

Questions and Answers
INVITATION TO BID: ITB/HCR/SYR/24/452
FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR
THE SUPPLY & DELIVERY OF ADULT & BABY DIAPERS

	Questions	Answers
1	BABY DIAPERS: the total absorption capacity for each size, there is a discrepancy between the values mentioned in the Annex A and the Syrian National Standards. Please clarify. In the S.N.S the minimum absorption capacity is from 150 for newborn to 500 ml for extra-large size	Please follow the specifications outlined in the tender where clearly indicated in page 2 from Annex A .
2	Is it acceptable to provide baby diapers made of SAP only?	Yes, SAP is the exact required one and it is acceptable as long as absorption capacity is same as required and fully comply with the requirement as per annex A.
4	could you please consider extending the submission deadline for both samples & offers for Two weeks?	Yes, this has been taken into account, and the closing date for both the offer submission and sample submission has been extended to 2 December 2024.
5	Would you accept different packaging i.e. polybag instead of carton boxes as this will reduce the price.	<p>using polybag only is not acceptable for other packing, The supplier must adhere to the packing instructions in Annex A as a clear way to ensure compliance in Annex A by using first layer of packing polybag and then the packs must be placed in carton made of 5 layers. Please read Annex A page 3 , packing instruction</p> <p>•Packaging Material: Eco-friendly packaging with clear labeling, including size, weight range, quantity, and usage instructions</p> <p>•Packed in a waterproof package, tightly closed to prevent from contamination.</p> <p>•Packs to be delivered in a minimum five layered Roadworthy Carton Boxes.</p> <p>•Content to be printed on the box:</p> <p>oName of the item (“ADULT DIAPERS OR BABY DIAPERS)</p> <p>oUNHCR Visibility: (Blue logo) should be printed on the box (preference white color as background), Dimension of logo on the box should be minimum 20 cm x 15 cm to be printed in the 4 sides of the box (excluding top and bottom).</p> <p>oPurchase Order (“PO”) to be printed on 2 sides of the box.</p>

6	<p>Closing date for receipt of questions is 11 November 2024 if no change to the requirement ordering samples to meet any modifications agreed in the Q&A would need more time to make, would you consider extension the date of receiving the samples</p>	<p>The closing date for submission of offers and sample has been extended to 2nd December 2024</p>
7	<p>it is stated that The outer cover efficiently prevents liquid leakage, made of polyethylene, nylon or non-woven material or similar synthetic and non-allergic material which ensures the required performance Also it says Bilateral double tape which allows for fastening and unfastening (use for more than once). Materials should be breathable to prevent skin rashes and irritation Do you mean materials of the tape to be breathable or you mean the diaper materials to be breathable as nylon is not breathable.</p>	<p>It refers to Diapers materials which indicated in page #1 from Annex A under para :2.TECHNICAL SPECIFICATIONS FOR DIAPERS:, and please note that,this was noted referred to the tape materials. Additionally, regarding the pant style, it is not acceptable.</p>
8	<p>Cover Letter-ITB-452-Diapers says Adult and Baby Diapers to UNHCR Sub Office Qamishli while the financial offer list Damascus, Tartous, Qamishly, Homs, Aleppo, Sweida we follow financial offer?</p>	<p>The tender is launched by Sub office Qameshli, but the offers are for different locations as stated in the financial offers. Do please submit your offers according to the locations sited in the financial offer form. Please note that partial offers per location and items is accepted</p>
9	<p>What is the absorb test method, is it done with pure water or salt water</p>	<p>The test will be done by using pure water not salt water</p>
10	<p>Do you need tape diaper or training pants for the baby diapers Both tape diapers and pant diapers have different advantages. In summary, tape diapers are suitable for newborns up to 6 months. Diaper pants are suitable for babies who are learning to crawl and have a lot of movement and activities</p>	<p>The requirement is Tape diapers as indicated in Annex A page 1.</p>
11	<p>Thick or ultra thin top sheet SAP back sheet.</p>	<p>It's opened for the SAP sheet , no restrictions as long as it is meeting the requirement set in the specifications.</p>
12	<p>Packaging: how many pack in each carton as this is a very important factor and can affect the price as the pricing is per diaper not per pack.</p>	<p>The packing will be within the standard average subject to each size and as stated in Annex A. minimum 4 packs each carton and maximum is 6 packs.</p>

13	<p>Could you please confirm the estimated annual quantity? (in Annex A it was mentioned that Adult Diapers will be 25,000,000 pieces & Baby Diapers 50,000,000 pieces, while in the financial offer it was mentioned that the estimated annual requirement is 250,000 pieces each size). Please confirm. Many thanks in advance.</p>	<p>In Annex A page , we have provided the estimated total quantity Adult Diapers will be 25,000,000 pieces & Baby Diapers 50,000,000 pieces while In the financial offer, however, the quantities are broken down to reflect that each type includes multiple sizes 250,000 pcs for each size. The updated requirement is to reduce the minimum weekly capacity to 235,000 pieces per size and the supplier must indicate the available stock in pices of size which supplier submit offer againts . This adjustment can help manage supplier expectations and align production capabilities with project needs.</p>
14	<p>Absorbent polymers (SAP) consist of a network of hydrophilic polymer chains. Their primary characteristics are their ability to absorb liquids, turn the liquids into gels and hold them even under pressure. When it is applied in diapers, leakage of urine is prevented and it keeps baby's bottom dry. One sample of each size is required</p>	<p>Samples of each of the offered sizes should be provided with the offer. Meaning more than one sample for each of the sizes without limits.</p>
15	<p>This is to kindly enquire about the possibility of either delivering the goods in Jordan or if you can facilitate the process of importing to Syria under your support</p>	<p>We appreciate the proposal you provided. Unfortunately, the first option is not feasible. For the second option, we will assume our responsibility under the DAP Incoterm 2020, as outlined in the tender documents.</p>
16	<p>Is it allowed to submit products imported from Turkey?</p>	<p>Please refer to Annex G– Eligibility declaration. page 2, The bidder has to confirmms in case is awarded a contract, the bidder shall comply with any importing rules and regulations established by the host government (including any Declarations, Decisions or Sanctions stipulated by the Syrian Arab Republic Government or any of its branches) and ensuring the delivery of goods at the final destination.</p>
17	<p>Please guide us that this tender is only for company registered in syria or foreign company also participate in that tender.</p>	<p>This is an open tender; however, please refer to Annex G – Eligibility Declaration, which addresses all inquiries regarding eligibility.</p>

18	We are trying our best to get the samples on time however if the samples did not arrive on the closing date time would you consider the courier voucher that the samples were shipped before the closing date of the tender to accept the delayed samples	The closing date for submission of offers and sample has been extended to 2nd December 2024
19	Referring to the subject tender, we would like to ask you the following: According to our market research, we have noticed that the imported diapers have the privilege of being cheaper than the locally manufactured product (both local and imported products are complies technically), however on the other hand in case locally manufactured diapers were adopted, this will result in having a positive output in Syrian society by supporting local factory and services labor and families. Therefore, could you please inform us which option is more encouraged according to UNHCR? Appreciate your kind feedback.	This is an open tender, and both locally produced and imported diapers are acceptable. However, please note that this is an ITB, and the award will go to the technically compliant offer with the lowest price.
20	How many samples should be submitted ?	at lease two (2) samples of each size must be submitted by the bidders .
21	Is the Data sheet for raw material is required to be submitted in the offer, and for each batch upon delivery?	Yes, the data sheet for raw materials must be submitted with the offer to ensure compliance, and also to be printed on the outer packaging itself.
22	Partial offers per size or per location is it allowed?	Yes, it is allowed
23	Each pack of adult and baby diapers, how many pecies must include?.	Adult Diapers: Packs usually range from 10 to 30 pieces, depending on size . Baby Packs can vary widely, often between 10 to 50 pieces, based on size (newborn to toddler).
24	Currently no logistics company is ready to deliver those samples to Syria because of sanctioned going on. Guide us on that.	UNHCR will support customs clearance approvals only after contract award and issuance of a Purchase Order. For sample shipments, however, responsibility fshipping remains entirely with the supplier, and UNHCR cannot provide assistance during the negotiation phase.