Questions and Answers

REQUEST FOR PROPOSAL: No. RFP/OD-MENA-BA/ADMIN/2022/009 FOR THE SUPPLY, AND INSTALLATION OF MOTORIZED SHADES SYSTEM

1. Kindly advise type of glazing and its technical specifications if available.
   o Please refer to page no. 5 of this document.
2. What is the electricity tariff applicable to UNHCR?
   o 0.15JD/KWH
3. Does the building have any green certification?
   o No
4. Is there any LEED checklist?
   o Namely the system would contribute to the energy performance of the building and lighting control of the environment leading to better occupants ‘comfort. The following is a non-exhaustive list of the LEED credits that can be contributed to:
     ▪ Energy & Atmosphere (EA) Credit 1
     ▪ Indoor Environmental Quality (IEQ) Credit 6.1, Controllability of systems - lighting
     ▪ IEQ Credit 6.2, Controllability of systems - thermal comfort
     ▪ IEQ Credit 7.1, Thermal Comfort - design
     ▪ IEQ Credit 8.1 Daylight and Views - Daylight (views for 75% of the space)
     ▪ IEQ Credit 8.2, Daylight and Views - Daylight (views for 90% of the space)
     ▪ Innovation and Design Credit 1.1
     ▪ Sustainable Sites (SS) Credit 8
     ▪ Materials & Resources (MR)
5. What is the targeted LEED certification if required?
   o Currently, we are not targeting any certification, but we need to know how many points the system can contribute toward a LEED certification.
6. What kind of simulation do you require?
   o The simulation should take into consideration the existing building materials, the building location and orientation, the provided furnished layout, and the selected blinds fabrics’ solar performance metrics. These elements should be considered in the simulation to suggest the most suitable fabrics to be used throughout the building to achieve the objectives of ToR. The simulation should be used to support the decision-making process for the selection of fabrics by the bidder.
7. What type of glazing is used (Double/ Single)?
   o Double
8. Do you have a building elevation? This is required to understand the facing of the building and the direction of the sunlight and wind.
   o UNHCR provided building elevation that includes the building orientation. The Plus code 8G3QXV2R+WG is for the area of the UNHCR building.
9. Can one company take the windows measurement and share it with other bidders?
   - All available documents with drawings/measurements have been shared with interested bidders and a site visit has been organized on 15th October (and strongly encouraged to undertake, as mentioned in the tender document) to enable all potential bidders to obtain any additional needed information. Ultimately, it is the responsibility of the bidder to take the exact measurement upon the contract award.

10. How can the company access the cables in the false ceiling?
    - There is no service access inside the office rooms, it’s only available in the corridors. Also, the contractor can access the ceiling from the existing lighting fixture units and exhaust air outlets.

11. Who is responsible to provide electrical cables?
    - Bidders are responsible to provide the cables. Conduits are available that can be used for cabling. In case of required to open an access panel, it’s the responsibility of the bidder to open it.

12. Who is responsible to provide the wiring diagram?
    - Bidders are responsible to provide the electrical drawing, and there will be an electrical engineer to supervise the installation process. For clarity, we refer here to the electrical plan for the wiring of the power and control of the motorized shades.

13. The practice in Jordan states that the customer’s responsibility is to hire a consultant to conduct the site survey, provide simulation, cabling, and recommendation on the fabric selection, and connect the curtains to the automation system. Can UNHCR hire a consultant to conduct the study and the contractor to supply and install motor and fabrics only?
    - UNHCR is looking for an experienced provider that can deliver a turn-key solution. Thus, it is the responsibility of the bidder to hire the consultant or sub-contract if such expertise is unavailable within the provider structure.

14. How the connection between the controllers, motor and the control room will be?
    - Motor controllers will be connected to the KNX bus and the controlled motor(s). The KNX bus will be terminated on a KNX “gateway” which will be located in the telecoms room of each floor. The KNX “gateway” will also be connected to an IP network dedicated for security and control systems. It is the responsibility of the company to connect the controllers to the motors and the KNX bus up to the telecoms room on each floor including the wiring of the KNX bus. The provided system should be integrable and able to communicate with the BMS (Building Management System)/BAS (Building Automation System) which will be installed in phase 2.

15. Are there any other manufacturers who can produce 100 million motors over a period of 10 years?
    - Yes, there are.

16. Is the connection between the controller and motor wire or wireless?
    - The required specification for commercial building, and the required connection is wired.

17. Is the remote control required in phase 2?
    - The remote control is required only in phase 1, but not in phase 2. Receivers will be dismantled, and the remote controls will be obsoleted in phase 2; the system will be controlled through BMS. Some remote controls may remain functional with certain users.

18. Will the controller operate the entire building simultaneously, or per office?
    - The controller should operate office by office for each piece of the blind.

19. Who is responsible for providing the system Gateway?
    - UNHCR will provide the Gateway, and it is the responsibility of the company to do the wiring and connect the system (Power and KNX) all the way until the KNX “Gateway” in the telecoms room on each floor. Please refer to A21.

20. Are there any restrictions for labors to enter the building? And what is the convenient working time?
    - The awarded company will be granted for unrestricted access during the weekend from Thursday 05:00 PM to Sunday 07:00 AM. During the weekdays, the company is allowed to work
after working hours. UNHCR working hours are 08:30 to 05:00 PM from Sunday to Thursday. We can also grant access to certain floors for 24 – 48 hours during weekdays.

21. Is the motor country of origin limited to specific countries?
   o No, as long as the technical specification meets UNHCR requirements, and is supplied through an authorized dealer in Jordan.

22. Who will be conducting the technical and financial evaluation?
   o The bid evaluation will be conducted and reviewed by different independent committees, in order to ensure segregation of duty and in line with UN/UNHCR Procurement Rules.

23. Are the items and Sqm Qty fixed or variables?
   o This is a frame agreement for a duration of one (1) year with the possibility of a one (1) year extension. There is no obligation on UNHCR to buy certain Qty, and the Sqm Qty may vary depending on UNHCR requirements. Other UN agencies may piggyback on the same contract, and it's the company's decision to accept or refuse the contract extension. Items and Prices should be fixed during the contract duration. The Sqm Qty mentioned in the tender documents is an indicative number as per a given scenario. The actual items and Qty for any specific project should be listed in Annex B2 (BoQ-Revised) without mentioning the item price.

24. How should bidders list the item price?
   o Item prices should be inserted in Annex C (Financial offer).

25. Can the bidder price per LOT including all accessories for each item separately?
   o Bidders can price per LOT, in the meantime, itemized pricing is required -mandatory- by filling Annex C. To clarify, per LOT should refer to the pricing per point of controllable motorized shade.

26. Are there any specific offices that may require a specific type of fabric e.g., blackout, two layers... etc.?
   o The bidders should propose the right solution to achieve the requirement as specified in the ToR taking into consideration the designation of the office space as per the provided layout plans.

27. Does UNHCR have the heat load analysis?
   o UNHCR provided a furnished layout plan showing the designation of all spaces including the number of occupants in each space. Each occupant has normally a laptop and one 24” monitor. 20% of the occupants has two 24” monitor.

28. Is the light gap acceptable?
   o Yes, except in meeting rooms or where it is deemed necessary as per best practices, it should be Zero Gap. The provided furnished layout plan and the designation of the spaces should guide the design needs as per best practices. The company is responsible for the provision of any channel or required accessories. Curtain overlap is unacceptable.

29. Can the bidder offer different solutions?
   o Yes, the bidder can offer different solutions like different fabrics, motors... etc. UNHCR is encouraging all suppliers to provide at least two designs as per the below design rules:
     - Design 1: One-motor/shade-per-window design rule. This design would aim to fulfill all the ToR requirements using one motor/shade only per window -this design would prioritize the initial cost of the project when fulfilling the ToR objectives-
     - Design 2: One-or-two-motor/shade-per-window design rule. This design would aim to fulfill all the ToR requirements using one or two motor/shade per window as per the needs of the design -this design would prioritize the fulfillment of the ToR objectives over the initial cost element of the project.

30. Shall the motor and fabric prices include all accessories, or should be priced separately?
   o Any accessory related to the motor or fabric should be included with the main item price. To clarify, all accessories that are needed for the motor to function and be installed should be included in the price of the motor. All accessories that are needed for the fabric to be usable and attached to the motor should be included in the price of the fabric.
31. Is bidder required to provide samples?
   - No.

32. In case of unavailability of the required unit or item specification, can bidder offer different specification?
   - If a unit or system with the exact same specs/capacity does not exist in the offered manufacturer range, please provide the closest capacity unit or system that is available by the manufacturer.

33. Do all employees leave at the end of the working day by 5:00 PM?
   - Most of the employees leave at 5:00 PM, but some employees remain at the office beyond the working hours.

34. Is the language of the proposal should be in English?
   - Yes, the proposal language should be English.

35. Can UNHCR split the award (Electrical and provision of curtain) as some companies do not have electricity installation expertise?
   - No, the contract award cannot be split. UNHCR is looking for a single company to conduct the entire project and be responsible for deliverables. Sub-contracting is allowed, but it should be through the awarded bidder.

   - In case there is no space to install the curtain in the ceiling, can we install it in the false ceiling? All curtains should be mounted to the soffit, unless it is not doable, the bidder is requested to mention in their proposal with the exact method of installation on either a false ceiling or on the side face of the gypsum board bulkhead.

36. Can the security cable bolts be removed in order to install the curtains?
   - Those bolts are available only on the third floor, and the available space is enough to install the curtains. Bolts can’t be removed.

37. Which credit is more important, Energy or Daylight?
   - Energy. To clarify, the solution should prioritize the optimization of energy use in the building over other aspects of the ToR objectives (i.e. occupants’ comfort etc.).
**Glass performance data simulation**

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<tr>
<th>Light properties - NFRC 200 and NFRC 300</th>
<th>Thermal transmittance - NFRC 100-2010</th>
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</thead>
<tbody>
<tr>
<td>Visible transmittance : $T_{vis}$</td>
<td>$U$-factor (winter/night) : $[W/(m^2.K)]$</td>
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<tr>
<td></td>
<td>$U$-factor (summer/day) : $[W/(m^2.K)]$</td>
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<tr>
<td>External visible reflectance : $R_{vis}$</td>
<td>$U$-factor (winter/night) : $[Btu/(h.ft^2.F)]$</td>
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<tr>
<th>Energy properties - NFRC 200 and NFRC 300</th>
<th>Acoustic properties - ASTM</th>
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<td>Solar transmittance : $T_{sol}$</td>
<td>Sound transmission class - ASTM E413 : STC [dB]</td>
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<tr>
<td>External solar reflectance : $R_{sol}$</td>
<td>Outdoor-Indoor transmission class - ASTM E1332 : OITC [dB]</td>
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<td>Internal solar reflectance : $R_{sol}$</td>
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<td>Solar abs. glass 1 : $\alpha_1$</td>
<td>Thickness and weight</td>
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<td>Solar abs. glass 2 : $\alpha_2$</td>
<td>Nominal thickness : [mm]</td>
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<td>Shading coefficient : SC</td>
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<td>UV transmission : $T_{uv}$</td>
<td>Weight : [kg/m²]</td>
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<td>Solar heat gain coefficient : $SHGC$</td>
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<td>Relative heat gain : $RHG [Btu/h.ft^2]$</td>
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1. The two single number ratings, Sound Transmission Class (STC) and Outdoor-Indoor Transmission Class (OITC), correspond to the glazing with dimensions 1230 mm by 1480 mm tested in a notified laboratory conditions following EN ISO 10140-3. In-situ performances may vary according to the effective glazing dimensions, supporting system, installation, environment, noise sources etc. The accuracy of the given single number ratings is +/- 2 dB.

* The data are calculated using spectral measurements that are conform to standards EN 410 and WES/WINDAT. This product is not officially registered in the KIDB.