

ITB/SMM/11/2011 - Question and Answers

Batch 3

1. Reference: ANNEX C, ANNEX D and the OSCE General Conditions of Contract (Goods), *“Both Annex C and D refer to the required warranty period of the Goods provided to be valid for one (1) year after acceptance by OSCE. The OSCE General Conditions of Contract (Goods), article 8, states “Contractor shall provide a warranty that is valid for a period of 2 (two) years from the date of their acceptance by the OSCE.” Can OSCE please clarify the required warranty validity period for the Goods to be provided under this ITB?*

Answer: Warrantee period should be one (1) year

2. Reference: ANNEX C, *Annex C states that OSCE Requires “1 year of remote on-demand support during regular business schedule for operational, technical and maintenance questions.” Can OSCE please define Remote on-demand support? Is this physical contractor presence at remote locations in Ukraine accompanying the OSCE UAS team or contractor availability from its business location with contact via phone or email to answer questions and provide support?*

Answer: We require contractor’s availability via phone, e-mail or video conference to provide support whenever issues are encountered with the UAV (i.e. technical or maintenance issues, data link or flight planning software problems etc.). In case of persisting or serious technical issues, physical presence of the contractor in Ukraine may be requested

3. Reference: ITB Letter and the OSCE General Conditions of Contract (Goods), *“The ITB Letter states that “prices should be expressed in EURO or USD without VAT,” the OSCE General Conditions of Contract (Goods), article 28, states that when invoicing “each invoice shall indicate the VAT on a separate line.” Can OSCE please confirm bidder is exempt from VAT taxes or fees?*

Answer: The OSCE and the SMM are VAT exempted. The VAT is regulated in the each country respectfully; however considering that the equipment will be delivered (exported) to Ukraine, the VAT should refundable, as in line with general practice. It is the Bidders responsibility to verify the procedure with relevant authorities. In case VAT will have to be included, it should be clearly stated and indicated in the offer.