

Questions & Answers

HCR/IRQER/2023/ITB-046

FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE SUPPLY AND DELIVERY OF SANITAR YKITS IN ERBIL AND BAGHDAD, IRAQ

Q1: Will the facilitation letter (NOC) / Tax exemption certificate will be provided for the cross borders from UNHCR?

Answer: Yes, UNHCR will provide the Contractor with a Tax exemption letter and NOC Letter to facilitate the transportation process if needed between governorates of Iraq and KRI.

Q2: Regarding the Sanitary pads, is it one time use disposable pads or re-usable pads as the brand mentioned is Always or equivalent and the specifications are of re-usable, hence the request. If it is re-usable pads than kindly let us know if re-usable material from fleece material which are being used by UNHCR in their different mission is acceptable?

Answer: The sanitary pads requested are all **disposable pads** from Always brand or **EQUIVALENT**.

Q3: Regarding the Soap bar, Is it a bathing soap? If yes than how many grams per piece?

Answer: It is regular soap; the size will be 150 gram per piece (for a set of 6 bars, the total weight would amount to 900 grams).

Q4: Do we need to submit samples before the deadline or UNHCR will ask bidders who are technically qualified to submit samples at later stage?

Answer: Only the bidders who passed the technical evaluation stage will be requested to provide samples. Also, the supplier will be responsible to deliver the SAMPLES to the Inspection Company. UNHCR will provide the relevant address and details later. Please refer to Addendum (No. 1) issued and posted on UNGM and herein is attached.

Q5: Regarding the Bid Security, can we submit the bid bond issued by the bank?

Answer: Yes, as stipulated in the tender document, the bid security should be issued and certified by the Bank, the bidders are required to submit a scanned copy of the Bid Security in the amount of **USD 2,000** by "Good for Payment cheque/Certified Cheque" made out in the name of UNHCR covering the offer's validity (180 days) It should be a certified cheque (not personal). The cheque should indicate the ITB number and must be issued under the company name. The selected company would be required to submit the original bid security.

Q6: Can companies registered outside Iraq participate in the tender?

Answer: As per the mandatory prequalification criteria stipulated in the ITB, the company should be registered as a General Contracting or Trading company in IRAQ (Federal Government or Kurdistan Region of Iraq).

Q7: We have registered and started our branch in the middle east in 2023. Can the branch office participate in the said tender using our Group's experience and using financials. Undertaking will be provided that they will support financially in executing the orders. This is to provide better service from the nearest location.

Answer: Same answer for Question no. (6).

Q8: We would appreciate if you can give us more details regarding leaflet size and number of pages.

Answer: Two A5 size booklets- estimate 10-15 pages max in total for both booklets.

Q9: Can you please provide more information regarding item line#4 Information Leaflet.

Answer: The package and information(booklets) will be prepared by UNHCR, and the bidder will do the printing for the booklets. For the bidders that pass the technical evaluation stage will be requested to provide a sample of printed leaflet in different colors (as the booklets will have both pictures and text) using a durable paper in order to see the quality of paper and the prints and colors.

Q10: what is the material of leaflet paper? is it an ART paper or a regular paper and what is the size requested of the leaflet? is it A4?

Answer: The page must be durable hard paper, two A5 size booklets, e.g., paper used for magazines or brochures.

Q11: Do you request from as to pack the final bags in a cartoon or just the bags with the items inside it?

Answer: The kits components must be packed in the fabric bag by the supplier, and the bags must be delivered in carton boxes to ensure they do not get damaged. The size should be indicated on the cartoon box as well.

Q12: The quantity of underwear in a kit is 5 pieces, should we consider it 5 pieces per size or a total of 5 of each size?

Answer: Each kit will have 5 peices of underwear in the same size. For example one kit will include 5 peices of underwear of Large. The intent of the kit is to be given to each individual woman or girl based on their size. We can not have 5 different sizes in one kit.

Q13: Our sanitary pad with the same specifications is an approved item by UNHCR Global Service Center, Hungary. Thus, do you accept sanitary 7 packs of 10 pads rather than 6 packs of 12 pads?

Answer: The number of pads must add up to the total number of pads requested by UNHCR which 72 pads.

Q14: For the UNHCR logo on the bag, should it be in English or Arabic? Could you please share your logo preference so that we can start working on the design?

Answer: The logo should be Arabic in one side and English in the other side. UNHCR will share the logo at the samples evaluation stage.

Q15: At the TECHNICAL SPECIFICATIONS annex A, in description line for the Leaflet item, at Fifth point mentioned (Content of the kits in one side of the bag), this means on the Leaflet or on the Bag (Item #5), however in the bag item required to print LOGO on both sides of the bag. Could you please clarify?

Answer: Content of the kits is requested to be on the bag along with the Logo (the design will be provided at the ordering time).

Q16: Can you please provide photos for the underwear for better understanding?

Answer: please refer the photo below for the Style of Period Underwear.



Q17: Does UNHCR accept Joint venture modality?

Answer: It is significant to highlight that the UNHCR does not currently accept or consider the Joint Venture modality for this Frame Agreement due to the clarity and simplicity of the requirements. In the future, if the requirement is of a complex nature and UNHCR recognizes that many professional suppliers should be required, it will explicitly state the joint venture with the precise requirements for companies willing to take part in that particular tender under the joint venture modality.

Q18: Could you please share a template for the bid security?

Answer: It should be noted that the UNHCR does not adhere to a fixed template for the Bid Security. Rather, the banks have their own distinct templates that are utilized for this purpose which is usually a certified cheque.

Q19: Regarding the Soap, can we offer 9 bars of 100 grams?

Answer: Yes, since the total weight is equal to 900 grams.

Q20: What is the required color of the underwear?

Answer: Light colors like but not limited to light gray. Black and white colors are not accepted by UNHCR.

Q21: Is the printed or patterned underwear accepted?.

Answer: No, plain underwear is requested in light colors (NOT WHITE and NOT BLACK).

Q22: Can we offer another colors for the bag?.

Answer: Preferred color is navy blue or equivalent such as black or dark grey (NOT BROWN).

Q23: Can you accept Bank Guarantee instead of Bid-Security.

Answer: Yes, it is accepted. However, it should reflect the information requested for the Bid-Security.

Q24: Does the company has to keep the same price for 3 years?

Answer: Yes, the prices shall remain unchanged throughout the duration of the Frame Agreement.

Q25: Can financial offers be submitted with two or more options, with or without Boxes (cartons) and nylon packing over the pallets?

Answer: The bidders are required to provide the boxes and include them in the pricing. The use of nylon packing materials is not required.

Q26: Can financial offers be submitted with two or more options according to quality or brand?

Answer: Yes, bidders may submit two or more financial offers based on the offered brand and quality. However, it is important to include the technical specifications for all options in the technical proposal package.

Q27: Regarding the Information Leaflet: Is it white & black or colored, if colored, how many colors, or if you can provide us with a photo as a reference.

Answer: It will be colored (various colors) as it contains texts and pictures.