



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

## Responses to Requests for Clarification

### INVITATION TO BID: ITB/TURANSUP/ITB/001/2024

**Question 1:** In Technical Specifications document mentioned in Article 4.7 "OEM products shall not be accepted under any circumstances." What you mean about OEM in this article, cables, switches or both?

**Answer 1:** This is relevant for all items under Article 4, including cables and trans receivers.

**Question 2:** What is the scope of Article 5.server's installation (Article 7.3)? Operating system installation or any application installation required like CEPH? If desired, can you share it with its versions?

**Answer 2:** It encompasses cabling, physical installation, and assembly. Support may be required for switch configuration. Software installations will be done by the Institution.

**Question 3:** Which company or companies are referred to in the specification article 7.4?

**Answer 3:** Considering the firewall will be at a critical place with regards to access to our institutions' entry points, even its temporary unavailability will be intolerable. Therefore, our priority is that the TSS company who has previously installed and managed the current firewall installs and activates the new firewall.

**Question 4:** Can you provide information about cable lengths in the specification article 7.2?

**Answer 4:** As the technical specifications indicate information that the interface of the hardware should be minimum 15 metres, the bidders shall be able to calculate the required length accordingly.

**Question 5:** We assume the "Final Beneficiary" is the UNHCR itself and the "delivery address" is Ankara., for the goods to be provided within the scope of this tender. But, we could not notice a reference to those issues in tender documents. Could you please specify "Final Beneficiary" and "delivery address"?

**Answer 5:** The delivery address will be provided to the awarded bidder with the issuance of a Purchase Order. The location will be in Ankara.

**Question 6:**

Can you give details about payment?

**Answer 6:** UNHCR's payment policy is within net 30 days. Please refer to Articles 2.4.2 and 2.8 of the ITB cover page as well as Annex E.