

RFPS-DAN-2021-503347
Clarifications to proposers

No	Reference	Question from Proposers	Clarification from UNICEF
1	Technical	To confirm who will pay for residence cost in the different countries where the O.G.S maintenance should be done.	UNICEF will reimburse travel costs as per UNICEF rules this will include the most direct and economic transportation (economy class only regardless of the length of travel), daily subsistence allowance (DSA), terminal expenses and miscellaneous expenses (visa, airport tax, etc.). Daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC).
2	Technical	Who will be responsible on supplying the required spare parts ? our company or your organization ?	The bidding organisation is responsible for supply and procurement of spare parts.
3	Technical	In case there was a local agent supplying the parts in the concerned country , who will negotiate with the agent asking for price offer of the required parts ? should we take this task on our own hands ? or your organization has the duty to act ? please advise	Procurement of spare parts shall be the responsibility of the supplier.
4	Commercial	To confirm if any taxes will be deducted from our financial dues after finishing the maintenance maintenance works of each station	UNICEF is not a regular commercial payer and does not withhold any taxes. Suppliers are responsible for payment of their own taxes.
5	Commercial	To confirm if we should open an offshore/external bank account special for this purpose , or you can transfer the due amount to one of our internal / local bank account	Generally UNICEF does not require a special offshore bank account for purpose of this LTA. However local regulations may apply and these can be dealt with on a case by case basis. Proof of bank is required when you register as a UNICEF vendor. Quotes and payments are in USD.
6	Technical	Is it your responsibility to facilitate all related procedures for getting VISA approval to all our maintenance team?	Generally visas (and travel) would be the responsibility of the supplier. UNICEF may be able to assist in special circumstances.
7	Commercial	To define payments terms and conditions.	UNICEF general standard payment terms and conditions are 30 days net. Payment schedules for each project will be provided in the TOR and may be based on milestones/deliverables.
8	Technical	If your organization will be responsible for providing us with the necessary approvals for the carriage of calibration and inspection devices	This is dependent on the country where the work is being carried out and therefore conditions will be defined in the project specific TOR. UNICEF may be able to assist in special circumstances.
9	Commercial/Technical	Is the subject tender based in Malawi?	This is a global tender. UNICEF is looking for vendors who can provide the services listed ideally in multiple regions, though suppliers operating in only one region will not be excluded.
10	Technical	Do you have the locations of Oxygen plants already?	No. This is an LTA for global services. Project specific locations will be provided with the TORs.
11	Commercial	Clarity on the financial aspect of the project.	Each project will have a separate budget and LTA holders will be invited to submit quotes for specific project TORs. UNICEF is looking to create LTAS/s with qualified vendors able to provide repairs and other biomedical engineering and technical services.
12	Technical	We want to know all the countries that will be included in the project.	As yet unknown. UNICEF operates in 130 countries worldwide and the LTA will be made available globally.
13	Technical	1.Under 7.1.4a (Plant Repair Services), suppliers are asked to provide an indicative project plan for a complete repair service, inclusive of "approximate number of days" for each bullet point. Our questions are: (i) Should we provide timelines reflective of our past projects, or are we expected to add a buffer due to COVID-19 related delays? (ii) Our past training programs have varied in terms of time and depth, depending on scope (e.g. required topics and baseline capacity of biomed). Is there any guidance on what assumptions we should make regarding the scope of training that will generally be required?	i) Please include your best estimate of how long it would take this year, allowing for current global delays ii) General guidance could be that the training should be suitable for hospital technicians and biomedical engineers, including some that have limited or no experience with this equipment.
14	Technical	2.Under 7.1.5 - suppliers are asked to submit client references or case studies. If deciding to provide the former, is a letter from the client required? Or does UNICEF just require brief context about who the client is + contact information, to facilitate separate outreach?	If case studies are submitted, then UNICEF requires contact information to facilitate separate outreach.
15	Technical	3.Under 1.2 of the technical evaluation rubric: how is years of experience calculated? If an organization has 10y of experience in providing some but not all of the plant repair services listed under 7.1.4a - how would that be scored?	Suppliers are asked to provide the number of years of experience, and this should be an estimate taking into consideration the entire set of services. We will look into each case and the content of the work that the company has been doing and score accordingly. The rubric is indicative.
16	Technical	4.Under 1.4 of the technical evaluation rubric: how is country reach calculated? If an organization has implemented some services and not others (e.g. trainings but not plant commissioning) in a particular country/context, would that be counted? Will we be scored on # countries we have experience in, or based on the geographic reach we are willing to provide services?	The scoring will be done based on where the organisation is willing and able to provide services. We will take into account countries where supplier has experience in 'Technical Experience' section.
17	Technical	Is this only for maintenance or supply of new plant?	This is an RFPS for a LTA for Services. UNICEF aims to tender for supply of new plants later in the year or early next year.
18	Commercial/Technical	Can we bid for a specific country. what if it is a war zone?	UNICEF is seeking suppliers who can deploy services in multiple countries or regions. Points will be given according to the number of countries/regions served, as outlined in the TOR for this LTA. UNICEF may be able to assist with security or other special support, if conflict zone. These kinds of country specific details will be defined in the project specific TOR.
19	Commercial	With the process outlined of LTAs and then quoting specific projects, will there be several LTAs established? For each project or country will there be several quoting bids?	It is not yet known how many LTA holders there will be. It is possible that in some regions there could be multiple bids for a project. UNICEF hopes to establish LTAs for global coverage.
20	Commercial	The LTA is with the Global UNICEF Office, right? If so, then will the contracts eventually be made with individual UNICEF country offices for delivery of services after quotation?	This will vary case by case. The LTA will enable country offices to place their own POs but in the first instance it is considered that the contracts will be placed by Supply Division.
21	Technical	Is the RFP urely reactive maintenance services or also preventive maintenance services?	The primary focus of the LTA for services is reactive, repair services. However, countries could prepare a TOR for more regular preventative,
22	Technical	Each proposal has to be for Multiple (or even all?) Brands or can it be for a specific brand as well?	UNICEF is seeking suppliers who can repair the full range of plant brands on the market. If a supplier can only repair one specific brand, this should be clearly indicated in the proposal and experience will be scored accordingly.
23	Commercial/Technical	We only work in Yemen, is it possible to bid just for Yemen.	UNICEF is seeking suppliers who can deploy services in multiple countries or regions. Points will be given according to the number of countries/regions served, as outlined in the TOR. It is possible to submit for just one country, however the technical proposal will be scored accordingly. If you are able to provide services in neighbouring countries for example, this should be indicated.
24	Commercial/Technical	Can we bid more than one country as some countries are dependent on others . especially in west africa?	UNICEF is seeking suppliers who can deploy services in multiple countries or regions. Points will be given according to the number of countries/regions served, as outlined in the TOR.
25	Commercial/Technical	Regarding the VISA process, though the supplier is responsible, will UNICEF cover the fees and associated costs?	Yes. UNICEF will cover the visa fees on presentation of receipt.
26	Commercial	Is subcontracting allowed?	Yes. Please consult the RFPS document for details on the requirements to be fulfilled when subcontracting.
27	Commercial	Is there an estimated timeline on when LTAs will be established and the time between the establishment of relationship and ToL process?	UNICEF aims to complete evaluation and clarifications during September and have LTAs in place by October which countries will be able to access immediately.