**EOI** **RESPONSE FORM**

# Provision of Computer Hardware, Peripherals, Accessories, Spare Parts and Related Services

1. Is the Bidder capable of guaranteeing onsite support and related services for WFP Headquarters located in Rome, ITALY?
2. Is the Bidder a direct manufacturer? If not, can the bidder produce an original certificate that proves that it is an official licensee of the original manufacturer of the goods?
3. Can the Bidder envisage volume discounts on full catalogue pricing?
4. Does the bidder have a program to dispose equipment once it has reached its end of life or it is broken, and WFP has no intention to repair it? If yes can this programme be applied Worldwide in any country where WFP operates?
5. Is the Bidder able to assure available assistance in at least one country in each of the economic regions: EMEA, Asia-pacific, Americas, US (explicitly including at least one for the African continent, one for the Middle East and one for the Asian continent)?
6. Will the Bidder accept to deliver the goods in at least one country for each of the aforementioned economic regions (explicitly including at least one country in the African continent, one in the Middle East and one in the Asian continent)?
7. Does the Bidder have previous delivery experience in developing and emergency countries (during natural disasters, wars, embargo countries etc.)?
8. Will the Bidder be able to offer test models free of charge before they are adopted by WFP?
9. Does the Bidder accept to extend the terms and conditions of its offer to other interested United Nations Agencies, Funds, Programmes and Organizations?
10. Does the Bidder have proven experience with government entities and/or United Nations? If yes pls list.
11. Does the Bidder optionally deliver a full set of services to handle obsolete products removal, data erasing and destruction and disposal following local government rules?