

Date: 16 March

2021

To: **All Bidders**

From: **International Development Law Organization, Procurement Unit**

Subject: **RFQ No. N_242_2021_AFG Sound Systems and TVs**

Clarifications Letter No. 1:

Reference is made to IDLO RFQ No. N_242_2021_AFG issued on 08 March 2021 for Procurement of Sound Systems and TVs through IDLO Tenders website and local tenders website.

Please find hereunder the queries received and IDLO's response to them.

Question 1:

Please confirm that no installation services are required, as it seems that they are not mentioned anywhere in either Annex A or B?

Answer 1:

There is no need for installation of required equipment.

Question 2:

Please clarify how the warranty management will be handled. Who is responsible for uninstalling the faulty hardware, packing and shipping it, receiving the repaired pieces, customs clearance implications, etc.

Answer 2:

The successful bidder/ bidder representative is the responsible for the mentioned points above within the warranty period.

Question 3:

Re. Annex A, point p. Would you please confirm that the requested Provision of Service Unit when pulled out for maintenance/ repair is a mandatory requirement. If so, would you accept additional quotations for shipping costs, to be determined any time the need occurs?

Answer 3:

As a requirement for after sale services, it is applicable when the items pulled out for maintenance / repair with no additional cost (quotation).

For your consideration while preparing your response to the above-mentioned RFQ. All other terms and conditions of the tender remain unchanged and remain applicable in full force.

We appreciate your continuous interest with IDLO and looking forward to receiving your valued offer.

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