

Questions & Answers 1– PQD Provision of IT Onsite Services IT/06/OS/MC/24

Question n°1	Can we assume that the services of the service desk can also be fulfilled from supplier location ? This option would have significant commercial impacts but at the same time having no negative impacts on the quality of service.
Answer n°1	We explain the work location in section 8.2 per role. Service desk Personnel and the Service Desk Manager need to be onsite a minimum of four Business Days a week.
Question n°2	Can you please elaborate the input below ? "Deadline for submission of clarification questions on the contract notice and the PQD (via the ESM Procurement tool > 6/9/2024" What exactly is meant for submission of PQD? Is our assumption correct that the deadline to submit the documentation is the 18/9/2024 instead ?
Answer n°2	The deadline for submitting clarification questions is 06/09/24, i.e. you can ask questions until that date. The submission of your Application is 18/09/24. This is the deadline to submit your response.
Question n°3	Do you accept anonymised CVs at this stage?
Answer n°3	Yes.