We request bidder to provide the best quotation considering that UNHCR expects all minimum requirements to be fully met. Higher features are to be indicated.</p> <p>The evaluation will be done based on the lowest-priced fully technical compliant offer.</p>
30	<p>Annex A - n. 18:</p> <ul style="list-style-type: none"> • Min. Internal memory (minimum): 50 Gb. Please provide information if higher.” <p>Chiarimento: Si intende 50 GB di HDD (Hard Disk)?</p>	<p>YES. If lower or higher please specify</p>
31	<p>All.to A, requisiti minimi obbligatori , punto 8.</p> <p>--> UNHCR accetterà la proposta di un dispositivo di stampa che produce 18ppm in formato A3? (2 ppm in meno rispetto alla richiesta)</p>	<p>We request bidder to provide the best quotation considering that UNHCR expects all minimum requirements to be fully met. Higher/Lower features are to be indicated.</p> <p>The evaluation will be done based on the lowest-priced fully technical compliant offer.</p>
32	<p>All.to pdf RENTAL SERVICES MULTIFUNCTION MACHINE: punto 1.Obiettivi dell'offerta e Requisiti.</p> <p>/ CHIARIMENTI PUBBLICATI: Ulteriori chiarimenti.</p> <p>--> Si chiede di explicitare la durata del contratto in anni.</p>	<p>Contract duration will be 3+2 years for a total of 5 years.</p>
33	<p>Art. 5:condizioni generali contratto: SUBAPPALTO / CHIARIMENTI:</p> <p>--> UNHCR accetterà una proposta che includa il servizio di smaltimento in sub appalto?</p>	<p>Yes, UNHCR can accept subcontracting for toner and cartridges disposal.</p>
34	<p>All.to A , punto 3 :stazione di finitura con punti metalllici</p> <p>--> Si chiede di explicitare che tipologia di finitura è richiesta (opuscolo piegato, pinzatura a sella).</p>	<p>Simple stapling is required (on the top left of the dossier) up to 100 sheets</p>
35	<p>All.to A, requisiti minimi obbligatori, punto 20: Report sull'utilizzo e il consumo dei dati...</p> <p>--> UNHCR accetterà un SW di gestione di stampa in Cloud?</p>	<p>"SW in cloud" option is not required but it can be proposed/included in the offer.</p> <p>We request bidder to provide the best quotation considering that UNHCR expects all minimum requirements to be fully met. Higher features are to be indicated.</p> <p>The evaluation will be done based on the lowest-priced fully technical compliant offer.</p>
36	<p>All.to pdf RENTAL SERVICES MULTIFUNCTION MACHINE: punto 1.1 situazione attuale.</p> <p>--> Si richiede di explicitare se potrà essere accettato un sistema che si avvale della VPN oppure, in alternativa si prega di indicare il SW richiesto.</p>	<p>Ethernet connection is essential. The VPN connection is an option available on current multifunction photocopiers. If available, please specify in your offer. No specific SW is required, if available, please specify in your offer.</p>
37	<p>All.to A, requisiti minimi obbligatori, punto 8: stampa</p> <p>--> Si richiede di explicitare i requisiti minimi della stampa protetta.</p>	<p>"Locked" OR "Hold Print" options are a requirement. No specific features are required. If available, please specify in your offer.</p>

RFP PSP/IT/2020/007 RENTAL SERVICES OF ALL-IN-ONE MULTIFUNCTION MACHINES AND RELATED MANAGEMENT SERVICES

#	Question	Answer
38	All.to A, requisiti aggiuntivi desiderabili, punto B: compatibilità software: linux, sistema operativo Apple --> Si chiede di esplicitare se la compatibilità è relativa al driver di stampa oppure al server	Print driver
39	All.to 1 Requisiti minimi richiesti, punto 1: fax. All.to pdf Rental services multifuction machines, punto 1.1 situazione attuale: --> E' possibile introdurre schede fax virtuali al fine di migliorare l'economicità dell'offerta?	Not required

Additional clarifications:

- NUMBER OF MACHINES REQUESTED: The number of machines required by UNHCR for the upcoming 5 years period is 4 (four), i.e. one per each floor as indicated in the ITB document and in Annex A and Annex B. In Annex B, bidders are also requested to submit a quotation for each additional machine and stapler that may be needed by UNHCR in the course of the contract period.

- ANNEX A, Column B "Minimum Technical Requirements": These are the minimum technical requirements indicated. Bidders must guarantee them and must evidence the compliance to them in order to be evaluated as technical compliant. Bidders are however free to provide machines with higher standards and features.

- ANNEX A, Column D "Comments": Bidder is requested to include and indicate any information that can confirm the compliance to the minimum requirements. Information and additional details can be written in the column D itself or can simply indicate in the column the reference to a document uploaded as part of the submission (e.g. Ref. to Annex ... "Brochure").

- ANNEX C "Vendor Registration Form": it's to be filled in and signed and submitted as part of the technical documentation.

Information provided within the scope of the present ITB is confidential and is NOT to be shared outside the purpose of the ITB participation.