EUROPEAN UNION
DELEGATION TO THE REPUBLIC OF SERBIA

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CONTRACTING AUTHORITY'S CLARIFICATIONS

Project title: "DEVELOPMENT OF PALLIATIVE CARE SERVICES IN THE REPUBLIC OF SERBIA"

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Tender no.: 10SER01/10/21

No	Question	Answer
1.	Lot 2 item 3: Polyurethane anti-decubitus mattress Technical specifications require 2 different polyurethane hardness and 3 sections. Can you please clarify if that means that the required mattress will be in 3 sections with 2 layers? And please add a picture of the required product.	The polyurethane anti-decubitus mattress, as specified, should be made in a minimum of three (3) sections. i.e. anatomical zones: the upper, middle and lower zone. Mattresses with more zones are acceptable (taking into consideration overall mattress length of approx 200 cm). The division into zones should secure the mattress line with the positions of the bed, secure its contours to body of the patient and thus increase comfort. Mattresses with two different density layers, or different sturdiness of the core and the outer layer, or a different sturdiness (hardness) in particular anatomic zones (head, back, sacrum or heel) are also acceptable. Mattress manufacturers offer different compliant design solutions. Adding one picture could be misinterpreted and deemed unfair.
2.	Lot 2 item 5: Commode chair It is required in the technical specifications of Commode Chair as "Plastic construction", but almost all commode chairs are made of metal construction which is more durable and healthy. So we kindly request you to put an option to the technical specification that we can offer a commode chair with metal construction.	The specifications for commode chair construction are modified as follows: **Plastic or plastic-coated steel construction.**

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3.	Lot 2 item 6: Wheelchair Required specifications of item 6 - Wheelchair are the following: Swinging footrest, Foldable sides. According to the wide market resources there is not a wheelchair with swinging footrest and foldable sides as these specifications are not suitable for wheelchairs and not safe for disabled users.	There are numerous models of wheelchairs with swing in and out or detachable footrest and folding sides/detachable or flip up arms.
4.	Lot 2 item 7: Syringe driver According to the technical specifications "Syringe range: 2 ml to 50 ml" is required. We would like to ask you if it is acceptable to offer 5-50 ml syringe range if all specifications are suitable to the technical requirements. Also universal values of syringe drivers are 5-50/ 60 ml volume range. So we kindly request you to clarify this issue.	The specifications for Lot 2, Item 7 Syringe driver, Syringe range: 5 ml to 50 ml is acceptable.
5.	Annex II.A General Technical Specifications: Technical requirements It is requested that "the Tenderer shall submit proposed Factory Acceptance Tests (FAT) during the Implementation period" Is this Factory Acceptance Tests required for Lot 1 (Passenger vehicles), too? The Question arises as the usual documents obtained by the Manufacturer are Certificate of Conformity, Certificate of Origin and/or ISO Certificate	We clarify that the Factory Acceptance Tests (FAT) shall not be required during the Implementation period for Lot 1 and Lot 2, however tenderers should be familiar with the Contract General Conditions, Article 25: Inspection and testing. Testing will be conducted as a part of provisional acceptance procedure. The Tenderers shall submit Reports of Final test in the factory (quality control document) during provisional acceptance procedure.
6.	Training It is requested that "the Tenderer shall demonstrate operation of all items and item components, including basic equipment maintenance ... Training shall be provided to at least 2 staff at each project site where the equipment is delivered" Is Training compulsory for Lot 1 (Passenger vehicles), too? The Question arises as the vehicles have no additional or specific equipment.	Training in the form of basic demonstration of all vehicle systems including basic maintenance is requested for Lot 1.

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7.	Technical documents to be delivered during implementation period. It is requested that the "Report of Final test in the factory (quality control document)" is one of the obligatory documents for the Provisional acceptance. Is this the very same Factory Acceptance Test previously mentioned or some other document? If it is the same document is it required for Lot 1 (Passenger vehicles)? The Question arises as the usual documents obtained by the Manufacturer are Certificate of Conformity, Certificate of Origin and/or ISO Certificate	See reply to question no. 5.
8.	Annex II.B Technical Specifications + Technical Offer: Specifications One of the specifications required is the "First regular service in accordance with manufacturer recommendations". Can you clarify this requirement? The Question arises as First regular service can be incorporated in vehicle requirements but usually is part of the After-sales services proposal.	The first regular service is a part of vehicle specification requirements and the cost of service should be included in cost of the vehicle and presented jointly in the financial offer.
9.	LOT No1 Vehicles The implementation period for the vehicles in LOT 1 is 120 days, is there any possibility to extend this time frame at the time of contract signature if needed because manufacturers don't have these quantities available. These kinds of quantities normally need special production and it may or may not be possible in the requested time frame of 120 days.	Requested specifications are for the standard type of vehicles without any special customisation and therefore the requested time limit for completion of delivery of 120 days will remain unchanged.
10.	LOT No1 Vehicles In Annex II. C you mention that the vehicles will be taken from a central distribution point by primary health care reps as per included distribution list. Can you confirm the central distribution point will be in Belgrade? We need to know to be able to calculate transport costs.	The central distribution point will be in Belgrade.

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11.	LOT №2 Item 3 Polyurethane anti-decubitus mattress Can you please confirm these mattresses are Intended for the Hospital beds as per item 1 in this tender?	Item 3. Polyurethane anti-decubitus mattresses are intended for use with the Item 1. Hospital bed here tendered and also with other beds of similar characteristics.
12.	Item 4 Anti -decubitus air pad Can you please confirm these are intended for the anti-decubitus mattress as per item 3?	Not necessarily. Item 4. Anti-decubitus air pad will be used autonomously as pressure sore relief aid.
13.	Item 9 Cloth for anti-decubitus mattress Can you please confirm these cloths are intended for item 3 and 4 as mentioned above Because the qty. asked for in item 3 (306 pcs) and 4 (305 pcs) are different	Item 9. Cloth for anti-decubitus mattress is intended for use only with the Item 3. Polyurethane anti-decubitus mattress. Quantities of Items 3 (306 pcs) and 4 (305 pcs) are correct.
14.	Project implementation schedule In the General Technical Specifications (Annex II.A) you mention that tenderers should provide a project implementation schedule with major milestones In their proposals. Please confirm this should be provided during implementation period and NOT at the time of preparing our bid. If at time of bid preparation, please explain what exactly you want tenderers to mention because all goods should be supplied within 120 days in one single delivery.	Tenderers should submit Project implementation schedule as a part of their proposals showing inter alia estimated timeframe necessary for production, import and delivery.
15.	Factory Acceptance Test (FAT) In the General Technical Specifications (Annex II.A) you mention that tenderers should submit Factory Acceptance Test (FAT) during the implementation period. However, this is only done to determine and document the equipment hardware and software operates according to Its specifications. Can you let us know the products you require this for as most equipment are not electrical?	See reply to question no. 5.