

TO: All Bidders FROM: Sally Alvarez De Schreiner
Chief, Procurement Services Section

DATE: 24 November 2022 REF: ITB No. 2022-0135(a)/Poggio 

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SUBJECT: **Clarification No.1 – ITB No. 2022-0135(a)/Poggio**
**“On-call installation, repair and maintenance of computer hardware,
printers, and peripheral equipment, including the provision of spare
parts”**

Dear Madam, Dear Sir,

Please find attached the response to a query raised by interested bidders in respect to ITB No. 2022-0135(a)/Poggio “*On-call installation, repair and maintenance of computer hardware, printers, and peripheral equipment, including the provision of spare parts*”.

Please note that this Clarification No.1 is an integral part of the ITB documents, and all responses should be considered in the preparation and submission of your bid.

We are looking forward to receiving your bid prior to the submission deadline on **28 November 2022, 17:00 hours, Vienna (Austria) local time.**

Kind regards



Sally Alvarez De Schreiner
Chief, Procurement Services Section

Clarification #1 to ITB No. 2022-0135(a)/Poggio
 “On-call installation, repair and maintenance of computer hardware, printers, and peripheral equipment, including the provision of spare parts”

Item#	Question	Answer
1	Can you provide an estimation in terms of expected volume of tickets, incidents etc?	The anticipated numbers will be between 5 to 10 cases per month. This can vary depending on events. This is only an estimation and shall not be considered a commitment of the Commission.
2	Is there a specific template to use for the financial proposal?	No, there is no specific template. Bidders are requested to provide as a minimum the prices defined in the “ <i>Instructions for preparation and submission of proposals</i> ” - PART II Section (ii)
3	Can you provide a word version of the Annexes for us to answer directly in the documents?	In order to avoid any modification of the official ITB documentation when submitting the bid documents are provided in pdf.