

Questions and Answers (Q and A)
ITB/HCR/SYR/23/13 for the Supply of Indoor solar power lighting System

Ref. #	Question	Clarification
Question# 1	for the battery voltage which is request 12V and 17000mAh, Can Li-ion battery 11.1V18000mAh which is meeting the requirement or LFP battery 12.8V 16000mAh can meet the requirement	The Battery should be 12 Volt, solid, maintenance-free, actual 17000mAh at least. Li-ion is not accepted.
Question# 2	DDP Incoterms is required and the documents also mentions "UNHCR is exempt from all direct taxes and customs duties" --the taxes in Syria should not be considered for price calculation, is it right?	Under the Delivered Duty Paid (DDP) Incoterm rules, the seller assumes all responsibilities and costs for delivering the goods to the named place of destination. The seller must pay both export and import formalities, fees, duties and taxes. Supplier should be the consignee.
Question# 3	Is CIF port term acceptable?	Please quote your prices as per incoterm provided in the ITB (DDP).
Question# 4	Due to the Solar panel is big and the system is comparatively small, can we pack them Separately in case some accessories are loose?	Device and all accessories, including the panel, should be packed in one thick big carton.
Question# 5	For fresh production, the lead time is 45-60 days. Is there the possibility to extend the delivery time to 80 days?	At this stage there is no possibility to extend the delivery lead time. In case of any changes in the delivery lead time, UNHCR will issue the addendum on UNGM in this regard.
Question# 6	What is the volume of solar lights needed for this specific bid	The suppliers are requested to estimate the volume of their offer according to the indoor solar power lightening System volume which will be offered in each suppliers bid.
Question# 7	The solar light system can be in many shapes/models, so in order to provide you an acceptable offer will you please send us back a picture of what you are looking for.	There is no specific model or picture for the required item. Please quote model which is fully compliant to the technical specifications as provided in the tender document. .
Question# 8	Is this bid open for all nationalities?	The invitation to bid is publicly published for all eligible and qualified bidders.
Question# 9	Any sample to be provided or we can provide brochures with offer	There is no requirement for sample submission. Please submit catalogue / data sheet for the offered items as requested in the tender documents.,
Question# 10	Our company account was already register. But the password is missing. Is there any way to claim it back? I have checked through e-tender box and there is no way to enter.	Please note that supplier should have only one registered email account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. If you forget your password, you will not be able to use that account anymore. In this case new registration is required.

Question# 11	Can we battery with 12.8V 18000 mAh instead of 12V 17000 mAh?	No, Battery should be 12V. while the capacity should be at least 17000 mAh.
Question# 12	Can we offer bulb type ABS plastic bulbs with plastic cap at the backside that can be connected only in the battery box provided by us instead of E27 type?	No, Type E27 is only accepted.
Question# 13	Are all the requirements listed in the tender document like battery, solar panel, bulbs and cables to be included in the single package?	Yes, all components should be packed in one carton. The device including the battery in one box, the connections in one box, and the solar panel in one box. All three boxes together should be in one carton.