



**GREEN
CLIMATE
FUND**

21 June 2016

Reference: GCF/RFQ/2016/005

CLARIFICATION NO. 1

REQUEST FOR QUOTATION – DOCUMENT MANAGEMENT SYSTEM

The GCF is hereby communicating to all potential Proposers answers to the requests for clarifications received.

Clarification requested	GCF Response
Do you have a local support organisation that you would prefer us to work with?	Yes, GCF can provide a local partner for local technical support, for the solutions (to be) deployed in our cloud. However, major technical support (i.e. migrations, major upgrades, troubleshooting and bug fixing, etc.), as well as customer/user support must be provided by the vendor/partner through their standard support services (i.e. tech support, customer help centre, FAQs, knowledgebase, user forums and similar).

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