

**Questions and Answers (Q&A)**  
*Concerning the Request for Proposal – Lenovo IT Hardware Equipment*

No.	Question from the Bidder	Answer from the IAEA Requesting Office/ Office of Procurement Services
Q&A no. 1. Date of release: 29 November 2019		
1.	<p>Commercial / Penalties / For delivery:</p> <p>During the last two years we have seen several times a shortage of Intel CPU's which have caused longer delivery periods for any vendor.</p> <p>Therefore Lenovo is not able to guarantee a four weeks delivery time (no vendor is able to do this) – so we are as well not able to do it.</p> <p>We would therefore ask that this point will be deleted from the requirements.</p>	<p>The IAEA must have a timely delivery of Lenovo IT Hardware.</p> <p>We understand that the shortage of Intel CPU's may cause a delay worldwide; however, there may be cases when other factors cause a delay, e.g. Vendor's failure to timely place the order to the manufacturer, weak logistics capabilities, etc.</p> <p>If your company cannot guarantee delivery time as stipulated in the SoW, then please inform the IAEA on what will be your company's response time and what your company can do to minimize the risks of late delivery.</p>
2.	<p>Commercial / Penalties / For support:</p> <p>Lenovo is not able to guarantee a next business spare part delivery – spare parts will be delivered normally within three business days.</p> <p>That's the reason why we made two spare systems available – one for spare parts and one as system for immediate exchange.</p> <p>So, if more than one system is defective at the same time, it takes a bit longer than next business day.</p> <p>If we are facing a penalty for that, we have to add more spare systems, which would result in higher prices for the products.</p> <p>In addition to that € 350,- for each case is really unusual for client business which is a very low margin business.</p> <p>We would therefore ask that this point will be deleted from the requirements or at least significantly reduced.</p>	<p>Please communicate your answer to our service requirement in your proposal, and we will evaluate your company's approach toward our requirement. Your company is welcome to propose a cost-effective solution which allows the IAEA to receive spare part without any delays.</p> <p>A non-functional device, has productivity loss effect on our users, hence this can not be removed and needs to be compensated. This risk (if more than one system is defective at the same time, it takes a bit longer than next business day) can easily be measures and calculated.</p>

	<p>Technical/PC:</p> <p><b>M720s</b></p> <ul style="list-style-type: none"> <li>Line 19: M720s is not certified for EPEAT Gold in EMEA, only for EPEAT Silver. Please accept the EPEAT Silver certification.</li> <li>Line 31: NVIDIA Geforce GT 730 for M720s is end-of-life and replaced by Radeon 520. Please accept Radeon 520.</li> </ul>	<p>Accepted</p> <p>Accepted</p>
	<p>Technical/Notebook:</p> <p><b>x1 Carbon:</b></p> <ul style="list-style-type: none"> <li>Line 6: we miss the line for the price upgrade for the privacy filter.</li> </ul> <p><b>T490 without Cam</b></p> <ul style="list-style-type: none"> <li>Line 6: the T490 without Cam cannot be configured with 400 nit display, only 250 nits. Please accept 250 nits.</li> </ul> <p><b>T490 with Cam</b></p> <ul style="list-style-type: none"> <li>Line 6: the T490 with Cam cannot be configured with a touch, 400 nit and a low power display. The touch display supports only 300 nits and no low power. Please accept a touch display with 300 nits and without low power.</li> </ul> <p><b>x1 Tablet:</b></p> <ul style="list-style-type: none"> <li>LTE is not a requirement in the excel, however it is a requirement in the attached PDF. Please specify your requirement.</li> </ul>	<p>Accepted. Price upgrade for the privacy filter can be mention in the line 6, Bidder's Response</p> <p>Accepted</p> <p>Accepted</p> <p>LTE is not a requirement.</p>
	<p>Technical/Monitor:</p> <p><b>24":</b></p> <ul style="list-style-type: none"> <li>Line 12: a great number of displays have only 99% SRGB (not Adobe). Please accept 99% SRGB.</li> </ul>	<p>Accepted</p>

	<ul style="list-style-type: none"> <li>Line 26: a great number of displays are not certified for EPEAT Gold in EMEA, only for EPEAT Silver. Please accept the EPEAT Silver certification.</li> </ul>	Accepted
	<p><b>27”:</b></p> <ul style="list-style-type: none"> <li>Line 12: a great number of displays have only 99% SRGB (not Adobe). Please accept 99% SRGB.</li> </ul>	Accepted
	<ul style="list-style-type: none"> <li>Line 26: a great number of displays are not certified for EPEAT Gold in EMEA, only for EPEAT Silver. Please accept the EPEAT Silver certification.</li> </ul>	Accepted
	<p><b>32”</b></p> <ul style="list-style-type: none"> <li>Line 12 : a great number of displays have only 99% SRGB (not Adobe). Please accept 99% SRGB.</li> </ul>	Accepted
	<ul style="list-style-type: none"> <li>Line 26: a great number of displays are not certified for EPEAT Gold in EMEA, only for EPEAT Silver. Please accept the EPEAT Silver certification.</li> </ul>	Accepted