

ISR Response	Bidder's Question	Section	Document	
Bidders are referred to ANNEX A1-A7	We kindly request clarification regarding the required dimensions and turning radii of the Reachstacker.			1
Optional equipment shall not be taken into account for scoring purposes.	Can ISR publish in advance and on a final basis which optional items will be taken into account for bid evaluation and scoring purposes?		General Terms and Conditions	2
ISR has reviewed the request and decided to reject it.	Will ISR guarantee that the optional items included in the evaluation and scoring methodology are the same optional items that ISR may elect to exercise following contract award?		General Terms and Conditions	3
ISR has reviewed the request and decided to reject it. Bidders are hereby referred to Section 2.9 of the Tender Documents Appendix B (Linkage Mechanism).	If any of the options are exercised at a later stage, will the Supplier be entitled to adjust the applicable prices?		General Terms and Conditions	4
ISR has reviewed the request and decided to reject it	Will ISR consider reducing the Bid Validity Period to six (6) months?		General Terms and Conditions	5
ISR has reviewed the request and decided to reject it	Would ISR consider applying the HICP indexation mechanism commencing from the Final Submission Date, rather than only after the expiration of the first year?		General Terms and Conditions	6
Bidders are hereby referred to Section 14.5 of the Tender Documents	Can ISR clarify whether budget has been approved for the procurement of at least the Base Quantity?	Appendix B	General Terms and Conditions	7
Bidders are hereby referred to Section 14.5 of the Tender Documents	Would ISR consider committing to a minimum order quantity in the event of an award?	Appendix B	General Terms and Conditions	8
Generally ISR does not grant exclusivity. In any case, any engagement with third parties shall be in accordance with applicable law	Can ISR clarify that procurement from a third party will not be carried out for the same type of equipment awarded to the winning bidder under this Tender?			9
Bidders are referred to the amended Agreement, Section 12.5	Can ISR confirm that the warranty will not apply in cases where ISR or anyone acting on its behalf does not act in accordance with the manufacturer's instructions and guidelines?		Agreement	10
Bidders are hereby referred to Section 19.5 of the Agreement	Can ISR clarify whether there is a total liability cap under the Contract?		Agreement	11
ISR has reviewed the request and decided to reject it	We would like to request that the offer for each additional year of warranty be priced separately and in stages.		General Terms and Conditions	12
Bidders are referred to the amended agreement section 12, FLT 32 Appendix A1-2 section 10, FLT 38 Appendix A2-2 section 10 & RS 45 Appendix A3-2 section 10. The warranty shall be a full warranty covering all systems, excluding wear parts such as tires, lamps, and similar items.	please confirm that the warranty shall be subject to the manufacturer's warranty terms and conditions		Agreement	13
Bidders are referred to the amended Agreement, Section 12.5	Can ISR confirm that the warranty will not apply in cases where ISR or anyone acting on its behalf does not act in accordance with the manufacturer's instructions and guidelines?		Agreement	14
Bidders are referred to the amended Agreement, Section 12.7	In case where service is provided to equipment not by the winning supplier, the warranty will be cancelled.		Agreement	15
Bidders are referred to Appendix G1, G2 and G3.	Can ISR provide details on how the Prerequisite Score is calculated?		General Terms and Conditions	16
Bidders are referred to the amended Agreement section 15	In the event of a material change in technical, regulatory, or environmental requirements following contract execution, will the Supplier be entitled to a corresponding price adjustment?		Agreement	17
Bidders are referred to the amended Agreement section 15	Can a Change Order mechanism be included in the Contract?		Agreement	18
Bidders are hereby referred to Section 11.3 of the Agreement	Please clarify whether there is a time limit for granting approval, as the remaining 10% payment appears to be payable without any defined time limit under this clause		Agreement	19
Bidders are referred to the amended Agreement, Section 12.5	Please confirm that the warranty will not apply if the equipment is operated, maintained, or used contrary to the manufacturer's instructions?		Agreement	20
Bidders are referred to the amended Agreement, Section 12.5	Please clarify that compliance with the SLA shall be subject to the equipment being available on site, access being provided to the equipment, and ISR's cooperation?		Agreement	21
Any update requested by ISR shall be handled via a Change Order. Any change initiated by the Supplier shall be at the Supplier's cost.	We kindly request that major software updates (new editions) be priced separately. Furthermore, the Supplier shall not be liable for any costs, damages, or compensation resulting from equipment downtime required for the installation of such updates.			22
ISR has reviewed the request and decided to reject it, the compensation shall be 100% of the contract value per event	We kindly request that a maximum annual liability cap be established.		Agreement	23
Bidders are referred to the amended SLA	We kindly request that the penalty mechanism apply only to downtime days as specified above. Accordingly, only business days shall be counted for the purpose of calculating downtime, excluding Fridays, Saturdays, holidays, intermediate holiday days (Chol HaMoed), and international holidays.		SLA	24

Bidders are referred to the amended SLA	We kindly request that a reasonable and proportionate penalty mechanism be established.		SLA	25
Bidders are referred to the amended Agreement, Section 12.5. Penalties shall not apply in cases of improper use that is not in accordance with the manufacturer's written instructions, At ISR's sole discretion.	Please clarify that this penalty mechanism shall not apply to failures and/or downtime resulting from improper use by ISR and/or anyone on its behalf, and/or from operation contrary to the manufacturer's instructions.		Agreement	26
ISR has reviewed the request and decided to reject it	In the event of a malfunction in exceptional assemblies that require an exceptional number of days. Handling of the malfunction will be carried out in coordination with ISR and this time will not be included in the number of days of downtime.			27
ISR has reviewed the request and decided to reject it- regarding FLT 32, FLT 38, Reachstackers	Regarding the 3 types of forklifts We kindly request that the period specified in the agreement Section 14.2 be extended to sixty (60) business days.		Agreement	28
No. They are not cumulative, and the penalties for failure to meet the SLA are not subject to any cap. - It's two different cases. 1. Delay in the supply of equipment. 2. Service provision The penalties	Regarding the 3 types of forklifts: Are the SLA Penalties set out in Section 14.4 and Appendix A1 included within the 7.5% cap specified in Section 14.1, or do they apply in addition to such cap?			29
A distinction must be made between agreed compensation of up to 7.5% and delay in meeting the SLA. The limit for L.D. is 7.5% of the value of the consideration detailed in the agreement.	If the charges are cumulative (LDs + SLA Penalties), is there an overall cap applicable to all liquidated damages and/or penalties under the Contract (e.g., a cap expressed as a percentage of the Contract value or a maximum amount)?		Agreement	30
These are two separate issues/fines, each on its own merits. No double fine will be imposed for the same event. However, the fines for failure to comply with the SLA are not limited to the cap of 7.5% of the total consideration as specified in Section 14.1 of the Agreement.	Is there a distinction between SLA Penalties and liquidated damages for delayed delivery, and can ISR clarify that no double penalties shall apply in respect of the same failure or event affecting both equipment availability and SLA performance?		Agreement	31
As long as the supplier acts in accordance with the agreement, delays that are not his responsibility will not be considered non-compliance with the SLA	Please clarify that compliance with the SLA shall be subject to access to the equipment, receipt of any required entry permits, and cooperation by ISR. In addition, where the resolution of a failure is delayed due to circumstances beyond the Supplier's control, the SLA clock shall be suspended accordingly.		SLA	32
ISR has reviewed the request and decided to reject it	Performance Guarantee may only be realized with respect to undisputed amounts, and that no full or partial drawdown shall be made where the relevant amount is subject to a bona fide dispute between the Parties.			33
The guarantee shall be exercised in accordance with the amount of the damage or the penalty.	We kindly request that any call on the Performance Guarantee be proportionate to the actual alleged damages and that the full guarantee may not be realized where the scope of the dispute is significantly lower than the guarantee amount.		Agreement	34
ISR has reviewed the request and decided to reject it	Please confirm that the Performance Guarantee shall not be called upon until the Supplier's liability has been determined in accordance with the dispute resolution provisions of the Contract?		Agreement	35
The Supplier shall be responsible for the shipping and delivery terms as set forth in the Agreement	Please clarify Production costs that have already been incurred, shipping, insurance, inspections, , logistical preparations, etc. In addition, the supplier will also be entitled to a refund of irrevocable contractual obligations with OEM/suppliers/subcontractors, which were signed for the purpose of executing the order based on the ISR Purchase Order.		Agreement	36
section 19.6 clearly states that the liability cap specified in section 19.5 shall not apply in such cases	Please clarify whether the exclusion from the liability cap in cases of "Endemic Failure" (as well as the other exclusions set out in Section 19) applies without any financial limitation, is subject to a separate liability cap, or remains subject to the general 100% liability cap?		Agreement	37
section 19.6 clearly states that the restriction in section 19.4 shall not apply in such cases	Please clarify even in cases of Endemic Failure, ISR shall not be entitled to recover indirect damages or loss of profit, and that a distinction shall be made between repair/replacement costs and operational damages.		Agreement	38
ISR has reviewed the request and decided to reject it	We request that material non-payment events be excluded from the waiver. For example, where an undisputed amount remains unpaid for a defined period (e.g., 30 or 45 days after the contractual payment due date), the Supplier shall be entitled to suspend delivery of items, documents, or spare parts that are not safety-critical until payment is made.			39
ISR has reviewed the request and decided to reject it	We request that in the event of a commercial dispute, to the extent that ISR delays payment, payment of the "non-disputed portion" will be made on time, and the parties will conduct an inquiry regarding the balance.			40
The request has been partially accepted Bidders are referred to the amended Agreement section 12.	We would like to exclude liability for consumable components including tires, brakes, batteries, filters, belts, bearings, oils and fluids, etc., and to specify these components in the list.	12	Agreement	41
No change shall be made to the tender requirements. However, the insurance policy may be issued in a different currency, provided that the insured amount remains equivalent to the amount required under the tender documents.	It is requested to change the limit of liability from "(euro) to "(USD). D. the words "The policy shall cover the Contractor's liability in connection with any unauthorized system access, electronic attack, denial of service attack and hacking attack" shall be deleted.	16.1.13	Agreement	42

ISR has reviewed the request and decided to reject it	The warranty will be in accordance with the Manufacturer's Warranty Appendix.	1.8 נספד B1/B2/B3	General Terms and Conditions	43
The additional two (2)-year warranty period shall apply to all equipment	Is the extended warranty for an additional two (2) years or an additional four (4) years? We would like clarification regarding each piece of equipment.	2.1-2.2 נספד B1/B2/B3	General Terms and Conditions	44
ISR has reviewed the request and decided to reject it	We request that the bid given in the tender be excluded for any purchase of a forklift and/or container handler and/or any other lifting equipment beyond the scope of the tender and that ISR will negotiate with the winning bidder	4	General Terms and Conditions	45
ISR has reviewed the request and decided to accept it. Bidders are referred to the amended Agreement section 17.1	A. the words "reputable insurer" shall be replaced with the words "legally licensed insurance company". B. the words "at least" in the 4th row shall be deleted.	16.1	Agreement	46
ISR has reviewed the request and decided to reject it	A. the words "and/or anyone acting on their behalf" in the 1st row shall be deleted B. after the words "to any" in the 2nd row, the words "of the Contractors" shall be added. C. the words "ot those acting on its behalf" in the 3rd row shall be deleted.	16.11	Agreement	47
Bidders are referred to terms and conditions and may submit their offer for one or more Types of Forklifts (Type 1 and/ or Type 2 and/ or Type 3), as long as the Bidder complies with the Pre-requisites specified in the Tender Documents	It is unclear whether bids may be submitted for only some of the forklift types, even though this possibility appears to arise clearly from the Appendix. Additionally, this entire sub-section is unclear — we kindly request that an example be provided for the purpose of illustration.	8.6	General Terms and Conditions	48
ISR has reviewed the request and decided to reject it	Score for prior experience with ISR - We request that this indicator be canceled because, first, it is not clear what the measuring criteria are for evaluating opinions. Second, in the case of a bidder with no prior experience with ISR, how will he be assessed? Third, a uniform scoring form has not been published. In this case, this is an arbitrary scoring that depends solely on judgment and not on facts and may be affected by a clear conflict of interest.	8.5.1,8.5.3	General Terms and Conditions	49
There is no conflict with Tender Docs. , the warranty is according to General Requirements- section No 10 which refers to Appendices A1-2, A2-2, and A3-2 General Requirements. No change to this clause	The proposed price for the forklift and the optional forklifts (Type 1) includes installation and payment for a warranty period of three (3) years (36 months) or 9,000 working hours, whichever comes first — this conflicts with Section 5 of the tender, which does not reference the 9,000-hour threshold.		General Terms and Conditions	50
ISR has reviewed the request and decided to reject it	We kindly request that this criterion be removed. The Tender already includes clear eligibility requirements and detailed technical specifications that define which bidders are qualified to participate. Furthermore, the Tender concerns the procurement of only a single-digit number of units, and therefore it is unclear why ISR awards points based on the supply of 100, 200, or 300 units. In addition, this criterion unnecessarily restricts competition and may adversely affect the competitiveness of the Tender.	8.5.1,8.5.3	General Terms and Conditions	51
Bidders are hereby referred to Appendix B1, B2, B3 of the General Terms and Conditions.	We request clarification regarding the Committee's discretion and authority with respect to the optional equipment that will be included in the evaluation for the purpose of selecting the winning bid.	2.3	General Terms and Conditions	52
The required passing score shall be based on the combined evaluation of the Quality and Technical and Service Score, as set forth in Sections 8.5.1, 8.5.2, 8.5.3 and 8.5.4 of the General Terms and Conditions. In addition, Bidders are referred to the notes at the end of Appendices G1, G2, and G3.	Does the minimum score of 75 points refer to each of the components (technical/service) separately or to an overall weighted score?	8.5.4	General Terms and Conditions	53
ISR has reviewed the request and decided to reject it	We request that the notice period for the extension of the agreement be extended to 60 days.	3	Agreement	54
ISR has reviewed the request and decided to accept it. Bidders are referred to amended general terms and conditions section 9.2.12	We request that all operating, maintenance and upkeep instructions, including drawings and diagrams, be attached with the proposal submission in English only. If the bidder is declared the winner, the requested materials will also be provided in Hebrew.	9.2.12	General Terms and Conditions	55
ISR has reviewed the request and decided to reject it	In accordance with Section 1.4 of the Agreement, in the event of ambiguity or conflict not resolved by the order of precedence, the interpretation that grants ISR the most rights shall apply, at its sole discretion. In light of the fact that this is a bilateral agreement that is binding on both parties, we request that in the event of a material ambiguity that cannot be resolved, a reasonable interpretation shall be made in accordance with Israeli contract law and not at the unilateral discretion of ISR.	1.4	15	56
The question is unclear. The supplier must comply with the provisions of the law as described in the Tender Documents	The need for, and the company's ability to commit to, binding industrial cooperation obligations must be discussed (to the extent applicable). The supplier undertakes to comply with and fulfill the obligations set forth in the Foreign Supplier's Industrial Cooperation Undertaking Letter, submitted by the supplier as part of its bid, with respect to counter-purchases to be carried out in connection with the performance of this agreement.	4.6	Agreement	57

ISR has reviewed the request and decided to reject it	In accordance with Section 4.4.4, the Supplier waives any claim for additional payment, including in the event of incorrect or missing information. We would like to clarify: The option to reject works, components, or materials is not in accordance with the technical specification, and no deadline is specified by which such rejections may be issued.	6.6	Agreement	58
ISR has reviewed the request and decided to reject it	We would like to clarify that the supplier's responsibility is solely for the requirements explicitly defined in the specification. In any case where ISR adds work and/or a requirement that did not appear explicitly in the specification, the winning supplier will be entitled to a qualifying change.	5.2	Agreement	59
Bidders are referred to the Technical Specifications and Appendix B of the terms and conditions	It is unclear what type of forklift the supplier may order as an optional forklift.	7.2	Technical Specification No. M-05-566	60
bidders are referred to section 9.1.2 + section 15.2 to the agreement	The text regarding the advance payment guarantee is missing — specifically, when must such a guarantee be provided?	15.2	Agreement	61
Bidders are referred to the amended Agreement section 6.2	We would like to clarify that ISR will be entitled to exercise the right of visitation only by prior arrangement. It is also clarified that ISR will not be entitled to the right of visitation to areas containing sensitive technological information that is not in the public domain	6.2,6.3	Agreement	62
Bidders are referred to the amended Agreement Section 10.4	In accordance with Section 10.4 of the Agreement, it is determined that ownership will only transfer upon issuance of an Acceptance Certificate, and that ISR will not be liable for damage, loss or injury to the vessel prior to this date. In light of the fact that the vessel was physically delivered to the ISR site and operated by ISR during the testing and trial period, we request that liability for damage and/or loss and/or injury to the vessel apply to ISR from the date of physical delivery to the site.	10.4	Agreement	63
Bidders are referred to the amended Agreement section 18	A declaration regarding intellectual property is typically given "to the best of one's knowledge only" — we request that this qualification be added.	18	Agreement	64
Forklift 32 ton - One (1) unit, with an option for one (1), Forklift 38 ton - Two (2) units, with an option for two (2), Reachstackers Two (2) units, with an option for two (2)	We would like to request clarification regarding the quantities of tools specified in the tender, as there is a contradiction between the various documents.		General Terms and Conditions	65
There is no change in the tender conditions, however, joint liability limits will be approved and in a different currency, provided that the insurance amount remains in accordance with the requirement	A. after the words "Public (Third Party) Liability Insurance" the words "Combined with Product Liability, Professional Indemnity, and Garage Liability, under shared limits of liability" shall be added B. It is requested to change the limit of liability from "(euro)" to "(USD)".	16.1.1	Agreement	66
Technical and operational compliance tests shall be conducted based on the data declared by the Bidder in the relevant Data Sheet. Bidders are referred to the amended Technical Specifications A1-1 Section 19, A2-1 Section 19, A3-1 Section 24	What are the measurable criteria for successful completion of the trial period?	11.3	Agreement	67
Bidders are referred to the amended Agreement	Termination for convenience — it should be specified that such termination cannot take effect after the forklift has already been ordered.	19	Agreement	68
Bidders are referred to the amended Agreement, Section 12.5	We request that SLA compliance requirements shall not apply in cases of misuse, operation contrary to the manufacturer's instructions, or failures caused by abnormal operating conditions or excessive workloads.		Agreement	69
No changes to the tender terms	It is unreasonable to expect the supplier to waive its right to terminate the agreement in the event of a breach by Israel Railways, and/or to transfer all of the supplier's warranties to Israel Railways in such a case. Furthermore, Israel Railways' right to withhold funds should be limited to the amount of the claim.	Sections 18.4 and 18.5.3	Agreement	70
ISR has reviewed the request and decided to reject it	We request that each service call be documented and submitted by email, in addition to any telephone notification. In addition, all time periods applicable to such service calls shall be calculated based on Business Days and normal business hours only.	1.2	Technical Specification No. M-05-566	71
No changes to the tender terms	It is proposed that the supplier's liability shall not apply where the damage was caused directly as a result of Israel Railways' own actions or negligence.	19.1.3	Agreement	72
Equipment availability shall be calculated based on the actual downtime days as a percentage of the total available working days (Business Days only), excluding Fridays, Saturdays, public holidays, and intermediate holiday days. The calculation shall exclude any downtime resulting from misuse by ISR and/or anyone acting on its behalf, operation contrary to the manufacturer's instructions, and/or downtime attributable to ISR. Bidders are referred to amended agreement section 2.	How ISR will measure the availability percentage of the tool. We would also like to point out that the number of days of downtime will only include business days (excluding Fridays, Saturdays, holidays, and international holidays). We would also like to ask that the number of days does not include downtime resulting from improper use of ISR and/or anyone on its behalf and/or activity contrary to the manufacturer's instructions.	2	Agreement	73
Bidders are referred to the amended Agreement Section 17	The section refers to an agreed subcontractor list, yet no such detailed list is provided.	17	Agreement	74

Please refer to the updated Annexes A1, A2, and A3, which include the revised penalty table.	The penalty mechanism specified in this section is draconian and does not reflect market condition	2	Technical Specification No. M-05-566	75
Bidders are referred to the amended Agreement	The right of set-off should be limited to amounts due under this agreement only, and the supplier must be given 14 days' prior written notice before any set-off is exercised.	25.2	Agreement	76
The calculation of hours shall be based on the business days and working hours customary in Israel.	Please clarify that the number of hours will be counted according to the business days customary in Israel. In addition, we request that only for a malfunction that constitutes a safety hazard will the aforementioned apply, and a different number of days will be determined for a malfunction that is not safety.	3	Technical Specification No. M-05-566	77
ISR has reviewed the request and decided to reject it	We request that ISR submit a list of critical spare parts to be held in stock against a commitment that ISR will purchase them in a period to be defined in advance. Alternatively, we request that ISR maintain a critical spare parts inventory.	5.3.1	Technical Specification No. M-05-566	78
Bidders are referred to the amended Agreement	We request that prior to exercising any guarantee, ISR provide the supplier with prior written notice that includes details of the alleged violation and will allow a reasonable correction period of 14 business days.	15	Agreement	79
ISR has reviewed the request and decided to reject it	Please clarify whether, when selecting an additional winner, ISR will split the winnings between winner #1 and winner #2.	8.7.1	General Terms and Conditions	80
There is no change in the terms of the tender, however, joint liability limits will be approved and in a different currency, provided that the insurance amount remains in accordance with the requirement.	A. after the words "Product Liability Insurance" the words , Combined with Third party Liability, Professional Indemnity, and Garage Liability, under shared limits of liability" shall be added. B. the word "Services" shall be replaced with the words "Products, after having passed out of the Contractor's legal custody or control". C. It is requested to change the limit of liability from "(euro)" to "(USD)".	16.1.2	Agreement	81
The Tender requirements remain unchanged; however, mutual limitations of liability will be approved.	A. after the words "Professional Liability Insurance" the words , Combined with Third party Liability, Product Liability, and Garage Liability, under shared limits of liability" shall be added. B. after the words "and/or" in the 4th row, the words "due to" shall be added.	16.1.3	Agreement	82
Bidders are referred to the amended Agreement Section 19	In light of the characteristics of the contract, which include the production of dedicated equipment, advance commitments to the OEM, and significant expenses that cannot be canceled, we request that in the event of Termination for Convenience, i.e. cancellation without cause by ISR, the supplier be entitled to a full refund of all direct costs actually incurred up to the date of cancellation, including advances to the OEM,	19	Agreement	83
No changes to the tender terms	In accordance with Section 19 of the agreement, a total liability ceiling was set at 100% of the value of the agreement, however, exceptions to the ceiling were set, including an exception for "Endemic Failure," a term that is not defined in the agreement documents. We would like to know what the definition of "Endemic Failure" is for the purposes of the agreement? We would also like to add an explicit definition that limits the term to the case of a proven, repeated manufacturing/design defect, which was confirmed in a joint inspection or by a professional entity agreed upon in advance.	19.5,19.6	Agreement	84
No changes to the tender terms	We request that in the event that a force majeure event continues beyond an extended period (e.g. 90 or 120 days), the parties will have the option of negotiating to adjust schedules and/or commercial terms, or alternatively an agreed right of cancellation.	21	Agreement	85
No changes to the tender terms	We request that the waiver of the right of retention will only apply after full payment of all amounts due to the supplier for that order/equipment, including payments for acceptance delivery and/or services performed	24.1	Agreement	86
No changes to the tender terms	We request that the supplier be entitled to assign and/or transfer its rights and/or obligations under the agreement to a parent company, subsidiary or sister company, as defined by law, without the need to obtain prior consent from ISR.	24.6	Agreement	87
Optional spare parts shall not be taken into account in the scoring or evaluation of proposals.	In accordance with Section 8.6.1 and the annexes to the commercial proposal, ISR may determine prior to the opening of the proposals which optional equipment items will be included in the calculation of the total price for commercial scoring purposes.	8.6.1	General Terms and Conditions	88
No changes to the tender terms	A. after the word "Israel" in the 2nd row, the words "in connection with the services under this agreement"	16.1.5	Agreement	89
No changes to the tender terms	A. the word "undertake" in the 2nd row shall be replaced with the words "may choose". B. after the words "supplemental insurance" in the 3rd row, the words "in connection with the services under this agreement" shall be added.	16.2	Agreement	90
No change shall apply to the Proposal validity period. Bidders are hereby referred to Section 2.9 of the Tender Documents Appendix B (Linkage Mechanism).	As per Section 10.1, the Proposal shall remain valid for 12 months from the Proposal Submission Deadline, while HICP indexation shall apply only after the first year, in accordance with Section 2.9 of the Commercial Proposal Appendices.	10.1-10.3	General Terms and Conditions	91
Bidders are referred to the amended Agreement section 16.6	Please clarify that, in Section 16.6 of the Agreement, the reference to Section 23.1 should read "16.1".	16.6	Agreement	92

No changes to the tender terms	According to Sections 14.2 and 14.4, ISR reserves the right not to purchase any equipment at all and to procure similar equipment from third parties.	14.2,14.4	General Terms and Conditions	93
No changes to the tender terms	It is requested that the word "strictly" shall be deleted	16.7	Agreement	94
Bidders are referred to the amended Appendices section 1 A1-2, A2-2, A3-2. And amendmend Agreement Section 13.2	According to the Spare Parts Annexes, the Supplier undertakes to ensure the availability of spare parts for a period of ten (10) years from the commencement of the Agreement. We kindly request that this commitment period be reduced to seven (7) years and/or be aligned with the applicable legal requirements governing spare parts availability.	Appendix F1/F2/F3	Appendix F1/F2/F3	95
ISR has reviewed the request and decided to accept it. Bidders are referred to the amended Agreement section 17.10	With regards to the initial warranty period (three (3) years or 9,000 operating hours), please clarify whether: (a) the word "shall" in the second row may be deleted; and (b) the words "and in relation to property insurance – conditional upon reciprocity" may be added after the words "aforementioned behalf" in the fourth row.	16.10	Agreement	96
Yes, Bidders are referred to section 1.2 in Appendix B of terms and conditions	We wish to offer RS only, can we answer prerequisites condition for RS only?	1	General Terms and Conditions	97
Yes, provided that the tires comply with the required standards	Can tire brands accept Guizhou Advance Tires?	11	Technical Specification No. M-05-566	98
Bidders are referred to Appendix A3 Section 16, A3-1 Section 24.	We can provide automatic lubrication for Spreader and chassis. Does this meet the requirements?	16	Technical Specification No. M-05-566	99
Standard sockets are required (2 units 12 Volt DC & 2 units 24 Volt DC). Bidders are referred to the section 15.19 of Appendix A3.	Specific dimensions of the accessory are required.	15.19	Technical Specification No. M-05-566	100
The cameras assist the reachstacker operator in aligning with the twistlocks	Does it refer to the Spreader monitoring function?	15.24	Technical Specification No. M-05-566	101
The system is intended to enhance the safety of workers located in the operating area of the Reachstacker. The system is optional and there is no obligation to submit it.	Regarding the function of identifying people using the corresponding mobile application, please describe in detail the purpose of this function.	15.25	Technical Specification No. M-05-566	102
The system is intended to enhance the safety of workers located in the operating area of the Reachstacker. The system is optional and there is no obligation to submit it.	Please describe in detail the functions that the Ultrasonic system needs to achieve, so that we can carry out the design.	15.25	Technical Specification No. M-05-566	103
Please submit the type of aerospace-grade integrated operating handles together with a catalogue and detailed specifications. They will be examined as part of the proposal evaluation. (We prefer standard operating handles suitable for such equipment)	Does our use of aerospace-grade integrated operating handles meet the requirements?	15.9.8+15.10	Technical Specification No. M-05-566	104
No changes to the tender terms	We can not provide third party Liability Insurance		Agreement	105
No changes to the tender terms	WE do not have nor can provide Product liability Insurance		Agreement	106
No changes to the tender terms	WE do not have nor can provide Professional liability Insurance		Agreement	107
Bidders are referred to the amended Agreement section 20	In general our company cover the product warranty according to the manufacturer's policy which we will be happy to provide to you. To summarize: We do not cover nor we responsible to: Any 3rd party liability, Consequential damages, 3rd party damages, Our commitment is up to the value of the project with your company. Our commitment is up to the value of the project with your company.	20	Agreement	108
ISR has reviewed the request and decided to reject it. Bidders are referred to section 10 of Appendices A1-2 (FLT 32 ton), A2-2 (FLT 38 ton), and A3-2 (Reachstacker)	Concerning warranty: The manufacturer we represent have the warranty in multiplying 2,000 per each calendar year' Meaning the for 3 years we can obtain 6,000 hours not 9'000 hours			109
Bidders are referred to the note of the amended Appendices A1-2 (FLT 32 ton), A2-2 (FLT 38 ton), and A3-2 (Reachstacker)	In the event of a faulty or broken part, the proposer must replace the part under warranty". Except Tires , Hoses Batteries, Light bulbs , parts damaged by operation and parts which will have normal wear and tear during the warranty period.In the event of a faulty or broken part, the proposer must replace the part under warranty.	1.1	SLA	110
Bidders are referred to the SLA	Fault reporting service 24/7, 7 days a week. Answering via staffed stations or automatic recording . We work: Sunday – Thursday From 07:30 – 17:00 excluding Holidays and Holiday's Eve. We report only when visiting the customer.	1.2	SLA	111
ISR has reviewed the request and decided to accept it.	During the warranty period, the proposer shall conduct maintenance according to the manufacturer's instructions, depending on engine hours and technical experience pf Israel Railways (ISR). Maintenance should be done according to manufacturer recommendations / instructions only.	1.4	SLA	112
ISR has reviewed the request and decided to reject it.	The Proposer must submit a monthly performance report to ISRN o, we are not reporting company .	1.7	SLA	113
Bidders are referred to the amended SLA	FLTs 32 ton, FLT38 ton and Reachstackers must be available for operation at least 97% of the time We can not . commit	2.1	SLA	114
Bidders are referred to the amended SLA Section 2	WE will not accept any penalties. Please contact our other customers for service recommendations. Arrival time for repair: Within 5 hours from reporting.	2.2	SLA	115
Bidders are referred to the amended SLA	Arrival time for repair: Within 5 hours from reporting. Not realistic : we respond in 90% of break-down machine within the next working day	3.1.1	SLA	116

