

Questions & Answers (Qs&As)  
INVITATION TO BID: No. ITB/HCR/SYR/24/326  
FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE SUPPLY AND DELIVERY OF  
SOLAR RECHARGEABLE FANS

CLOSING DATE AND TIME: 16/10/2024 – 23:59 hrs. SYRIA LOCAL TIME

- 1- In case you accept that we provide sample once our offer is accepted, and prior to manufacturing, then we shall be more than glad to send you an offer. Please advise back.

As mentioned clearly in the tender documents, providing one free sample for the offered item(s) is mandatory. This sample is a key part of your offer and will be shared with the technical evaluation committee for assessment against the required technical specifications. Therefore, it should be identical to the delivered items, as no discrepancy will be accepted during the implementation of the contract. In the same context, I want to stress that the deadline to submit samples is 16th October 2024 at 14:59 hrs—Syrian Time. Please ensure that this deadline is met. However, it's strongly recommended that the supplier include evidence of shipping his sample three days before the deadline with his submitted offer (along with Annex B of the technical offer form), as in this case, receiving the sample after the deadline may be considered (based on the UNHCR decision).

- 2- We would like to clarify whether the accessibility to the UNHCR online ERP portal (Cloud ERP) will align with our existing access to UN ERP Quantum as we have been using it for other UN agencies.

Please follow the instructions provided in Annex H Supplier Portal Guidelines, as you need to create a profile and register as a supplier in the portal if you are new. If you already have an account, please note that you should receive an activation email for your profile in ERP at the company email address. Please note that you might need to use the VPN while using the portal: <https://supplier-portal.unhcr.org/>.

- 3- Data for the solar panel connection cable requirements of 2\*2.5 square mm, for 50W solar panels, according to the configuration of 2\*0.75 can be fully met; This requires confirmation that the requirements can be changed.

Accepted, with tolerance up to 2mm.

- 4- The fan for the motor is brushless motor or brush motor has no requirements, whether the enterprise can choose.

Kindly adhere to the required specifications.

- 5- If there is any possibilities for us to get extension, especially for samples submission? As you know there will be public holiday in CHINA from 1st to 7th October for its National Day. And normally at least it will take about 14 days for us to deliver the samples to SYRIA even by the most fast courier DHL currently.

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B of the technical offer form), as in this case, receiving the sample after the deadline may be considered (based on the UNHCR decision).

- 6- About the contacts for samples delivery, would you like to give the attention person's name & telephone number for courier DHL delivery use?

Mr. Nidal Hafez / Supply Associate, Mobile number. +963 930 033 952

Mr. M.Wasem Mouin / Senior Supply Assistant, Mobile number. +963 930 230 707

- 7- Can we provide one solar panel with two fans or is it mandatory to provide two solar panels - one per each fan - as samples?

Kindly adhere to the required specifications.

- 8- I am writing to seek clarification regarding the payments related to our participation in the tender for [ITB-HCR-SYR-2024-326]. Specifically, we would like to confirm whether the payments from UNHCR will be transferred from a Syrian bank account or from a foreign bank outside of Syria.

The Bidders should understand and accept that it is their sole responsibility to ensure that the Bank Account of the company is able to receive payments transferred by UNHCR Syria. UNHCR payments are exempt from OFAC Sanctions under Title 31: Money and Finance: Treasury → Sub-Part E: Licenses, Authorizations, and Statements of Licensing Policy → §542.513 - Official activities of certain international organizations authorized. UNHCR takes no responsibility for any unsuccessful transfers due to rejection by the Beneficiary bank. Website: <https://www.ecfr.gov/cgi-bin/ECFR?page=browse>.

- 9- due to Chinese holiday (golden week from 1 Oct. to 7 Oct.) and the obstacles facing sending by air the samples containing dangerous goods (lithium batteries) we request you to extend Deadline of samples submission until 26th October 2024.

The deadline to submit samples is 16th October 2024 at 14:59 hrs—Syrian Time. Please ensure that this deadline is met. However, it's strongly recommended that the supplier include evidence of shipping his sample three days before the deadline with his submitted offer (along with Annex B of the technical offer form), as in this case, receiving the sample after the deadline may be considered (based on the UNHCR decision).

- 10- Can we submit more than one option?

Yes, you can. I want to stress that one free sample for each option should be provided and labeled with a different number (Option#1, Option#2, etc.).

- 11- you mentioned [Rechargeable Battery Capacity: 12V with Ah capacity enough to run the fan for 5 hours at least at highest speed (AGM)] We don't think AGM battery can achieving that. so, we suggest using Lifepo4 battery. The advantages of the as following:

- Lifepo4 batteries have a higher energy density than AGM batteries, which means they can store more energy in a smaller size.
- Lifepo4 batteries can be charged much faster than AGM batteries, and they can also be discharged more deeply without damaging the battery.
- Lifepo4 batteries can last much longer than AGM batteries, which is especially important in applications where the battery is cycled frequently.

- Lifepo4 batteries can be discharged much deeper than AGM batteries without damaging the battery.
- Lifepo4 batteries are safer than AGM batteries. They are less prone to overheating and catching fire, which is a common issue with AGM batteries. Additionally, Lifepo4 batteries are more stable, which means they are less likely to explode if they are damaged. so, we request you accept to Lifepo4 battery.

If 5 Hours will create an issue, we prefer to adjust to be 3 Hours but for the panel we will adhere to the specs.

- 12- AGM batteries cannot be charged in full in 5 hours and life cycle just 300 times. AGM battery can't support fast charge. We can adjust the parameters to achieve this, but in this case the battery life is very short and not safe (easy to explode). Please confirm possibility of replacing it with Lifepo4. Solar Panel: this set require 30W solar panel. Is it acceptable?

If 5 Hours will create an issue, we prefer to adjust to be 3 Hours but for the panel we will adhere to the specs.

- 13- Please extend the Deadline for submitting the samples being will be imported from outside Syria. The deadline to submit samples is 16th October 2024 at 14:59 hrs—Syrian Time. Please ensure that this deadline is met. However, it's strongly recommended that the supplier include evidence of shipping his sample three days before the deadline with his submitted offer (along with Annex B of the technical offer form), as in this case, receiving the sample after the deadline may be considered (based on the UNHCR decision).

- 14- we would like to draw your attention to the significant hurdles we face in financing imports into Syria, as well as the extensive challenges related to customs clearance. These issues place an enormous strain on suppliers and can increase the cost of the required materials by no less than 40% of their original price. If the UNHCR were to assist with customs clearance or provide us with an exemption letter from the relevant authorities, it would greatly alleviate the burden, without imposing a substantial financial burden on the UNHCR.

As mentioned in the tender documents, the bidder shall confirm their ability to deliver the required kits on FCA (delivery point to be confirmed by supplier), DAP specified delivery locations to the assigned UNHCR warehouse locations, the bidder can offer to all locations or for some locations included in the tender documents.

- 15- we would like to kindly inquire if it would be possible to extend the submission deadline for the tender samples. Given the current logistical difficulties and the aforementioned challenges, an extension would provide us with the necessary time to ensure the highest quality and compliance with the tender requirements.

The deadline to submit samples is 16th October 2024 at 14:59 hrs—Syrian Time. Please ensure that this deadline is met. However, it's strongly recommended that the supplier include evidence of shipping his sample three days before the deadline with his submitted offer (along with Annex B of the technical offer form), as in this case, receiving the sample after the deadline may be considered (based on the UNHCR decision).

16- Fan Type: Please confirm that the required fans are table fans. If the 16-inch fans are stand fans, please clarify the minimum and maximum height requirements.

**Kindly adhere to the required specifications.**

17- Fan Speed: Could you please provide the expected RPM range for both low and high-speed settings?

**Kindly adhere to the required specifications.**

18- Airflow: Could you specify the required airflow performance (CFM) for both the 12-inch and 16-inch fans?

**Kindly adhere to the required specifications.**

19- Vertical Adjustment Angle: Based on industry standards, most high-performance table fans typically offer a vertical adjustment range between 30° to 40°, which is sufficient for optimal airflow in most applications. Implementing a 90-degree tilt may not offer additional practical benefits and will affect the fan stability and will require custom models, which might affect the overall cost and durability. We kindly request your consideration in allowing for a lower vertical adjustment range, such as 30-40°. This adjustment would enable us to provide fans that are not only efficient and reliable but also readily available, ensuring timely delivery without compromising the project's objectives.

**Kindly adhere to the required specifications.**

20- Solar Panel Size: The power rating for solar applications is generally lower than for standard fans, as these models are designed to maximize energy efficiency to be compatible with solar power systems, so a 50-watt solar panel might be more than needed. Can the solar panel size be reduced from 50 watts given the low power consumption of the fans?

**Kindly adhere to the required specifications.**

21- Housing material: Is there any specific requirement for the housing material of the fans?

**No, kindly adhere to the required specifications.**

22- Fan blades material: Is there any requirement regarding the material of the fan blades?

**Kindly adhere to the required specifications.**

23- AC/DC fan operation: Since the system already allows the fan to run on DC power from the battery and the battery can be charged by both AC and solar, can we simplify the system by removing the AC/DC switching function for the fan motor? This will reduce complexity and cost.

**Kindly adhere to the required specifications.**

24- UNHCR Bank Account: Could you please confirm whether the payments from UNHCR will be transferred from a Syrian bank account or from a foreign bank outside of Syria.

**The Bidders should understand and accept that it is their sole responsibility to ensure that the Bank Account of the company is able to receive payments transferred by UNHCR Syria. UNHCR payments are exempt from OFAC Sanctions under Title 31: Money and Finance: Treasury →**

Sub-Part E: Licenses, Authorizations, and Statements of Licensing Policy → §542.513 - Official activities of certain international organizations authorized. UNHCR takes no responsibility for any unsuccessful transfers due to rejection by the Beneficiary bank. Website: <https://www.ecfr.gov/cgi-bin/ECFR?page=browse>.

25- Submission Date: We kindly request an additional four weeks for the submission to allow sufficient time for completing the necessary preparations.

ITB Submission deadline is on 16th October 2024. Please ensure that this deadline is met. However, it's strongly recommended that the supplier include evidence of shipping his sample three days before the deadline with his submitted offer (along with Annex B of the technical offer form), as in this case, receiving the sample after the deadline may be considered (based on the UNHCR decision).

26- I am writing to kindly request a brief extension for one week of the deadline for the ESTABLISHMENT OF A FRAME AGREEMENT FOR THE SUPPLY & DELIVERY OF SOLAR RECHARGEABLE FANS ITB/HCR/SYR/24/326 originally due on 16/10/2024. As due to unforeseen circumstances, we require additional time to prepare our submission, including the preparation of samples that will be brought from outside the country.

ITB Submission deadline is on 16th October 2024. Please ensure that this deadline is met. The deadline to submit samples is 16th October 2024 at 14:59 hrs—Syrian Time. Please ensure that this deadline is met. However, it's strongly recommended that the supplier include evidence of shipping his sample three days before the deadline with his submitted offer (along with Annex B of the technical offer form), as in this case, receiving the sample after the deadline may be considered (based on the UNHCR decision).

27- You are kindly requested to consider giving us an extension for the deadline for the ITB number ITB/HCR/SYR/24/326. We need more time to prepare our best offer which we hope will meet your expectation.

ITB Submission deadline is on 16th October 2024. Please ensure that this deadline is met. The deadline to submit samples is 16th October 2024 at 14:59 hrs—Syrian Time. Please ensure that this deadline is met. However, it's strongly recommended that the supplier include evidence of shipping his sample three days before the deadline with his submitted offer (along with Annex B of the technical offer form), as in this case, receiving the sample after the deadline may be considered (based on the UNHCR decision).

28- We kindly ask you to extend bid deadline if possible. Due to limited time for samples.

ITB Submission deadline is on 16th October 2024. Please ensure that this deadline is met. The deadline to submit samples is 16th October 2024 at 14:59 hrs—Syrian Time. Please ensure that this deadline is met. However, it's strongly recommended that the supplier include evidence of shipping his sample three days before the deadline with his submitted offer (along with Annex B of the technical offer form), as in this case, receiving the sample after the deadline may be considered (based on the UNHCR decision).

29- According to the official response from the Syrian Ministry of Economy, the import of these materials is not permitted, and it is impossible to manufacture these quantities locally.

As mentioned in the tender documents, the bidder shall confirm their ability to deliver the required kits on FCA (delivery point to be confirmed by supplier), DAP specified delivery locations to the assigned UNHCR warehouse locations, the bidder can offer to all locations or for some locations included in the tender documents.

- 30- We kindly request an extension for the deadline for Invitation to bid ITB-HCR-SYR-2024-326 to be at least by Thursday 24/10/2024. As we need a few days to prepare the samples that would be provided from abroad...

ITB Submission deadline is on 16th October 2024. Please ensure that this deadline is met.

The deadline to submit samples is 16th October 2024 at 14:59 hrs—Syrian Time. Please ensure that this deadline is met. However, it's strongly recommended that the supplier include evidence of shipping his sample three days before the deadline with his submitted offer (along with Annex B of the technical offer form), as in this case, receiving the sample after the deadline may be considered (based on the UNHCR decision).

- 31- With reference to the subject ITB-HCR-SYR-2024-326, We would like to request extension on the sample submission deadline. As you are aware China has been on holiday for the National day Holiday and will only resume work on 8th of October. Sample preparation and dispatch is taking time. We will appreciate if you can extend the sample submission deadline by another 10days so that there is enough time for clearance and delivery of the samples to Syria.

ITB Submission deadline is on 16th October 2024. Please ensure that this deadline is met.

The deadline to submit samples is 16th October 2024 at 14:59 hrs—Syrian Time. Please ensure that this deadline is met. However, it's strongly recommended that the supplier include evidence of shipping his sample three days before the deadline with his submitted offer (along with Annex B of the technical offer form), as in this case, receiving the sample after the deadline may be considered (based on the UNHCR decision).