ANNEX D - SPECIAL NOTE FOR AFTER-SALES SERVICES AND GLOBAL SUPPORT (RFP 503600)

Responses to this Annex should be uploaded in the applicable placeholder, as specified in the Technical Questionnaire Form (Annex B), in pdf format.

**1. Warranty requirements**

**Responses will be evaluated under Section J - WARRANTY AND MAINTENANCE of the Technical Questionnaire Form (Annex B).**

Due to the nature of the locations that UNICEF supplies to, at minimum, a two-year standard warranty is required, dated from the completion of the terms of delivery in the contract.

Such warranty must include at least:

* Conformity with specification
* Guarantee that goods are new, fit for purpose and free from faults and defects
* Replacement of equipment or parts rendered ineffective through defect of design or manufacture

þ *T The bidder shall submit with its offer the details of the warranty offered. The bidder shall also submit a description of all steps/procedures required for UNICEF to support end-users with processing a warranty claim, or for end users/buyers to process a claim themselves.*

**2. Training services and installation support**

**Responses will be scored under Section L - TRAINING, INSTALLATION, UTILISATION AND DECOMISSIONING of the Technical Questionnaire Form (Annex B).**

The bidder shall be able to provide, globally, installation and training services for the items listed under this tender. These should include in-person, virtual, or asynchronous. These services shall include:

* Providing the end-user with supporting operation and maintenance documentation and technical drawings (see 4*. Global Compatibility* for language requirements).
* Providing training material for operators and for technical staff;
  + The operators training shall cover safe and efficient use of the hospital equipment listed;
  + The technical training shall cover periodic maintenance, first line interventions and management of spare parts.
* Providing online, in-person, or asynchronous training for operators and for technical staff;
* Conducting operators and technical training at end-user site if requested;
* Conducting installation at end-user site if requested;

Indicate the conditions under which you are able to provide in-country training upon purchase. (E.g. minimum volumes, location, other factors).

The installation and training services, and the technical manuals, shall be quoted for upon request by UNICEF, in the context of preparing hospital equipment orders.

þ *The bidder shall submit with its offer a list of on-site installations and trainings of hospital equipment conducted over the last 3 years, in low- and middle-income countries (LMICs). The list shall mention the date, the country and the type of equipment. The bidder shall submit with its offer a list of available training services and installation support based on, but not limited to, the above list. Please indicate whether and which resources and support are available for free or at a cost.*

**3. Technical after-sales services**

**Responses will be scored under Section L - TRAINING, INSTALLATION, UTILISATION AND DECOMISSIONING of the Technical Questionnaire Form (Annex B).**

The bidder will ideally be able to provide, globally, technical after-sales services for the equipment listed under this tender. These services shall include at end-user site, on-call:

* Periodic maintenance;
* Instruction on first line interventions (for which no spare parts are required);
* Repair (for which spare parts are required) or exchange of the equipment;
* Dispatch of original spare parts within five working days, during the stated lifespan of the device.

The bidder shall be able to deliver to end-user an annual maintenance contract for the equipment listed, to be executed at end-user.

Indicate the conditions under which you are able to provide in-country repair service. (E.g. minimum volumes, location, other factors).

The technical after-sales services, and the annual maintenance contract, shall be quoted for upon request by UNICEF, in the context of preparing hospital equipment orders.

þ *The bidder shall submit with its offer a list of technical after-sales service points world-wide. The list shall mention the name, the country, the area covered by each service point, devices covered by that office, and the contact details. Indicate whether the contact point is owned or sub-contracted to local supplier/distributors. If no service partner exists in a given country, please indicate the appropriate way for end-users and buyers to receive access to support, spare parts, and consumables.*

**4. Global compatibility**

The bidder shall submit with its offer, via the Technical Questionnaire Form (Annex B) for each piece of equipment requiring mains electricity, the available range of power requirements and power connectors for that equipment.

To ensure usability in the majority of areas where UNICEF supplies, these ranges should include options for 120 VAC and 240 VAC, 50 Hz and 60 Hz, supply.

The range of mains power connectors available must include types A/B, C/E/F (depending upon earth requirements), D/M (depending upon power requirement) and G.

The operation and maintenance documentation referred to above must be available in the required language. Languages of documentation available must be listed with the bid, and must include English, French and Spanish.

Recognizing that this RFP is focused on innovation, it is acceptable if some of these global compatibility conditions are worked towards as the product matures.

**5. Enhanced support for country capacity building**

In a select few countries, UNICEF would like to work through a public-private partnership model with manufacturers to build in-country capacity around training, maintenance, and repairs. UNICEF invites bidders in this RFP to propose how they may take part in such an effort and what they are willing to offer in terms of time, efforts, skills, and engagement with the Ministries of Health and local UNICEF country offices in these countries.