

RFP PSPIT006 Website hosting and maintenance and digital developments

#	Domanda - Question	Risposta - Answer
1	we would like to ask, if a company not located in Italy and, not registered as per the Italian law will be eligible to submit their offer?	Every company is free to submit a proposal and location in Italy is not a selection criteria. However please consider that, while web hosting and web maintenance services can be managed remotely, the tender requires the provision of services entailing frequent interaction with Italy-based suppliers such as suppliers of the CRM, of bank procedures or of mass mailing platform. In addition, despite of the supplier location, supplier is required to be compliant with the local and the EU regulation on the data protection.
2	It is mandatory to have office in Italy? Can the development and support would be provided from Remote? Or Is it be ok that our Team would be available in Italy until development is under progress and then for further remote support - It can be done from India?	Every company is free to submit a proposal and location in Italy is not a selection criteria. However please consider that, while web hosting and web maintenance services can be managed remotely, the tender requires the provision of services entailing frequent interaction with Italy-based suppliers such as suppliers of the CRM, of bank procedures or of mass mailing platform. In addition, despite of the supplier location, supplier is required to be compliant with the local and the EU regulation on the data protection.
3	due società facenti parte dello stesso gruppo di società possono partecipare in maniera indipendente alla gara, facendo due offerte separate?	Yes, 2 companies from the same group can participate independently and submit 2 offers separately.
4	Could you tell me whether it is possible to take part to the tender as a consortium of companies?	Yes, joint venture, or contractor/subcontractor relationship are allowed. In either case, bidder needs to confirm which company is the project lead to take responsibility of the commercial relationship. The bid is to be submitted under one company, as leader. The winner bidder will be the contracted party, responsible for performance. UNHCR will deal with only one party (as single legal entity) for the administration of the contract, in case of selection.
5	If the participation in the form of a consortium was allowed, we assume that all the companies must provide the "company qualification documents", more specifically the administrative and financial information (such as DURC, Balance sheet, chamber of commerce registration certificate etc.) listed at p. 9 of the TORs, is that correct?	Submission of company qualifications documents, as per TORs pag. 9 are needed only for the lead company. In the technical offer, you can further elaborate on all the technical expertise of other companies of the joint venture contributing to the project.
6	Is subcontracting allowed?	Yes, Please refer to UNHCR General Terms and Conditions (Annex E), art 5 about subcontracting.
7	We do not see in the TORs and indicative budget for the required service. Our experience is that usually UN tender procedures do not expose, in the tender, information on the foreseen maximum budget/estimated value for the services to be provided. Could you confirm that it is not possible to have an indicative information on the budget available for this RFP?	It's correct. We do not provide an indicative budget for the tender.
8	Per ciò che riguarda le situazioni di emergenza, la vostra richiesta è per una/più persone operative 7 giorni su 7, 24 ore su 24 oppure 5 giorni su 7, 12 ore su 24 ?	We do not provide indication. We request bidders to submit their best proposal, by filling in Annex C. An emergency situation could be happen during week-end and official holidays (please see "2.1.2.D Emergency plan").
9	Lo SLA di risposta in quante ore deve essere inviato? In caso di emergenza, dal momento di apertura del ticket / invio della segnalazione / richiesta di supporto, che tempi di reazione vi aspettate dal contractor per l'esecuzione della richiesta ?	We request bidders to submit their best proposal.
10	Is it mandatory to provide all services mentioned in the TOR?	Yes, bidders should be able to provide all the services listed in the TORs and quote them.
11	Can we only submit proposal for 2.2.2 and 2.2.3 of the TOR?	No, tender is not divided into lots, so that partial submission is not allowed. Services listed in 2.2.1 "Website maintenance and hosting" are the core services of the tender and services 2.2.2 and 2.2.3 are linked to the 2.2.1.
12	Does UNHCR accept suggestions/modifications to the GTC as there are few clauses which our legal team has suggested modifications on?	UNHCR may consider amendments to the GTCs if in line with the industry standards. Any amendment needs to be reviewed and approved by the legal affair section.