

Questions & Answers for HCR/IRQ/BGD/2019/SUP/ITB/096 - Procurement of Laptops			
N	Question	Answer	remarks
General			
1	With regard to clause 2.5.2 Technical and Financial evaluation "The bidder shall be registered in Iraq" We'd greatly appreciate your confirmation on whether bidder outside of Iraq allowed or not to submit proposal?	One of the criteria set in the tender documents is to the registration with government of Iraq.	
2	Company has to be registered in Iraq. Our company is based and registered in UAE, have already supplied several UN Agencies in Iraq. Can the registration be done after receiving the purchase order?	No, the registration documents are to be submitted in the package with you technical offer.	
3	We want to know if this bid is only for local bidder. As we are a company registered in HK but interested in this bid.	One of the criteria set in the tender documents is to the registration with government of Iraq.	
4	What about the payment terms. Is it 100% after delivery for each PO?	UNHCR's standard payment terms are within 30 days after invoice receipt	
5	Will you deduct 3.3 from the total amount of the invoice as withholding TAX ?	UNHCR is exempt of all taxes and duties.	
Technical			
6	You mentioned two types of laptop Please explain the Total quantity of the two types or quantity for each type with thanks and appreciation.	The estimated annual requirement of UNHCR is for 100 pieces (one hundred) of laptops. Please note that figures have been stated in order to enable bidders to have an indication of the estimated requirements. It does not represent a commitment that UNHCR will purchase the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.	
7	What brand do you prefer (Lenovo / Dell /HP)?	The proposed generic specifications are given the the Bidders to enable them to provide the best solution in accordance with technical specifications.	
8	What are the expected QTYs you may request yearly?	The estimated annual requirement of UNHCR is for 100 pieces (one hundred) of laptops. Please note that figures have been stated in order to enable bidders to have an indication of the estimated requirements. It does not represent a commitment that UNHCR will purchase the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.	
9	The company want to clarify if this is generic specification, no brand and no specific model?	The proposed generic specifications are given to the Bidders to enable them to provide the best solution in accordance with technical specifications.	
10	The company want to clarify the quantity of the product as it is not mention to the ITB	The estimated annual requirement of UNHCR is for 100 pieces (one hundred) of laptops. Please note that figures have been stated in order to enable bidders to have an indication of the estimated requirements. It does not represent a commitment that UNHCR will purchase the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.	
11	You requested laptops specifications in your ITB, for a period of two years may be extended to 3 years, in this case the price will be fixed for this period but the specifications will be change for the better after a period depending on manufacturer?	The model officially discontinued or changes by the manufacturers shall be replaced with equal or better quality but without price changes.	

12	We have noticed that you need two different laptops models however, can we have the estimated quantity that will be ordered within these two years?	The estimated annual requirement of UNHCR is for 100 pieces (one hundred) of laptops. Please note that figures have been stated in order to enable bidders to have an indication of the estimated requirements. It does not represent a commitment that UNHCR will purchase the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.	
13	Is there any specific brand or preferred brand?	The proposed generic specifications are given the the Bidders to enable them to provide the best solution in accordance with technical specifications.	
14	Regarding the delivery time, Maximum 30 days after PO, as we gold certified partner from Dell and our delivery approach is back to back orders with vendor and this may took 4 to 6 weeks delivery time. Is that possible if we change the delivery time ? or, if you can give us 4 to 6 weeks for the first order so we can have enough time to prepare the required quantity in the stock.	30 days after PO issuance means that the company is supposed to have the stock of items.	
15	What type of laptop do you want ? there is business laptops and consumable laptops. If you want to go with the business laptops then the specs will be changed.	Only specifications mentioned in the tender should be reflected on your offer.	
16	You didn't request for a MAF letter (Manufacture authorization form). This letter should be granted to the only authorized partners in Iraq. This letter will allows you to avoid any gray market suppliers to participate in this tender.	The certificate or origin is requested to avoid the gray market suppliers	
17	Warranty 12 months, do you want warranty plus on-site support, in case hardware frailer or replacement ?	Only warranty 12 months, no on site support required.	
18	Do you want available spare part on-site?	Spare parts are not required	