



INVITATION TO TENDER No. GSA/OP/01/12
IT Hardware Acquisition Channel

Clarification 1 – GENERAL CLARIFICATION NOTE

Due to errors in the tender documentation, the GSA has decided to publish revised versions of Annex I, Annex IIA and Annex IIB. Tenderers should note that the planning of the call is modified in order to take into account these modifications.

Clarification 2 – No-Name products

Question: In the financial table you ask for pricing for esp. A PC, Monitor and Notebook. Is it allowed to offer so spoken B brands? B brand is a brand with less than 5 Per cent market share and seen as a No-Name product.

GSA Answer: No, no-name products are not accepted.

Clarification 3 - Keyboards

Question: What kind of keyboards (country code) do you expect for the PC/ Notebook you are requesting?

GSA Answer: English (QWERTY) and France (AZERTY).

Clarification 4 – Catalogue format

Question: We expect a product catalogue, which has thousands of products. Could you please accept sending a product catalogue on digital format?

GSA Answer: Yes, we will accept a catalogue on digital format.

Clarification 5 – Delivery times

Question: You ask for delivery times. Sundays normally have a deep impact in delivery scenarios. Do you accept delivery times within the week and within a weekend?

GSA Answer: We require delivery on the standard working days at the place of delivery.

Clarification 6 – Warranty/SLA

Question: You mention the wish of having a warranty for the equipment in place. Could you please describe the level of warranty? What kind of SLA is your minimal expectation here?

GSA Answer: 'Next Business Day On-site'.

Clarification 7 – Secured memory sticks

Question: You requested USB 3.0 secured memory sticks - as it is not usual combination, is it possible to offer USB 2.0 secured memory sticks?

GSA Answer: Yes, USB 2.0 is fine for secured memory sticks.