

RFQ/2024/222 -FRAME AGREEMENT FOR MAINTENANCE AND MINOR CONSTRUCTION SERVICES

This document consolidates the questions received via email by the deadline in the RFQ cover letter and provides UNHCR's responses.

| # | BIDDER QUESTIONS | UNHCR ANSWERS |
|---|---|---|
| 1 | <p>Please provide pictures of the all patis installed in the building that are required to be replaced when damaged (door handles, lighting, sockets, taps, toilets and flush system, etc ...), in order to price and supply models similar to what is installed, considering the fact that:</p> <ul style="list-style-type: none"> - Models in the market are variant, while we believe you prefer to price and supply the damaged parts with the same models. - During the site visit it was forbidden to take pictures and not possible to write down notes for all the parts seen, as they are many. | Kindly find the attached |
| 2 | On the other hand, while replacing a damaged part, please advice the possibility to supply and installmodels different than the already installed ones. | We would prefer to maintain the same look without focusing on the brand, except the electricity switches. |
| 3 | Should the supervisor conduct daily visits to make daily reports? or be present on request? | Present on the request |
| 4 | Is the response time determined? and shall the bidder indicate the response time? | The Terms of Reference (Annex A - ToR) have been updated, please refer to Section 3 (Schedule and Response Time) |
| 5 | It's mentioned that the supervisor and his/her assistance must engage in daily and monthly reporting. Will the UNHCR pay for this staff using items in the BOQ? or shall the service provider include them in the overhead? | Pleas include it in your overhead. |
| 6 | Please clarify the number of labor/days for the hanyemen. | The service by hanyemen will be requested ad-hoc. The number indicated in the originatl ToR and financial offer form was too high and has been corrected in amended Annex A and B. |
| 7 | If we are registered with UNHCR and the registered email is no longer valid what should we do? | You may contact UNHCR to check which is the registered email address and request and update and activation of the Supplier Portal user account for the new email address. |
| 8 | While reading the RFP document, we find that it has checkboxes and comments lines. Thus, is it required to submit a filled copy of the RFP document, as part of the submittal package? | <p>You don't need to fill out the PDF - if not yet registered with UNHCR please self-register as prospective supplier (for guidance: https://www.unhcr.org/media/guidelines-unhcr-suppliers-how-use-supplier-portal)</p> <p>Once registered please find Negotiation No. 222 under 'View Active Negotiations', from the you can Create Response' - which will lead you to the same questionnaire that you saw in the PDF.</p> |