

## PROJECT: MONOCHROME PRINTERS

## I. QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE:

	Query/Clarifications	TWG/BAC Reply
1	Is it possible to add a certification stating that the bidder is an authorized service provider? The certification for authorized service providers is issued for warranties, ensuring that bidders who hold it are also authorized to acquire the warranty.	The "authorize reseller" is already included in the Special Conditions of the Contract. Please include it in the written queries.

## II. RESPONSE TO WRITTEN QUERIES:

	Query/Clarifications	TWG/BAC Reply
1	Requesting the Memory size under Section VII – Technical Specifications, Item 1, Memory from <b>1 Gigabyte (GB) to 256 Megabytes (MB)</b> .	<b>Not granted.</b> The requirement shall remain as stated in the Bidding Document.
2	Suggestions to add the following: <ul style="list-style-type: none"> <li>The bidder must be an authorized service provider for the specified printer/copier, duly recognized and certified by the equipment manufacturer.</li> <li>A valid and current Manufacturer Authorization Letter (MAL), specifically authorizing the bidder to supply, install, and provide warranty and after-sales support for the quoted model(s), must be submitted as part of the bid documentation.</li> </ul>	This amends Section VII – Technical Specifications, <b>5. Additional Specifications, Item 8:</b>  The Winning Bidder shall provide valid certification or authorization demonstrating compliance with the following requirements: <ol style="list-style-type: none"> <li>The Winning Bidder shall be an <b>authorized reseller and service provider</b> of the proposed product, duly recognized and certified by the equipment manufacturer.</li> <li>The Winning Bidder shall guarantee that all replacement parts and supplies furnished under the contract are brand new, original, and sourced directly from the manufacturer.</li> </ol>
3	May we confirm if the indicated distribution list refers to our designated delivery site only, or if we, as the supplier, are required to deliver the units directly to the different locations specified?	The delivery sites are those listed in the Distribution List, which specifies both the address of each site and the number of units to be delivered per site. The Winning Bidder shall deliver the units directly to each designated site in accordance with the indicated quantities and addresses.
4	We would like to clarify the requirement for an onsite service. Should the bidder directly provide the onsite service in the various locations, or is it acceptable for the authorized service centers of the brand we are offering to handle the service support directly in their respective areas?	It is acceptable for the <b>authorized service centers of the equipment brand offered</b> to provide onsite service support directly in their respective areas, <b>provided that such services are rendered at no additional cost to SSS during the warranty period.</b> The Winning Bidder remains contractually responsible for ensuring that warranty obligations and service requirements are fully met across all designated sites.