

Subject: Supply of Hardware and Software for Healthcare Institutions

RFB No: RS-SSHP-8338YF-G-RFB-20-1.1.19/ **Clarification no. 2**

Date: 26.02.2021.

Dear all,

With respect to the RFB No. RS-SSHP-8338YF-G-RFB-20-1.1.19/Clarification no. 2, please find below the answers to the questions submitted by the interested bidders.

Item:	Question	Ref to the Procurement documents	Answers	Clarification or Amendment to the RFP
1.	<p>Page 14, Section I - Instructions to Bidders item 12.1.</p> <p>It is stated that any change or addition in the tender documentation is not allowed. <i>Please confirm that we can delete the text in brackets on the documents on which are required to be filled. We mean the text that defines exact what information must be written on a certain document.</i></p>	ITB/TD	<p>We confirm that the Bidder should delete the text provided in brackets and italic letters. <i>All italicized text is to help Bidders in preparing the Bid.</i></p> <p>e.g. Bidder's Name: <i>[insert Bidder's legal name]</i></p>	Clarification
2.	<p>Page 37, Section II - Bid Data Sheet (BDS), item ITB 11.1(j), (d).</p> <p><i>Please confirm that the Bidder who submits the statement that he is in · The Register of Bidders. is not obliged to submit-all the individual evidence listed in point d).</i></p>	BDS/TD	<p>We refer to the said instructions in which state:</p> <p>"The Bidder shall submit the following additional documents in its Bid:</p> <p>(d) Certified copies of the documents issued by the competent authority from the country where the Bidder business is registered demonstrating that that the Bidder must not:</p> <ol style="list-style-type: none"> i. be in bankruptcy, ii. be in insolvency or in liquidation proceedings, iii. have the assets administered by a liquidator or by the court of law, iv. have the commercial activity suspended or in any other similar situation which results from a similar procedure according to the laws and national regulations. " 	Clarification
3.	<p>Page 38, Section II - Bid Data Sheet (BDS), item ITB 16.4. Please explain, what it means that period of time the</p>	BDS/TD	<p>We draw your attention to item ITB 16.4. in which state:</p>	Clarification

	Goods are expected to be functioning (for the purpose of spare parts): Five. (5) years. Because you demand manufacturer warranty 36 months, which is in not in tune with previous.		"Period of time the Goods are expected to be functioning (for the purpose of spare parts): Five (5) years " So, we expect to have goods which will be functioning (longer) beyond warranty of 36 months and the Supplier will be obliged to have spare parts needed.	
4.	Page 38, Section II - Bid Data Sheet (BDS), item ITB 17.2 (b). Please explain, what does it mean that after sales is required and it should be supported at the moment of contract signature? What about period later, after contract signature? Also, what is the proof for that and what will happen if some Bidder cannot provide detailed plan for establishing before time of delivery, although it has signed contract.	BDS/TD	Your question is not clear. However, the Bidder at the time of the contract signature must have established service/maintenance/facility supplied with original spare parts and staffed with professionals who possess the manufacturers' license. The Purchaser is expecting that such supporting services will last during and after the warranty period. Proof of such supporting services must be the submission of information regarding the name and address of supporting services to be checked/verified by the Purchaser and before the contract signature. The Bids of bidders who cannot provide such proves, any of them, will be evaluated accordingly.	Clarification
5.	Page 39, Section II - Bid Data Sheet (BDS) item 19.9. It is stated if Bidder perform any of the actions prescribed in ITB 19.9 (a) and (b) the Borrower will declare the Bidder ineligible to be awarded a contract by the Purchaser for a period of three (3) years. As there is no sections ITB 19.9 (a) and (b) please inform us about those actions.	BDS/TD	As stated in the ITB 19.9, the following actions by the Bidder: (a) if a Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Letter of Bid, or any extended date provided by the Bidder; or (b) if the successful Bidder fails to: sign the Contract in accordance with ITB 45; or furnish a performance security in accordance with ITB 46;	Clarification

			the Borrower will declare the Bidder ineligible to be awarded a contract by the Purchaser for a period of three (3) years.	
6.	<p>Page 45, Section III - Evaluation and Qualification Criteria, item g). Please confirm that in addition to the filled Technical specification given in Section VII, Bidder must submit:</p> <p>manufacturer technical specification, which definitely confirm that offered equipment correspond to required minimal technical specification.</p> <p>If any characteristic is not listed in manufacturer technical specification, please confirm that offer will be rejected as inappropriate.</p>	Evaluation and Qualification Criteria/TD	<p>We draw your attention to the instructions provided in the MAF form as follows:</p> <p><i>[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer.]</i></p> <p>The requirement you are referring to: "... manufacturer technical specification, which definitely confirm that offered equipment correspond to required minimal technical specification..." does not exist in the bidding documents.</p>	Clarification
7.	<p>Page 45 and 46, Section III - Evaluation and Qualification Criteria, Qualification (ITB 37.1), (a) and (b). It is listed how to meet conditions if the Bidder is manufacturer of offered equipment and if the Bidder is not manufacturer of equipment,</p> <p>Under item (b) it is defined if the Bidder is not manufacturer of the equipment, the Manufacturer. shall demonstrate the above qualifications (i), (ii), (iii) and the Bidder shall demonstrate that it has successfully completed at least one (1) contracts of similar goods in the last three years (2017-2019). As the manufacturers does not provide information about financial,</p>	Evaluation and Qualification Criteria/TD	We confirm/reinstate the requirements stated in the bidding documents.	Clarification

	<p>technical capacities and they are not doing their business as LTD company, please confirm that above qualifications (i)I' (ii), (iii) shall be demonstrated by the Bidder, and hot by the. manufacturer, Anyhow the Bidder guarantees quality and delivery, a not manufacturer of the offered equipment.</p>			
8.	<p>Page 47. Section III - Evaluation and Qualification Criteria, under 3.1 Qualification Criteria (ITB 37.1) It is defined that service Company shall have professional certificates. Please confirm that you will accept service Company which has valid ISO 9001 and ISO 20000-1, regardless of the year of the ISO certificate.</p>	<p>Evaluation and Qualification Criteria/TD</p>	<p>Service Company shall have a professional certificate such as ISO 9001:2015 or ISO 2000-1:2011 / ISO 2000-1:2018 with scope definition relevant to the request for bids. Certification has to be valid on the request for bids publication date as declared on the certificate.</p> <p>ISO 9001:2008 certification will not be considered valid since the version was declared obsolete as of September 2018.</p>	<p>Clarification</p>
9.	<p>Page 47, Section III - Evaluation and Qualification Criteria, under 3.1 Qualification Criteria (ITB 37.1), Financial capability It is listed the leading partner (Lead Partner) of the JV must meet at least sixty (60) percent and the other partners to the JV must meet at least forty (40) percent of minimum average annual turnover (defined above under (i) Financial capability).</p> <p>As you requested that, the Bidder shall have certified employees for service and maintenance, which usually are employees of Service Company, please confirm that at least forty (40) percent of minimum average annual turnover must be meet by all other partners to the JV together.</p>	<p>Evaluation and Qualification Criteria/TD</p>	<p>We confirm/reinstate the requirements stated in the bidding documents.</p> <p>All JV members must fulfill the requested minimum qualification criteria.</p>	<p>Clarification</p>

	For example, only two of three other partners to the JV can meet at least forty (40) percent of minimum average annual turnover and the third one is not obligated to provide information about annual turnover.			
10.	<p>Page 47, Section III - Evaluation and Qualification Criteria, under 3.1 Qualification Criteria (ITB 37.1), Experience and Technical Capacity</p> <p>It is listed the leading partner (Lead Partner) must complete at least one (1) substantially similar contract of minimum of EUR 800,000 (VAT not included) in the last three: years (2017-2019), and any other partner (member of) to the JV must complete at least, one (1) substantially similar contract of minimum of EUR 400.000 (VAT not included) in the last three years (2017-2019).</p> <p>(ii.2) this requirement (described above) shall be fulfilled by the JV.</p> <p>As you requested that the Bidder shall have certified employees for service and maintenance, which usually are employees of service company, please confirm that at least one (1) substantially similar contract of minimum of .EUR 400,000 (VAT not included) in the last three years (2017-2019) complete must be meet by all other partners to the JV together.</p> <p>For example; only two of three-other partners to the JV can meet at least one (1) substantially similar contract of minimum of EUR 400,000 (VAT not included) in the last three years (2017-2019) complete and</p>	Evaluation and Qualification Criteria/TD	<p>We confirm/reinstate the requirements stated in the bidding documents.</p> <p>All JV members must fulfill the requested minimum qualification criteria.</p>	Clarification

	the third one is not obligated to provide information Experience and Technical Capacity.			
11.	Page 60, Section IV - Bidding Forms Manufacturer's Authorization. As the different manufacturers provide different manufacturers authorization forms, please confirm that you will accept different form of manufacturers authorization, but with the all elements listed as on the page 60.	Bidding Forms/TD	We confirm that only MAF form provided in the bidding documents is acceptable.	Clarification
12.	Page 77. Section VII – Schedule of Requirements, Technical Specifications It is listed that The Supplier shall be aware that supply, delivery, installation, integration and final customization must include all needed parts and accessories required for the supplies to be presented for acceptance fully installed, operational and ready for use in accordance with technical and the manufacturers' specifications. The accessories, parts and documentations used during delivery, installation, integration and customization before acceptance must therefore be anticipated and included in the offered price. <i>Please explain what do you mean by customization and necessary accessories?</i>	Technical Specifications	The equipment must be delivered, installed, integrated, and, if needed, customized. It is usual wording in similar cases of supply and delivery, install, etc.	Clarification
13.	Page 77. Section VII – Schedule of Requirements, Technical Specifications Item 2. It is listed the equipment offered should be manufactured in compliance with Quality Standard ISO 9001 certification for Manufacturers).	Technical Specifications	The Bidder should provide a statement in this regard.	Clarification

	<i>Please confirm how to prove this standard?</i>			
14.	<p>Page 77. Section VII – Schedule of Requirements, Technical Specifications Item 3.</p> <p>It is listed that Three Phase 380V RMS AC $\pm 10\%$ 50Hz $\pm 5\%$ with earth. Please confirm that it is not necessary three phase for offered equipment.</p>	Technical Specifications	We confirm that we do not expect offered equipment use three phase system.	Clarification
15.	<p>Page 79. Section VII – Schedule of Requirements, Technical specification</p> <p>Please define that maximum power supply must not exceed 300W, because reduced energy consumption and savings. As only minimum power supply is defined, the Bidder can offer equipment that has much higher energy consumption.</p>	Technical Specifications	<p>We draw your attention to the following wording provided in the bidding documents</p> <p>"... maximum power supply must not exceed 300W..."</p>	Clarification
16.	<p>Page 79. Section VII – Schedule of Requirements, Technical specification</p> <p>Please define that the bidders are-obliged to offer you an equipment from one of the world-renowned brands, such as Asus, Acer, Dell, HP, Lenovo, Fujitsu, because you could get an offer of computers assembled from different components, and with lower quality, due to the lack of quality control of components that are built into computers.</p>	Technical Specifications	No changes in the bidding documents.	Clarification
17.	<p>Page 79. Section VII – Schedule of Requirements, Technical specification</p> <p>Please confirm that the same manufacturer for unification should manufacture the computer, monitor, keyboard and mouse.</p>	Technical Specifications	No changes in the bidding documents.	Clarification

18.	Page 80. Section VII – Schedule of Requirements, Technical specification Technical specification. Please define that the offered operating systems should be new, never used or activated before, that it is not allowed to offer c! license that is not new, that was previously activated, that is. intended for another legal entity other than the Client, that is intended for refurbished computers or laptops and the like.	Technical Specifications	No changes in the bidding documents.	Clarification
19.	Page 80. Section VII – Schedule of Requirements, Technical specification Please confirm that the offered monitors must be manufactured by the same vendor as the computer. Please confirm that the offered monitor in addition to the HDMI and VGA port must have at least another DVI and DP port, and at least two USB connectors.	Technical Specifications	No changes in the bidding documents.	Clarification
20.	Page 80. Section VII – Schedule of Requirements, Technical specification Please confirm that warranty period 36 months, must be supported by manufacturer for the territory Republic of Serbia. The Bidder is obliged to submit with Offer manufacturer confirmation that required warranty period is included in offer. <i>Please define that it is necessary to be able to check the warranty by entering the serial number of the equipment offered on the manufacturer's website.</i>	Technical Specifications	No changes in the bidding documents.	Clarification
21.	Page 113 Section IX - Special Conditions of Contract GCC 28.5 and GCC28.6.	SCC/TD	We confirm.	Clarification

	It is stated that the deadline for resolving the complaint is 24 hours. from the moment of application, and then that the maximum period for repair and replacement is 5 working days from the moment of application. Please confirm that the deadline for responding to the complaint is 24 hours, and the period for resolving he complaint, replacement or repair, is 5 working days.			
22.	Page 47, Section III - Evaluation and Qualification Criteria, under (i.) and (ii.). In case of Joint Venture, regarding i. Financial capability and ii. Experience and Technical Capacity, as you requested that the Bidder should have certified employees for service and maintenance (Page 46, (ii,2), which are usually employees of Service Company, please confirm that leading partner must meet both requirements. (i. Financial capability 100% and ii. Experience and Technical Capacity EUR 1.200.000,00 VAT not included), and the service partner, which is member of Joint Venture is not obliged to provide information about Financial capability and Experience and Technical Capacity.	Evaluation and Qualification Criteria/TD	We confirm/reinstate the requirements stated in the bidding documents. All JV members must fulfill the requested minimum qualification criteria.	Clarification
23.	Page 37, Section II - Bid Data Sheet (BDS), item ITB 14.8 it stated that “The Supplier will provide delivery CIP (Carriage and Insurance Paid To) to a designated location and include installation of the offered equipment and exclude VAT” and “The place of destination: CIP Belgrade”. Further in the same item ITB 14.8, it is stated that for the Final	BDS/TD	We draw your attention to Section IV – Bidding Forms, Price and Completion Schedule – Related Services	Clarification

	<p>Destination (Project Site) “The Supplier will be responsible for costs relating to:</p> <ul style="list-style-type: none"> • Inland transport and insurance to final destination (a health institutions), • Unloading at the health institutions, and • Local vertical and horizontal transport.” <p>Be so kind to clarify whether the installation is the responsibility of Supplier on the Project Site or not.</p>			
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Please confirm that you have received these Clarifications.

Sincerely,

Second Serbia Health Project