

	QUESTION	RESPONSE
1	Do you have Valid registration certificate/incorporation certificate? If YES, Attach copy	
2	Do you have valid Tax Compliance Certificate? IF YES attach copy	
3	Detailed Proposal covering Preventative and Corrective maintenance plan	
	a) What is your proposed annual preventative maintenance plan?	
	b) Do you maintain adequate stock of printer consumables? If YES, detail provide list and quantity of printer consumables you maintain as buffer stock:	
	c) What is your proposed training plan for UNHCR ICT?	
	d) Do you provide remote monitoring system for printers? If YES, please provide a brief explanation on how the system works.	
4	a) What is the level of service you can provide in terms of repair and respond lead-times and support after working hours/days? b) Would you maintain the same service level for both UNHCR offices in Pretoria and Cape town?	
5	a) How many years of experience does your company possess in maintenance of printers/photocopiers/ scanners? b) Who are your top 3 clients? Please attach relevant proof which may include previous/current Contracts, Purchase orders or any other documents which may be subject to confirmation.	
6	Is your company an official Agent of CANON? If YES, attach copy of certification. Are your proposed staff members for this project trained in printer model UNHCR has? If YES, share proof of training.	

Name of Company:

Manager's Name:

RFQ-RSA-2021-016

ANNEX B: Technical Offer Form

Signature & Date:

Stamp