

**ITB/HCR/SYR/26/2716**

**for the establishment of a frame agreement for the supply and delivery of Winter Clothing Kits in Syria for the duration of two years, extendable for an additional period of one year (2+1)**

**Pre-Bid Conference meeting:**

Kindly refer to the below main points being discussed during the pre-bid conference meeting:

The Frame Agreement is for supply and delivery of winter clothing kits in Syria.

Contract duration: 2 years with an optional 1-year extension.

Estimated annual requirement: 100,000 kits, it does not represent a commitment that UNHCR will purchase the above quantity. Quantities may vary and will depend on the actual requirements and funds availability each order will be regulated by the issuance of individual Purchase Orders against the Frame Agreement.

The list of items per kit and per option are mentioned in Annex A-List of items per option

The kit price submitted shall be the same regardless of the option.

The main Mandatory documents are to be submitted as per our tender documents:

- Business registration certificate
- Vendor registration form
- Financial statements (2 out of last 3 years)
- Signed declarations and eligibility forms
- Tax registration documents
- Bid security (USD 5,000 or equivalent)

The main Technical Requirements of this tender:

- Full compliance with Annex A (technical specifications).
- Submission of samples before bid closing date.
- Minimum production capacity: 6,000 kits.
- Minimum shelf-life requirement: 1.5 years.

Financial Evaluation of the tender:

- Based on lowest price among technically compliant bids.
- Same price must be applied for all kit three options. The ordered qty per option shall be confirmed in the purchase order as the same price per kit shall be applied regardless of the option requested.

Logistics and Delivery:

- DDP UNHCR Damascus warehouse : Supplier manages full delivery and customs clearance.
- DAP UNHCR Damascus warehouse: UNHCR handles customs; supplier delivers to warehouse.
- FCA: Supplier delivers to named location.
- UNHCR is not responsible to provide any facilitation letters for transportation or for customs clearance in case of ordering on DDP basis.

Submission Process

- All submissions must be via Cloud ERP.
- Late submissions will not be accepted.
- The bidder shall arrange to register in the online platform and upload the required documents within a sufficient time before the bid closing date and time; the platform will be closed for submission of offers at the closing date/time and no offers can be received after.

## **Questions and Answers:**

**Q1:** We would like to clarify whether international bidders are eligible to participate in this tender without local registration in Syria. We would appreciate your confirmation as to whether our company is eligible to participate in this bidding process.

**A1:** All bidders either registered in Syria or outside Syria are eligible for participation in this tender provided they can meet the delivery requirements.

**Q2:** Please confirm if the 3-year requirement is final and absolute for the newly registered legal entity. Or can we submit our prior individual registration history and current UN contracts as proof of eligibility?

**A2:** the 3-year requirement is mandatory for UNHCR tenders

**Q3:** We kindly request clarification on the following points:

Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:

Please provide a picture or illustration of the required envelope-style neckline.

Please clarify the positioning of the 3-snap crotch closure. Additionally, would it be acceptable to use 5 snaps instead of 3 to facilitate easier dressing and diaper changing?

**A3:** Regarding Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:

The neckline requirement specified in Annex A remains unchanged and shall be fully complied with.

The required neckline is an envelope-style construction, meaning a cross-over shoulder opening design where the fabric layers overlap to allow the garment to be easily expanded for dressing without the use of buttons, snaps, or zippers at the neck.

For avoidance of doubt, alternative neckline constructions, including snap/button neck openings or standard V-neck designs, are not acceptable.

In case of any inconsistency between illustrations (photos) and written specifications in Annex A, the written specification shall prevail.

The crotch closure requirement specified in Annex A remains unchanged.

The item shall include a 3-snap crotch closure as specified. The snap configuration shall be designed to ensure proper fastening and ease of use in line with standard bodysuit construction practices.

Alternative configurations, including increasing or modifying the number of snaps, are not permitted. Compliance will be assessed strictly against the specifications stated in Annex A.

**Q4:** Regarding Item #9 – Adult Female Underwear Panties (Briefs): The hip measurement for Size Large appears to contain an error in the specification table. Please clarify and provide the correct required measurement.

**A4:** Regarding Item #9 – Adult Female Underwear (Briefs):

Please be informed that Annex A has been updated through an official corrigendum.

The revised specifications for Item #9 are as follows:

Hip circumference:

Size M: 94 cm

Size L: 100 cm

Size XL: 106 cm

Finished garment weight:

Size M: 60 g

Size L: 70 g

Size XL: 80 g

Bidders shall ensure full compliance with the updated Annex A specifications when preparing their offers and samples.

All other requirements of Annex A remain unchanged.

**Q5:** We would like to clarify the commercial offer submission process. Is there a specific document/template provided for submitting our pricing quotation, or should we enter the pricing directly into the portal?

**A5:** Yes, please refer to Annex C-Financial offer form so you can confirm your prices in the form accordingly.

**Q6:** We noticed that a Bid Security is required for this tender. However, no guarantee template is attached in the tender documents. Could we adopt the standard template issued by our bank? Meanwhile, please kindly provide the full beneficiary information including UNHCR Syria bank account details. It will take 15 working days to process the Bid Security issuance. We would appreciate your prompt reply.

**A6:** No need to add UNHCR banking details to the bid security template, it will be only issued in the name of the United Nations High Commissioner for Refugees.

**Q7:** Baby Onesie (Item#8)

Fabric: it is mentioned that the fabric must be 80% Cotton & 20% Polyester (Elastin/Lycra). However, the standard onesie in the local market is made of Double-Knitted Cotton and does not contain Elastin/Lycra. Could you please confirm the fabric requirements?

Noting that the attached picture in Annex A is more likely made of velvet.

Stitching: Could you please provide us with an illustrative picture of the flatlock stitch, taking into consideration that this type of stitch can only be applied to the neck and cuffs excluding the edges.

Neckline: For the neckline we need an illustrative picture for the envelope type, which will help clarifying whether it means a V shaped neckline as per picture 1 or is it like picture 2? Noting that the envelope type in picture 2 presents difficulties in sewing, as it is more time-consuming.

**A7:** Regarding Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:

The fabric composition requirements specified in Annex A remain unchanged. The offered fabric shall contain a minimum of 80% cotton and a maximum of 20% polyester and shall comply with all other requirements specified in Annex A, including fabric construction, quality, safety, and performance requirements.

Bidders may propose fabric compositions that meet these requirements. Compliance with the technical specifications will be assessed based on the requirements stated in Annex A.

The neckline requirement specified in Annex A remains unchanged and shall be fully complied with.

The required neckline is an envelope-style construction, meaning a cross-over shoulder opening design where the fabric layers overlap to allow the garment to be easily expanded for dressing without the use of buttons, snaps, or zippers at the neck.

For avoidance of doubt, alternative neckline constructions, including snap/button neck openings or standard V-neck designs, are not acceptable.

In case of any inconsistency between illustrations (photos) and written specifications in Annex A, the written specification shall prevail.

The stitching requirement specified in Annex A remains unchanged.

Flatlock stitching shall be applied in accordance with Annex A specifications to ensure comfort, durability, and suitability for infant wear. The specific application shall be consistent with standard manufacturing practices for such garments.

Compliance will be assessed against the requirements stated in Annex A.

**Q8: Adult Female Underwear Panties (Item#9)**

Weight: please confirm the weight of this item, as it is stated that both L & XL size have the same weight 80g despite the significant difference in dimensions. We suggest the weight to be 60g Medium, 65g Large, 70g XL.

**A8: Regarding Item #9 – Adult Female Underwear (Briefs):**

Please be informed that Annex A has been updated through an official corrigendum.

The revised specifications for Item #9 are as follows:

Hip circumference:

Size M: 94 cm

Size L: 100 cm

Size XL: 106 cm

Finished garment weight:

Size M: 60 g

Size L: 70 g

Size XL: 80 g

Bidders shall ensure full compliance with the updated Annex A specifications when preparing their offers and samples.

All other requirements of Annex A remain unchanged.

**Q9: Adult Thermal Underpants (Items#5&6)**

Fabric: Is the fabric the same as the sweater's fabric? which is napped (brushed or fuzzy) from the interior.

**A9: Regarding Items #5 and #6 – Adult Thermal Underpants (Men and Women):**

The items are intended as thermal underpants designed for use as base-layer garments worn under clothing for insulation and layering purposes, as reflected in the item description and the “fit” requirement specified in Annex A.

As indicated in point 7 of the specifications, the garments are required to have a slim fit with stretch suitable for layering under clothing. This requirement defines the intended functional use of the item as an inner thermal layer designed to closely follow body shape while ensuring comfort and flexibility during movement.

The fabric composition, construction, sizing, and all other technical requirements remain as specified in Annex A. These requirements were defined to ensure appropriate warmth, durability, comfort, and suitability for humanitarian use.

With regard to the bottom opening (leg opening) design, the specification does not prescribe a specific finishing type (e.g., elastic tightening or straight hem). Instead, the requirement is based on achieving a slim-fit garment with sufficient stretch to ensure proper fit around the leg and ankle area when worn as a base layer. Accordingly, bidders may propose a construction that meets the overall functional requirement of close fit, comfort, and layering suitability, in line with the specifications. Illustrations (photos) included in the tender dossier are for reference purposes only to support understanding of the general product concept. In case of any difference, the written specifications in Annex A shall prevail.

All dimensions, including waist and leg opening measurements, are defined in Annex A and shall be strictly followed.

**Q10: Kids' Knitted hat (Item#4)**

Tolerance: we would like to request if the tolerance range can be increased to 5%. Since the manufacturing process for this item involves manual work, slight variations in dimension might occur. However, these variations will not affect the comfort of this product, as the material is stretchable.

**A10: Regarding Item #4 – Kids' Knitted Hat:**

The specifications provided in Annex A remain unchanged and shall be fully compliant with.

The dimensional tolerances specified in Annex A are applicable as defined. Requests to modify or increase tolerance levels, including proposals for a 5% tolerance, are not accepted.

All samples and production shall strictly comply with the dimensions and tolerances stated in Annex A.

**Q11: Our standard trouser waist sizes are 30, 35 and 37. The sizes specified in the tender document are 39, 43 and 47, which appear overly large. We would like to confirm the required sizes prior to sample production.**

**A11: Regarding Items #5 and #6 – Adult Thermal Underpants (Men and Women):**

The items are intended as thermal underpants designed for use as base-layer garments worn under clothing for insulation and layering purposes, as reflected in the item description and the “fit” requirement specified in Annex A.

As indicated in Item 7 of the specifications, the garments are required to have a slim fit with stretch suitable for layering under clothing. This requirement defines the intended functional use of the item as an inner thermal layer designed to closely follow body shape while ensuring comfort and flexibility during movement.

The fabric composition, construction, sizing, and all other technical requirements remain as specified in Annex A. These requirements were defined to ensure appropriate warmth, durability, comfort, and suitability for humanitarian use.

With regard to the bottom opening (leg opening) design, the specification does not prescribe a specific finishing type (e.g., elastic tightening or straight hem). Instead, the requirement is based on achieving a slim-fit garment with sufficient stretch to ensure proper fit around the leg and ankle area when worn as a base layer. Accordingly, bidders may propose a construction that meets the overall functional requirement of close fit, comfort, and layering suitability, in line with the specifications. Illustrations (photos) included in the tender dossier are for reference purposes only to support understanding of the general product concept. In case of any difference, the written specifications in Annex A shall prevail.

All dimensions, including waist and leg opening measurements, are defined in Annex A and shall be strictly followed.

**Q12: Please advise the bottom opening measurements of the trousers for Items 5, 6 and 8.**

**A12: Regarding Items #5 and #6 – Adult Thermal Underpants (Men and Women):**

The items are intended as thermal underpants designed for use as base-layer garments worn under clothing for insulation and layering purposes, as reflected in the item description and the “fit” requirement specified in Annex A.

As indicated in Item 7 of the specifications, the garments are required to have a slim fit with stretch suitable for layering under clothing. This requirement defines the intended functional use of the item as an inner thermal layer designed to closely follow body shape while ensuring comfort and flexibility during movement.

The fabric composition, construction, sizing, and all other technical requirements remain as specified in Annex A. These requirements were defined to ensure appropriate warmth, durability, comfort, and suitability for humanitarian use.

With regard to the bottom opening (leg opening) design, the specification does not prescribe a specific finishing type (e.g., elastic tightening or straight hem). Instead, the requirement is based on achieving a slim-fit garment with sufficient stretch to ensure proper fit around the leg and ankle area when worn as a base layer. Accordingly, bidders may propose a construction that meets the overall functional requirement of close fit, comfort, and layering suitability, in line with the specifications. Illustrations (photos) included in the tender dossier are for reference purposes only to support understanding of the general product concept. In case of any difference, the written specifications in Annex A shall prevail.

All dimensions, including waist and leg opening measurements, are defined in Annex A and shall be strictly followed.

**Q13:** Kindly provide the template for the bid security document.

**A13:** No specific template is required, usually the banks have their own templates.

**Q14:** Please share the SWIFT/BIC code of the receiving bank.

**A14:** No need to add UNHCR banking details to the bid security template, it will be only issued in the name of the United Nations High Commissioner for Refugees.

**Q15:** Please confirm if this tender security template issued by our bank in China is acceptable.

**A15:** The bid security shall be issued by the supplier's bank.

**Q16:** Regarding the Thermal Underpants for Men and Women (Items #5 and #6)

Is the required item intended to be thermal underwear (to be worn under clothing) or loungewear / pajama pants (to be worn as regular pants)? Please provide a reference image of the requested product to ensure accurate compliance.

**A16:** Regarding Items #5 and #6 – Adult Thermal Underpants (Men and Women):

The items are intended as thermal underpants designed for use as base-layer garments worn under clothing for insulation and layering purposes, as reflected in the item description and the “fit” requirement specified in Annex A.

As indicated in Item 7 of the specifications, the garments are required to have a slim fit with stretch suitable for layering under clothing. This requirement defines the intended functional use of the item as an inner thermal layer designed to closely follow body shape while ensuring comfort and flexibility during movement.

The fabric composition, construction, sizing, and all other technical requirements remain as specified in Annex A. These requirements were defined to ensure appropriate warmth, durability, comfort, and suitability for humanitarian use.

With regard to the bottom opening (leg opening) design, the specification does not prescribe a specific finishing type (e.g., elastic tightening or straight hem). Instead, the requirement is based on achieving a slim-fit garment with sufficient stretch to ensure proper fit around the leg and ankle area when worn as a base layer. Accordingly, bidders may propose a construction that meets the overall functional requirement of close fit, comfort, and layering suitability, in line with the specifications. Illustrations (photos) included in the tender dossier are for reference purposes only to support understanding of the general product concept. In case of any difference, the written specifications in Annex A shall prevail.

All dimensions, including waist and leg opening measurements, are defined in Annex A and shall be strictly followed.

**Q17: Regarding the Babies' Clothing Set (Item #8: Clothing Set for babies 0–2 years)**

The dimensions and measurements mentioned for the "Clothing Set" (Item #8) are inconsistent with each other and do not correspond to the standard sizing for the age group 0–2 years. Please review the size chart for this item and provide the corrected measurements (length, chest width, sleeve length, etc.) appropriate for the specified age range.

**A17: Regarding Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:**

The dimensions specified in Annex A remain unchanged and shall be considered the governing requirements for this tender.

The item has been designed as a single-size clothing set for the 0–24-month beneficiary age group. Accordingly, bidders shall prepare their samples and offers in accordance with the measurements specified in Annex A.

Compliance will be assessed against the stated dimensions and applicable tolerances.

No minimum fabric weight has been defined in Annex A; compliance shall be based on all technical requirements including fabric composition, construction, quality, safety, and performance suitability.

**Q18: Regarding the Beanie Shape for the Babies' Clothing Set (Item #8)**

For the beanie required as part of the babies' clothing set (Item #8), we propose replacing the specified beanie with a wide, rounded crown beanie suitable for easy dressing for babies in this age group, matching the reference image provided in the tender dossier (referenced on page 7). Please confirm whether this proposal can be accepted.

**A18: Regarding Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:**

The beanie requirement specified in Annex A remains unchanged.

The hat shall be a knitted beanie as specified (2x1 knitting pattern) for the 0–2-year age group. The design shall comply with the specifications stated in Annex A.

Alternative designs, including modifications to the shape or crown structure (e.g., wide, or rounded crown variations), are not accepted.

Where reference images are included in the tender dossier, they are for illustrative purposes only. In case of any inconsistency, the written specifications in Annex A shall prevail.

**Q19: Regarding the Weight of the Women's Underwear (Item #9: Adult Female Underwear Panties)**

The weight indicated in the size chart for the women's underwear (Item #9) appears incorrect and unrealistic for the given sizes (60g, 80g, 80g). Please review and provide the correct weight in grams for each size based on the actual specifications (100% cotton).

**A19: Regarding Item #9 – Adult Female Underwear (Briefs):**

Please be informed that Annex A has been updated through an official corrigendum.

The revised specifications for Item #9 are as follows:

Hip circumference:

Size M: 94 cm

Size L: 100 cm

Size XL: 106 cm

Finished garment weight:

Size M: 60 g

Size L: 70 g

Size XL: 80 g

Bidders shall ensure full compliance with the updated Annex A specifications when preparing their offers and samples.

All other requirements of Annex A remain unchanged.

**Q20:** Regarding the possibility of forming a Joint Venture (JV) between two related companies

Our situation is as follows: **Company A** is a company registered in the United Arab Emirates.

**Company B** is a company registered in Syria.

Both companies share the same owner.

We would like to inquire about the possibility of forming a Joint Venture (JV) between the two companies under the following arrangement:

Company A will act as the financing party (responsible for fund transfers), while Company B will act as the implementing party (responsible for execution and delivery).

Could you please clarify whether UNHCR would accept such an arrangement, and specifically whether funds can be transferred to Company A as the lead financial entity, while the physical implementation and compliance are carried out by Company B?

**A20:** The bidder shall provide Annex H-Eligibility-Joint Venture with all details as requested in the form. The lead company shall be awarded the contract if any and to be paid.

**Q21:** We would appreciate your clarification on the following points:

Baby Set Specifications: Regarding the baby set, the length stated in the order is 72 cm. However, the standard lengths should be as follows:

- \* Age 0: 50 cm

- \* Age 1: 55 cm

- \* Age 2: 60 cm

Please confirm the correct length requirements for the baby set.

Additionally, please provide the weight specification of the baby set.

**A21:** Regarding Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:

The dimensions specified in Annex A remain unchanged and shall be considered the governing requirements for this tender.

The item has been intentionally designed as a single-size clothing set for the 0–24-month beneficiary age group. Accordingly, bidders shall prepare their samples and offers in accordance with the measurements specified in Annex A.

Compliance will be assessed against the stated dimensions and applicable tolerances.

No minimum fabric weight has been defined in Annex A; compliance shall be based on all technical requirements including fabric composition, construction, quality, safety, and performance suitability. Bidders shall submit their offers based on a fabric that complies with all requirements stated in Annex A, including the specified composition, fabric construction, quality, safety, and performance requirements.

**Q22:** Thermal Underpants (Men's and Women's)

We understand that using a composition of 80% cotton and 20% polyester (or fleece), would increase the fabric weight to approximately 350 g/m<sup>2</sup>. However, this would result in a product that differs from the reference photos and would also significantly increase the cost compared to other fabric options.

We would therefore suggest using 100% polyester with a cotton-touch finish. This fabric is comfortable, skin-friendly, non-allergenic, and provides an appearance that closely matches the reference photos. The expected fabric weight would be between 150–190 g/m<sup>2</sup>.

Please let us know if this alternative fabric composition is acceptable.

**A22:** Regarding Items #5 and #6 – Adult Thermal Underpants (Men and Women):

The items are intended as thermal underpants designed for use as base-layer garments worn under clothing for insulation and layering purposes, as reflected in the item description and the “fit” requirement specified in Annex A.



As indicated in Item 7 of the specifications, the garments are required to have a slim fit with stretch suitable for layering under clothing. This requirement defines the intended functional use of the item as an inner thermal layer designed to closely follow body shape while ensuring comfort and flexibility during movement.

The fabric composition, construction, sizing, and all other technical requirements remain as specified in Annex A. These requirements were defined to ensure appropriate warmth, durability, comfort, and suitability for humanitarian use.

With regard to the bottom opening (leg opening) design, the specification does not prescribe a specific finishing type (e.g., elastic tightening or straight hem). Instead, the requirement is based on achieving a slim-fit garment with sufficient stretch to ensure proper fit around the leg and ankle area when worn as a base layer. Accordingly, bidders may propose a construction that meets the overall functional requirement of close fit, comfort, and layering suitability, in line with the specifications.

Illustrations (photos) included in the tender dossier are for reference purposes only to support understanding of the general product concept. In case of any difference, the written specifications in Annex A shall prevail.

All dimensions, including waist and leg opening measurements, are defined in Annex A and shall be strictly followed.

**Q23: Packaging Details**

Could you please clarify the packaging requirements for each item?

1. What is the difference between a kit and a package?
2. For each kit, please provide a detailed list of contents, including item names and quantities.
3. For each package, please specify the item name and the quantity included per package.

We would appreciate a clear breakdown for each item to ensure accurate pricing and production planning.

**A23: Regarding Packaging Details:**

For the purpose of this tender:

A “kit” refers to the complete set of items required per beneficiary unit, consisting of all nine (9) items listed in Annex A, including the applicable size variants and options specified in the Annex “List of Items per Option”.

A “package” refers to the outer carton box used for the transportation and delivery of the kit. Each item within the kit shall be individually packed in a protective inner bag, such as a transparent polyethylene bag or preferably a recycled polyethylene (rPE) bag with biodegradable features, where locally available and in line with Annex A requirements.

The package therefore contains the full kit, with all items individually protected to ensure safe handling, transport, and distribution.

Bidders should ensure that packaging is appropriate to protect the items during storage and transport and is suitable for humanitarian distribution conditions as per Annex A.

**Q24: Sweater Fabric Specification:** Based on the descriptions provided, it appears that the specifications do not correspond to a machine-knit linked sweater. Therefore, should we prepare our quotation based on 3-thread fleece (3 iplik fleece)?

**A24: Regarding Items #1, #2, and #3 – Sweaters:**

The specifications provided in Annex A remain unchanged and shall be fully complied with.

The item shall be supplied strictly as a knitted sweater in accordance with Annex A. Any alternative product type, including substitution with fleece or non-knitted constructions, is not acceptable.

All measurements, materials, and finishing requirements shall remain strictly as specified in Annex A.

**Q25:** Can we provide several options for samples and prices?

**A25:** The bidder can submit options in the technical and financial offer in accordance with the requirements set out in the tender documents and Annex A.

**Q26:** Please provide us with the address for submitting the samples.

**A26:** Please refer to our tender terms train stops no.3 Requirements, the samples should be delivered to UNHCR Ghassouleh warehouse, and the address was mentioned very clearly.

**Q27:** We kindly request a detailed explanation of the required sweater construction, fabric composition, weight, and manufacturing method so that we can provide an accurate quotation and avoid any misunderstanding.

**A27:** Regarding Items #1, #2, and #3 – Sweaters:

The specifications provided in Annex A remain unchanged and shall be fully complied with.

The item shall be supplied strictly as a knitted sweater in accordance with Annex A. Any alternative product type, including substitution with fleece or non-knitted constructions, is not acceptable.

All measurements, materials, and finishing requirements shall remain strictly as specified in Annex A.

**Q28:** For Baby Onesie Fabric, Lycra thread is not used in children's clothing, please provide further clarification on the requested type of fabric. We also recommend the neckline to be with snaps/buttons instead of envelope type.

Please confirm the required weight of Adult Female Underwear (Panties) as it is believed that the stated weight is too high.

**A28:** Regarding Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:

The fabric composition requirements specified in Annex A remain unchanged. The fabric offered shall contain a minimum of 80% cotton and a maximum of 20% polyester and shall comply with all other requirements specified in Annex A, including fabric construction, quality, safety, and performance requirements.

Bidders may propose fabric compositions that meet these requirements. Compliance with the technical specifications will be assessed based on the requirements stated in Annex A.

The neckline requirement specified in Annex A remains unchanged and shall be fully complied with.

The required neckline is an envelope-style construction, meaning a cross-over shoulder opening design where the fabric layers overlap to allow the garment to be easily expanded for dressing without the use of buttons, snaps, or zippers at the neck.

For avoidance of doubt, alternative neckline constructions, including snap/button neck openings or standard V-neck designs, are not acceptable.

In case of any inconsistency between illustrations (Photos) and written specifications in Annex A, the written specification shall prevail.

**Q29:** Regarding BID SECURITY: To whom this should be addressed?

**A29:** No need to add UNHCR banking details to the bid security template, it will be only issued in the name of the United Nations High Commissioner for Refugees.

**Q30:** Packing & Loading Requirement: Should the cartons be stacked on pallets or not? if confirmed, could you please provide us with the pallet's dimensions?

**A30:** Packing requirements were provided in the tender documents.

**Q31:** Item#8: Clothing Set Including Hat (Beanie) for 0–2-Year Babies: What is the preferred weight?

**A31:** Regarding Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:

No minimum fabric weight has been defined in Annex A; compliance shall be based on all technical requirements including fabric composition, construction, quality, safety, and performance suitability. Bidders shall submit their offers based on a fabric that complies with all requirements stated in Annex A, including the specified composition, fabric construction, quality, safety, and performance requirements.

**Q32:** Item#9: Adult Female Underwear Panties – Briefs: The sizes L & XL have the same weight. Could you please clarify?

**A32:** Regarding Item #9 – Adult Female Underwear (Briefs):

Please be informed that Annex A has been updated through an official corrigendum.

The revised specifications for Item #9 are as follows:

Hip circumference:

Size M: 94 cm

Size L: 100 cm

Size XL: 106 cm

Finished garment weight:

Size M: 60 g

Size L: 70 g

Size XL: 80 g

Bidders shall ensure full compliance with the updated Annex A specifications when preparing their offers and samples.

All other requirements of Annex A remain unchanged.

**Q33:** Bank Guarantee Requirement: Could you kindly confirm whether the required bank guarantee/banker's cheque may be issued by a bank located outside the country of delivery, such as a U.S. bank?

**A33:** It is acceptable as it meets UNHCR tender requirements.

**Q34:** Financial Offer – Delivery Locations: We noted that the financial submission requests pricing under three Incoterms only (DDP, DAP, and FCA). However, neither the Financial Annex nor the pricing fields available on the procurement portal provide separate entries for the different delivery locations (e.g., Damascus, Tartous, Aleppo, Qamishli, etc.). Could you please clarify whether bidders should submit a single DDP price and a single DAP price applicable to all delivery locations, or whether location-specific pricing is required? If different prices per destination are expected, kindly advise how and where these should be entered in the financial offer.

**A34:** As mentioned in the tender documents and reflected in the financial offer form, the three delivery options which the bidder can quote against are: FCA the delivery port (to be named by the bidder), DAP UNHCR Damascus warehouse and DDP UNHCR Damascus warehouse, no other locations are required.

**Q35:** Regarding #items 5 and 6, which pertain to "Adult Thermal Underpants for Men and women", please clarify whether thermal underwear Pants or pajama pants for outdoor use are required.

**A35:** Regarding Items #5 and #6 – Adult Thermal Underpants (Men and Women):

The items are intended as thermal underpants designed for use as base-layer garments worn under clothing for insulation and layering purposes, as reflected in the item description and the "fit" requirement specified in Annex A.

As indicated in Item 7 of the specifications, the garments are required to have a slim fit with stretch suitable for layering under clothing. This requirement defines the intended functional use of the item as an inner thermal layer designed to closely follow body shape while ensuring comfort and flexibility during movement.

The fabric composition, construction, sizing, and all other technical requirements remain as specified in Annex A. These requirements were defined to ensure appropriate warmth, durability, comfort, and suitability for humanitarian use.

With regard to the bottom opening (leg opening) design, the specification does not prescribe a specific finishing type (e.g., elastic tightening or straight hem). Instead, the requirement is based on achieving a slim-fit garment with sufficient stretch to ensure proper fit around the leg and ankle area when worn as a base layer. Accordingly, bidders may propose a construction that meets the overall functional requirement of close fit, comfort, and layering suitability, in line with the specifications.

Illustrations (photos) included in the tender dossier are for reference purposes only to support understanding of the general product concept. In case of any difference, the written specifications in Annex A shall prevail.

All dimensions, including waist and leg opening measurements, are defined in Annex A and shall be strictly followed.

**Q36:** Regarding #item 8, concerning "Clothing Set Including Hat (Beanie) for 0–2-Year Babies", please send an image illustrating the requirements, as the image provided in the technical specifications does not match the specifications regarding the neckline.

**A36:** Regarding Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:

The neckline requirement specified in Annex A remains unchanged and shall be fully complied with.

The required neckline is an envelope-style construction, meaning a cross-over shoulder opening design where the fabric layers overlap to allow the garment to be easily expanded for dressing without the use of buttons, snaps, or zippers at the neck.

For avoidance of doubt, alternative neckline constructions, including snap/button neck openings or standard V-neck designs, are not acceptable.

In case of any inconsistency between illustrations (photos) and written specifications in Annex A, the written specification shall prevail.

**Q37:** Regarding #item 8, concerning "Clothing Set Including Hat (Beanie) for 0–2-Year Babies" please confirm the type of fabric used, as Lycra is not used in children's clothing.

**A37:** Regarding Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:

The fabric composition requirements specified in Annex A remain unchanged. The fabric offered shall contain a minimum of 80% cotton and a maximum of 20% polyester and shall comply with all other requirements specified in Annex A, including fabric construction, quality, safety, and performance requirements.

Bidders may propose fabric compositions that meet these requirements. Compliance with the technical specifications will be assessed based on the requirements stated in Annex A.

**Q38:** Regarding #item 9, concerning "Adult Female Underwear Panties – Briefs", please confirm the required weight, as 80 g is considered excessive.

**A38:** Regarding Item #9 – Adult Female Underwear (Briefs):

Please be informed that Annex A has been updated through an official corrigendum.

The revised specifications for Item #9 are as follows:

Hip circumference:

Size M: 94 cm

Size L: 100 cm

Size XL: 106 cm

Finished garment weight:

Size M: 60 g

Size L: 70 g

Size XL: 80 g

Bidders shall ensure full compliance with the updated Annex A specifications when preparing their offers and samples.

All other requirements of Annex A remain unchanged.

**Q39:** Regarding #item 8, concerning "Clothing Set Including Hat (Beanie) for 0–2-Year Babies", please review the dimensions provided, as the sizes are unsuitable for two-year-old children.

**A39:** Regarding Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:

The dimensions specified in Annex A remain unchanged and shall be considered the governing requirements for this tender.

The item has been intentionally designed as a single-size clothing set for the 0–24-month beneficiary age group. Accordingly, bidders shall prepare their samples and offers in accordance with the measurements specified in Annex A.

Compliance will be assessed against the stated dimensions and applicable tolerances.

**Q40:** Regarding #item 8, concerning "Clothing Set Including Hat (Beanie) for 0–2-Year Babies", can locally manufactured (Syrian) 30/1 fabric be used?

**A40:** Regarding Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:

Locally manufactured fabrics may be used provided that they comply with all requirements specified in Annex A.

**Q41:** Items 1, 2, and 3 – Fabric Type (Cuff, Neck, and Hem):

We have noticed a discrepancy between the written specifications and the drawing. The specifications mention Jersey fabric for the cuff, neck, and hem, while the drawing clearly indicates Rib fabric. Could you please confirm which fabric type should be adopted for the sample production: Rib or Jersey?

**A41:** Regarding Items #1, #2, and #3 – Sweaters:

The specifications provided in Annex A remain unchanged and shall be fully complied with. The illustrations (Photos) included in the tender dossier are for reference purposes only to support understanding of the general product concept. In case of any difference between illustrations (photos) and written specifications, the written specifications in Annex A shall prevail. All measurements, materials, and finishing requirements shall remain strictly as specified in Annex A.

**Q42:** Item 8 – Infant Clothing: Regarding item 8 (infant clothing), we were unable to find any reference to a minimum fabric weight or GSM in the specifications. Could you kindly advise if there is a specific required minimum weight or GSM for this item?

**A42:** Regarding Item #8 – Clothing Set Including Hat (Beanie) for 0–2-Year Babies:

No minimum fabric weight has been defined in Annex A; compliance shall be based on all technical requirements including fabric composition, construction, quality, safety, and performance suitability. Bidders shall submit their offers based on a fabric that complies with all requirements stated in Annex A, including the specified composition, fabric construction, quality, safety, and performance requirements.

**Q43:** Please provide the required Bid Security format/template.

**A43:** Please refer to our answer against similar clarifications.

**Q44:** Please confirm the beneficiary name and address to be stated in the Bid Security.

**A44:** Please refer to our answer against similar clarifications.

**Q45:** Please confirm whether a Bid Security issued by a reputable international bank outside Syria would be acceptable.

**A45:** Please refer to our answer against similar clarifications.

**Q46:** Please confirm whether a Certified Banker's Cheque would be accepted in lieu of a Bank Guarantee.

**A46:** Yes, the same was mentioned in our tender documents.

**Q47:** Due to banking compliance restrictions related to Syria, several banks operating in China are unable to issue guarantees in favor of Syrian beneficiaries. In such circumstances, would UNHCR consider any alternative form of Bid Security?

**A47:** The Bid Security form is issued by the bank.

**Q48:** We are wondering if you could share the product pics as a reference in order to avoid any misunderstanding.

**A48:** UNHCR does not provide any reference prices, it is up to the bidder to submit their technical and financial offers.