



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

ITB/2017/876

Self-standing Family Tent

Questions and Answers

Date: 13/09/2017

ITB Notes:

No.	Notes
1	<p>The bid submission deadline for the ITB is extended until <u>30 April 2018- 23:59 hrs CET.</u></p> <p>Bidders are kindly requested to send two (2) samples upon successful completion of laboratory testing (passed) for visual inspection, to arrive latest by 15 May 2018 to the following address with the DDP incoterms.</p> <p>UNHCR Central Emergency Stockpile (CES) Showroom J15 Phase 2 Warehouses Dubai Industrial City (Off Emirates Rd, next to DWC/Maktoum Int'l Airport) International Humanitarian City Attn: Mohammad Yaqoob P.O. Box 506013 Dubai, United Arab Emirates Tel. +971 4 447 55 10 Fax +971 4 368 10 06</p>

ITB Q&A:

No.	Question	Answer
1	Are samples without UNHCR logo accepted as well?	The UNHCR logo is part of the technical specifications.
2	<ul style="list-style-type: none"> - Page 4 of cover page: The supplier should send two samples to the testing lab (of which Centexbel is one). - Page 7 of the Technical Spec. document: three tents are required for the testing lab (third tent would be needed to perform the fire retardant field test). - Can you please give some clarification on this (in other words: must the fire retardant field test be performed?). 	<p>The 3 tents samples are part of the technical specifications, as the UNHCR has a protocol to do also a large scale fire test, if needed.</p> <p>However, the large scale fire test is not required at this stage, so follow the ITB requirements for 2 samples.</p>
3	Would it be possible to use 7001-T6 series aluminum poles instead of 6061 – T6 series aluminum?	UNHCR specifications is referring to the use of 7001-T6 series aluminum poles and not the 6061 – T6 series aluminum. The Tent has been tested in wind tunnel and large scale fire tests with 7001-T6 series aluminum poles. The 7001-T6 series aluminum pole has mechanical properties much better and higher than the 6061 – T6 series aluminum.
4	Regarding the Flame retardant standard, which method will be used (2 are mentioned): EN13823 (Min 13823) + CPAI84 (Section 5 & 6) + ISO 4892-2 Type A 36 hours?	At this stage the samples must pass CPAI84 sections 5 and 6 with maximum 10s after flame average and maximum 30s after flame per test piece. Ageing under ISO 4892-2, type A, 360 hours.
5	Who will use the tents: refugees or crew/staff/office?	Primarily the UNHCR's Persons of Concern: refugees, IDPs...
6	Preferred size of the groundsheets?	Please refer to the technical specification 4.8 on page 17 and the tent drawings and design on pages 4, 5 and 6.
7	Preferred size for people living in the tent?	The tent was designed following the sphere standard for an average family of five (5) persons.
8	What canvas will prefer, PU or cotton canvas?	Please refer to the 1.1 specifications for the main tent material on page 7 and the 1.4 specifications for the inner tent canvas on page 9.

9	Need a window and if how many?	Please refer to the technical specification 3.9 on page 14.
10	How much Spare-parts needed?	Please refer to the technical specification for the Repair Kit on page 2 and the specification 5.4.
11	Is it necessary to send two samples of the complete tent for testing including the steel, aluminum and iron components as well as the hammer etc.?	It is necessary to send two complete samples.
12	Is there a minimum number of hours of testing required by the laboratory?	The laboratory will follow the standard tests protocols for the minimum required hours.
13	Regarding section 1.7 – illuminating material – the supplier requires further details about the thickness, hardness, heat resistance, deterioration of visibility due to smoke etc.	Please refer to the technical specification 1.7 on page 10.
14	Would it be possible to see tent samples during the conference in Geneva?	Yes.
15	Page 2 – Shipping marks: Discrepancy between the written content and the picture of bag: In written there are 'purchase order number', 'purchase order quantity', 'project symbol', 'consignee' and 'content' but in picture/artwork there are 'Purchase Order No.', 'Consignee', 'Destination', 'Contents' and 'Packing Unit'.	Please follow the shipping marks on the picture/artwork: 'Purchase Order No.', 'Consignee', 'Destination', 'Contents' and 'Packing Unit'.
16	Unclear if the chimney reinforcement should be made only on the inner tent or also on the outer tent as well. If it is required on the outer tent, the specs for UNHCR logo are probably not enough.	<p>The chimney reinforcements should be placed on both, inner and outer canvas on one tent side. The tent reinforcement on the outer tent is shown in the pictures below. The second picture was taken in-between the two canvases.</p> 

17	Guy point reinforcements - point 3.7. Could you send a clearer picture or even better drawings of the main guy points with elastic shock absorber, extension limiters, etc?	<p>The picture shows the guy point reinforcement with the elastic shock absorber.</p> 
18	Plastic pouch for documentation: It is not clear where to place it. Below the window as is stated on the specs (but in this case the UNHCR does not permit enough space), or maybe near the window, where it seems more appropriate, considering the fact that there is more space available there?	<p>The plastic pouch must be placed beside the entrance doors, 80 cm above the ground (as shown in the photo below). The picture for the technical specification 3.14 was placed wrongly.</p> 
19	Inner tent windows - point 4.5: We can follow above requirement but "closed using a 25mm wide Velcro strip on three sides" is not a good idea as Velcro male easily can damage mosquito net. Are you sure about this point?	The rolling up technique (similar to the shutter of the external window) is also acceptable.
20	Please kindly confirm whether the samples for laboratory test should be printed with UNHCR logo?	The UNHCR logo is part of the technical specifications.
21	Please kindly confirm whether the samples for laboratory test should include the accessories, i.e. 1kg Hammer, Assembly Instruction, Repair Kit, and 4 locks?	It is highly recommended to be included to check the weight and volume, for example.

22	Please kindly confirm whether the samples for laboratory test should include Manufacturer's Identification (manufacturer's name, batch number and production date)?	Supplier identification, batch number, production date and UNHCR logo are required for all samples sent for testing and visual inspection. Supplier ID is the supplier identification/name not the brand/logo.
23	Please kindly accept a second chance for the bidders to raise clarifications after bidder's conference and the first Q&A.	Bidders will have the opportunity to seek further clarifications on the questions raised in this Q&A document until 29 September 2017.
24	Besides the assurance by the manufacturer for their production capacity, is it required to obtain the manufacturer authorization letter as well?	Yes, if the bidder is wholesaler, distributor or trader...
25	The mosquito net used in inner tent doors, windows and ventilation openings shall be treated by insecticide? If so, it is required WHOPES recommendation?	The mosquito net used for the tent is not supposed to be treated by insecticide. However, it is recommended if possible and has no cost implication.
26	In case that we represent a manufacturer to participate in this tender as the bidder, it is required that manufacturer to register with UNHCR? (We will submit our vendor registration form).	No.
27	Due to the lab test would it be possible to extend the current deadline of submission of bid minimum for 6-8 months?	The bid submission deadline for the ITB is extended until <u>30 April 2018- 23:59 hrs CET.</u> Bidders are kindly requested to send two (2) samples upon successful completion of laboratory testing (passed) for visual inspection, to arrive latest by 15 May 2018 to the following address with the DDP incoterms. UNHCR Central Emergency Stockpile (CES) Showroom J15 Phase 2 Warehouses Dubai Industrial City (Off Emirates Rd, next to DWC/Maktoum Int'l Airport) International Humanitarian City

		Attn: Mohammad Yaqoob P.O. Box 506013 Dubai, United Arab Emirates Tel. +971 4 447 55 10 Fax +971 4 368 10 06
28	Each Pole is made in several pipe pieces, we need to know which piece of pipe need to bend and what is the bend size. (It is necessary for uniformity of poles of all suppliers)	Please refer to the additional technical specification attached for the poles.
29	In Section 5.4 it is mentioned three pole repair sleeve, please advise the length of each sleeve and please clarify whether it is the inserted pipe or outer pipe.	The pole repair sleeves are outer poles and should measure 20 cm each. The picture below is showing the repair poles. 
30	What is the length and width of the shade net middle part (made of PE).	Please refer to the technical specification 6.1 and the tent drawings and design on pages 4, 5, and 6.
31	Whether PE is stitched over the shade net or single layer PE stitched in the middle.	The shade net is made by a single PE layer stitched in the middle.
32	What is the of size of over lapping in inner partition.	The size of the overlapping part of the partition should not be below 25 cm. 
33	What is the size of illuminating strips place on inner doors.	The 2 vertically placed strips: minimum 5x50 cm The horizontally placed strip: minimum 5x25 cm

34	In section no 5.3 it is mentioned the ropes are black where as in photos shade net ropes are red. Please clarify.	The ropes should be black.
35	In the middle of the outer tent where all 4 pipes intersecting each other there is a patch shown in the picture, please advise the size and material used for this patch.	The patch should be squared, with sides of at least 85 cm.
36	Packing bag of tent it is mentioned in specs "the bag must be secured with two webbing straps, each with a self-locking buckle that will not slide during transportation. Each strap provides two handles. The straps must not be sewn to the bag" where as in picture of bag it is stitched to the bag and there are no self-locking buckles.	<p>The two webbing straps are external to the bag, to be added to secure the bag and be used for handling and transporting purposes.</p> 
37	The ITB documents refer to 2 samples, the product specifications indicate 3 samples for the laboratory? Please confirm.	See question no. 2 above.
38	Point 3.2.15 Registration documents of factories where part of the products or components are produced. A tent has many different components; different fabrics, different steel parts, different ropes, many different steel accessories, plastic accessories, webbing, velcro, etc, where do we draw the line?	This refers to the major parts of the tent e.g. fabrics, plastic tarpaulin...
39	The loadability as indicated on the product sheet, have they been tested in real time? The bag sizes are not in line with the container load ability to our opinion.	They have not been tested in real time for large quantities as the tent is a new UNHCR product. Bidders are encouraged to propose alternative options with more improved container utilization.

40	Please confirm the type of pallets? Cage pallets as for the family tent?	The details of the pallets are indicated in the tender document, alternative packaging can be advised by the bidders.
41	We have noticed in the product specifications that the FR test is conducted on a new complete sample. Is it not advisable to perform the FR test on the tent which was used for the rain test. Doing so it will also be an indicator that the FR treatment is lasting to weathering.	The large scale fire test is not required at this stage so follow the ITB requirements for 2 samples.
42	Markings, taking into consideration possible white stocks, would it not be more flexible to work with a plastic pouch in which we can insert markings even after goods have been produced?	Taking into consideration the possible white stock arrangements, a sealable plastic pouch bag should be used, instead of printing the shipping marks on each bag, UNHCR logo printed on the bag in advance.
43	Weight of the main PE fabric. Since this is the same material as UNHCR tarpaulins why not using the same weight requirements ; 190 gsm +/- 20 gsm	Please follow the technical specification 1.1 on page 7. If plastic tarpaulin is used, it needs to follow the other technical specifications in addition to the specific weight.
44	Is UNHCR considering 100% Breathable soft feel polyester fabric FR? By accepting this the complete tent would be made of synthetic fabric and thus no longer fungi sensitive in usage and it will extend the shelf life. Another benefit is that this fabric can be disinfected without impacting the FR treatment. Last the FR treatment for such fabrics is in the core of the yarn and not on the surface, the end user of the tent will not be in direct contact with the FR chemicals and thus not exposed to possible health risks. This type of fabric has already been accepted by UNHCR for the winterization kits.	UNHCR inner tent specifications is almost similar to the inner tent of the current UNHCR Standard family Tent. The field's tests, wind test and large scale fire test have been conducted/tested with poly-cotton inner tent with positive results. UNHCR doesn't have much experience with the 100% polyester fabric.
45	There is no requirement for a fungi treatment on the inner tent fabric. The fabric will be used inside a non-breathable outer tent, the risk for fungi growth is extremely high with Polyester / Cotton fabric. This is not the case with fabric as in point 44.	As mentioned in question no. 44 for the current UNHCR Standard Family Tent.
46	The FR capacity of the inner tent fabric needs to resist to 360 Hrs of UV weathering in Xenon light, but the tent fabric is not exposed to UV light?	As mentioned in question no. 44 for the current UNHCR Standard Family Tent.

47	The FR standard used, CPAI 84, has also a part in which they perform leaching test. The inner tent itself is not exposed to rain so in theory the FR surface treatment would not suffer from FR performance loss unless from Fungi attack (not the case with fabric as in question 44) please confirm if leaching is still required. Note that the CPAI84 standard used by UNHCR is already an adapted one with a longer after flame.	Please follow the FR specification CPAI 84 test section 5 and 6 with maximum 30 s after flame per test piece.
48	Please verify the weight for the mosquito net fabric? When using Polyester UNHCR require 85 gsm and for PE only 38 gsm?	Please refer to the technical specification 1.6 on page 10.
49	The illuminating strips are placed on the inside of the tent, the outer tent fabric is supposed to be opaque, how can the strips be charged by sunlight? Should they not be placed around the door on the outside of the tent?	The proposed specification is to absorb the light and not the direct sunlight.
50	Does UNHCR also accept aluminum alloy 6061? It is a more common available alloy and would allow to build up a better supply chain.	As mentioned in question no. 3 above.
51	Is it allowed to reduce the number of elements of the rods (length of complete rods will remain same, but each element will be longer and thus less elements). Less elements is also less connectors which will increase strength of rods.	Please follow the additional technical specification attached.
52	Pegs, we recommend same pegs with rounded head as for the family tents. This will be avoiding protruding the mud flap.	Alternative rounded heads pegs are acceptable, too.
53	If the ropes are meeting the required min 3000 N, can we also use rope with less diameter?	The tent has been tested in the fields and the wind tunnel with the proposed ropes diameters. Technically, there are many different types of the ropes are available on the market but we have to precise a certain type. It is not recommended for another ropes that might need additional test/s.
54	There is a requirement for a chimney reinforcement on the inner tent, but the requirements of the outer tent do not specify any?	See question no. 16 above.
55	Would a bag with a U-shape zipper be accepted? It will make the packing into the bags much easier.	Yes, but should be with large opening for easy usage.
56	For "Quantity of Sample to the laboratory", please clarify how many tents should be sent as a sample to the laboratory? It is	See question no. 2 above.

	indicated "Three (3) complete tents" under No. 1 Materials on page 7 of Annex B, but it under article 3.1.1 of ITB document it is indicated "two (2) samples".	
57	For "Warranty/Guarantee Period": please clarify minimum warranty period is One (1) year or Two (2) years? On page 1 of Annex B it is said minimum lifespan of One (1) year, while under article 3.2.16 on page 9 of ITB document it is Two (2) years.	Warranty/Guarantee period: 2 years (after delivery) Shelf life (storage time): Min. 5 years (under normal storage conditions) Lifespan (usable life): Min. 1 year Please note that the warranty duration of the product cannot exceed the lifespan after deployment, or whichever comes first.
58	The conference schedule has been delayed. Will the overall schedule be changed, if the bid closing date will be extended?	See question no. 27 above.
59	The below pictures under "Annex B" show that the aluminum pipe is bending. Please clarify if the UNHCR requires the use of bended aluminum pole for tent column?	See question no. 28 above.
60	For "Shipping Marks": is it necessary to print the shipping marks on the outer single bag for each P.O? If it is acceptable to print shipping marks and affixed to the outer single bag?	A sealable plastic pouch bag should be used, instead of printing the shipping marks on each bag, UNHCR logo printed on the bag in advance.
61	Anchoring system of the arch poles (blue colored pole) supporting the entrance walls. We propose to the replace the spring steel clips and triangle shaped anchoring points by 6 fixed loops of 50mm PE fabric and 10 webbing loops with Velcro closure of which 4 are used as anchoring points. In this way, the tent poles keep its natural shape and gives better support to the entrance walls. The anchoring points are directly connected to the pole.	The metal clips can be replaced by webbing loops with Velcro closure, if they are in compliance with the tent's lifespan and they do not compromise the structural characteristic of the tent. As shown in the technical specification 3.4 on page 13.
62	Anchoring system of the ridge pole (green). We suggest adding extra PE fabric loops to support the ridge pole (green, ridge pipe).	Extra PE fabric loops to support the ridge pole are acceptable.

63	<p>Anchoring system, inner central. Is it possible to add an extra toggle and loop hanging point in the center of the tent for better tension of the inner tent?</p>	Please refer to the technical specification 3.6 on page 13.
64	<p>Pegs We would like to suggest combining guy lines to be attached to the 6 main T-stakes, and repositioned the J-pegs and replace some J-pegs to lighter weight 6 mm L-pegs. As a result, you will have:</p> <ul style="list-style-type: none"> • 6x T-stake 25x25x400 for the main guy points • 6x J-peg 8x300 rebar for the tent pole foot plates • 8x L-peg 6x300 rod for anchoring the entrance walls 	<p>Please refer to the following: 6 x 400 mm T-shaped pegs (25x25mm)-four in the corners and two in the side centers. 14 x 300 mm candy shaped pegs (8 mm rod): -four in the corners and two in the side centers for the tent footplates (6) -two for each door (4) -two additional for each side, for the hooks between the footplates (4), as shown in the picture below.</p> 
65	<p>Mud flaps. We suggest to have a larger watering holes on the anchor pockets of 25mm Ø rather than 10mm Ø .</p>	25 mm holes are also acceptable.
66	Please confirm that the footplate is attached to the outer tent and not to the inner tent. In case the footplate is attached to the inner tent, it will not be possible to set up the outer tent without inserting the inner tent first.	The footplate is attached to the outer tent. However a strip should connect the footplate with the inner tent, as shown in the picture below.

		
67	<p>With regards to the deadline for receipt of the offers, we would like to seek an extension until December 2018 for successfully submitting a lab report along with our financial offer.</p> <p>Kindly note, suppliers will be able to start the production of the first sample upon receipt the Summary of Q&A that will be published by 31st August 2017 according to the calendar of activities shared by UNHCR.</p> <p>The sample production will take around two months and the samples will be dispatched to the laboratory for testing. Depending on the resources of the laboratory and equipment availability, testing will take around 6 months. In case that there is any non-compliance in the testing parameters, the supplier will have to make new samples and send to the laboratory for re-testing. This will take additional 8 months (2 months for sample production + 6 months for testing).</p> <p>Considering the above, we would like to seek an extension of the tender closing to December 2018.</p>	See question no. 27 above.
68	<ul style="list-style-type: none"> • Is it important that they can take it with them. • Is it important that they can set it up yourself • Is it important where they are produced, Asia, Africa, Europe. 	<p>-Depending on the circumstances, but yes.</p> <p>-Yes.</p> <p>-It will depend on many factors, capacity and lead time playing a major role.</p>

	<ul style="list-style-type: none"> • Is it important the manufacturer has it in stock and where. • Where are they going to be delivered - which transport costs. • Can we deliver packed with the tent. Light, blanked, food, water, partition wall, oven, mosquito nets and so on. 	<p>-Stock arrangements and its location will be mutually agreed with the awarded bidders after establishment of Frame Agreements.</p> <p>-The tents will be delivered to the UNHCR operations worldwide. UNHCR has nominated freight forwarders for delivery from the supplier FCA locations to the operation sites.</p> <p>-The current requirement is only for self-standing family tent. Depending on the requirement of operations, UNHCR usually establishes separate agreements for each commodity.</p>
69	The 3 tents samples needed, when and where do we have to send them?	<p>Please refer to the ITB document point no. 3.1.1 and 3.1.2.</p> <p>Kindly send:</p> <ol style="list-style-type: none"> a) two (2) samples as soon as possible to the designated laboratories for testing b) two (2) samples upon successful completion of laboratory testing (passed) for visual inspection to UNHCR Dubai stockpile, see question no. 27 above.
70	UNHCR logo: will you provide us with the vector format in order to incorporate it to the tents?	We are attaching the EPS formats of the vertical and horizontal UNHCR logos.
71	Do you accept black or blue or PE shade net?	Please refer to the technical specification 1.5 for the shade net on page 9.
72	Please clarify why the elastic shocks absorbers are on the end (top) and not close to the pegs?	The elastic shocks absorbers are not placed near the pegs in order to avoid misuse and improper set up.
73	Would it be possible to send an AQL for the specification?	Yes.
74	Do you share the technical evaluation matrix with the bidders?	No, this is an internal document. Please refer to the ITB document point no. 5.2 for the bid evaluation details.
75	The blue arch mentioned 8 but it is 7 on the physical sample. Will there be any flexibility?	Please refer to the additional technical specification attached for the poles.
76	Please specify the number (22 or 14 or 16) and location of each peg?	See question no. 64 above.

77	Do you accept illuminating ropes?	Yes if they pass the other technical specifications in the section 5.3.
78	Do you accept alternative door locking solution for the tent?	We accept alternative door locking solutions as long as they guarantee an appropriate opening mechanism from the outside as well as from the inside of the tent.
79	Would UNHCR be willing to review an alternative offer of a shelter solution under this ITB?	No.