

Piraeus, 07.02.2024

**Subject: Clarifications regarding the tender for the “Provision of maintenance and repair services for fifty (50) Vehicle Mounted Terminals (VMTs)”**

Interested parties are kindly requested to refer to all clarifications and additional information published by PPA in relation to the in subject tender. Therefore, please visit regularly PPA SA website in order to be kept updated on the latest information for this tender.

The present reply constitutes an integral part of the Call.

**Question 1**

*“.....1. Windows 7 is not part of the system hardware and is based on the support by Microsoft. Can you clarify that the maintenance only refers to hardware? In case you need a new OS as well is Windows 10 IoT an acceptable option?.....”*

**Answer 1**

It is clarified that Windows support is not included in the scope of the maintenance contract.

**Question 2**

*“.....2. Clarification required in relation to the devices for with reference is made in term 7. Could you please clarify whether any repair services provided would be charged over and above the fees included in our fees of our maintenance proposal, or do you like us to include such fees in our proposal for the 50 systems that the tender is referred to?.....”*

**Answer 2**

For the devices in term 7, any repair services will be provided over and above the maintenance fees with an agreed price list and maximum time of repair that you must include in your offer.

**Question 3**

*“.....Due to the short notice of the tender can we have a have a postponement of the tender submit date deadline? .....”*

**Answer 3**

A deadline extension cannot be provided.