

**UNHCR**United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés**Date:** 14/12/2023**Reference no.:** UNHCR/SUP/MENA/ITB/2023/063

## Questions and Answers

### FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE SUPPLY OF POLYURETHANE FOAM MATTRESSES TO UNHCR MENA REGION

Please find below the consolidated table with questions (and relevant answers) received regarding the tender reference n. UNHCR/SUP/MENA/ITB/2023/063:

#	Question	Answer
1	Can we submit a proposal for one country?	Yes, however for all listed locations within the same country.
2	Can sample be delivered to UNHCR Office in Beirut?	No. Bidders must send the samples to the following address: UNHCR United Nations High Commission for Refugees REGIONAL BUREAU Prs. Basmah street n. 177, Amman, Jordan Tel: + 962 (06) 510 0460 Focal point: Shadi Jarbou, Supply Unit.
3	Is it acceptable to offer a mattress made only from 100% virgin polyol?	No, mattresses shall be produced from a mixture of virgin and recycled polyol with a target minimum of recycled polyol of 15%.
4	The compressed mattresses can be delivered on a "recyclable material one way pallet" in a "horizontal vacuum packed compressed flat condition", placed one on top of other & lightly stretch wrapped to hold together.  Is this solution acceptable considering the entire supply chain from UNHCR warehouses to onward distribution up to the Refuges?	Yes, it is acceptable, as long as the packaging solutions allows for easy transportation, handling and storage, while also ensuring protection of the product, and minimize the environmental impact. Please submit any packaging solution together with your technical offer, including images.
5	The shelf life of vacuum, compressed & roll packed mattresses is up to six months to one year, whereas BID document & technical offer form have asked for shelf life of two years.  In order to have a minimum of 96% recovery of mattresses after the opening of the bag after 24 hrs.,	The shelf life shall be 2 years. Please refer to the specifications as outlined in Annex A.



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	the vacuum pack mattress needs to be opened after 6 months to 1 year of supply at your end.	
6	<p>The Frame agreement would be valid for initial duration of 2 years, potentially extendable for a further period of 1 year.</p> <p>As per the tender, bidders are supposed to quoted for DAP deliveries also i.e. up to the UNHCR warehouses.</p> <p>Here, we wish to inform you that the shipping companies do not quote for sea freights that we valid for such long durations. The validity period of their quotes given is valid for maximum 40 days. This is due to the highly fluctuation pricing in the sea freight cost. Hence we request you to call only for FOB nearest port rates. The bidders can quote the sea freight pricing as and when the orders are placed to them by UNHCR.</p>	The bidders may quote for one or more lots (different countries), but for all locations within the same country.
7	Provide the detailed address of the UNHCR warehouses along with zip codes, as mentioned in Annex C.	Attached is a list of all UNHCR warehouses coordinates.
8	Is 100gsm spunbonded non-woven fabric accepted?	The density of 100 gsm is acceptable. The main requirement for fabric is that it needs to be non-abrasive textile made of virgin and recycled fibers (for example, cotton). Also, the type of fabric needs to be cost-effective while ensuring quality of textile cover. Bidders must indicate the specifications of the fabric.
9	Is 80gsm polyester fabric accepted?	Please refer to answer # 8
10	Is 230gsm chenille polyester fabric accepted?	Please refer to answer # 8
11	Is polyamide zipper n.5 accepted?	Polyamide zipper is acceptable, which shall be durable enough for multiple uses.
12	Is zipper along width of mattress accepted?	There are no specific requirements for zipper location, however, bidders need to make it functional and comfortable for users.
13	Do you need sample of mattress cover to be submitted?	Yes, along with the sample of mattresses of 30 x 30 CM size.
14	Technical data sheets shows mattress 10-15cm thickness. Kindly confirm that 10cm thickness is sufficient?	Yes, the acceptable mattress thickness range is from 100-150 mm (+- 5%). Cost-effective solutions are acceptable within this range.
15	Kindly explain how we can certify that we are using 15% recycled polyol?	Please submit manufacturer's certificate with origin and description of used material with recycled components,



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		description of the process of recycling, treatment and reintroduction of the material.
16	Can we use 15% recycled polyurethane?	Yes, mattresses shall be produced from a mixture of virgin and recycled polyol with a target <u>minimum</u> of recycled polyol of 15%. The higher %, the better.
17	Do we need a certifying body/ organization to confirm that we are using 15% recycled material or is it sufficient that we commit in writing to using 15% recycled material?	No, you need to submit the certificate, as mentioned under Q. 15
18	Do you accept 5 mattresses vacuum packed together in one bag?	Yes. It is recommended to put 3-5 mattresses per bag as per packaging instructions in Annex A
19	“all plastic packaging material if any must contain a proper recycling code to specify the type of plastic used” Is this an ISO code? If not kindly give further details of legal body that issues these codes?	No, please use recycling codes as per ASTM International Resin Identification Coding System (RIC)
20	Could you please specify the delivery location(s) within Yemen where the Polyurethane Foam Mattresses are to be delivered?	Attached a list of all UNHCR warehouses coordinates.
21	Is it acceptable for us to send the sample to DHL in Amman and UNHCR staff can receive the sample directly from DHL.	No. Bidders must send the samples to the following address: UNHCR United Nations High Commission for Refugees REGIONAL BUREAU Prs. Basmah street n. 177, Amman, Jordan Tel: + 962 (06) 510 0460 Focal point: Shadi Jarbou, Supply Unit.
22	Thickness: 100-150 mm (+5%): The 50mm gap in the range provided for mattress thickness is significant. It is good to have the exact height of the mattress based on the mattresses currently being used for relief aid.	Please refer to Q.14
23	The non-abrasive textile cover shall be made of virgin and recycled fibers (for example, cotton). If there is a minimum Thread Count to be followed for the fabric to be used for mattress cover, needs to be specified.	No minimum thread count, but bidders must indicate the specifications of the cover offered.
24	No bacteria/fungi/yeast in the foam and in/on the textile cover: If any specific treatments are must for the fabric to be used for mattress cover, needs to be specified.	The responsibility for ensuring that the offered items comply with the Microbiology requirements outlined below lies with the bidders, and it is imperative that they possess the necessary knowledge to fulfill this requirement.  Bacteria: Nil in the foam or in/on the cover



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		Fungi: Nil in the foam or in/on the cover Yeasts: Nil in the foam or in/on the cover
25	The single unit foam block/mattress core is it sealed in a fabric inside. Other than the outer cover of the zip-off cover. Please clarify	The mattress is used for sleeping on and consists of one-piece polyurethane (PU) foam and a textile cover with a zipper or Velcro. There is only one layer of fabric required.
26	We would appreciate if you can provide a sample of the mattress currently being used for relief aid, so we can manufacture and supply the exact product as per UNHCR's requirement & preference.	UNHCR can't provide sample of the mattress currently being used. Please refer to the requirements and technical specifications published in the tender.
27	Document in Annex A (Technical Specification)  Section: General design requirements "The mattress is used for sleeping on and consists of one-piece polyurethane (PU) foam and a textile cover with a zipper OR Velcro"  Section: Sewing "Head side: external sewing on the width minimum of one line" "Length side and width side: internal sewing using stitching minimum 3 lines"  Will the head side be closed by sewing, zipper, or Velcro? please clarify.	There are no specific requirements for the location of velcro or zipper, however, bidders need to ensure it is aesthetic, functional and comfortable for users. Standard practices are acceptable.
28	Section: Materials "Polyol can be virgin OR recycled from old PU mattresses" "Mattresses shall be produced from a mixture of virgin AND recycled polyol with a target minimum of recycled polyol of 15%. " "The non-abrasive textile cover shall be made of VIRGIN AND RECYCLED FIBERS (for example, cotton)"  Please clarify the usage of recycled polyol. Is it optional or mandatory? If usage of recycled polyol is mandatory, can we instead consider the usage of natural ECO polyol? The recycled polyol is very scarce and not widely available. UNHCR Lebanon usually requires non-woven 100gsm fabric. Will it be acceptable to use same fabric type?	Mattresses shall be produced from a mixture of virgin and recycled polyol with a target minimum of recycled polyol of 15%.
29	Section: Indentation Load Deflection (ILD) "Minimum 16 kg"  Please advise the test criteria or standards for ILD 16kg testing	Please refer to the specifications outlined in Annex A.



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30	<p>Section: Impact resilience "More than 30% "</p> <p>Please advise the test criteria for Impact resilient standards.</p>	Please refer to the specifications outline in Annex A.
31	<p>Section: Sewing "Head side: external sewing on the width minimum of ONE line" "Length side and width side: internal sewing using stitching minimum 3 lines"</p> <p>Please provide additional information about minimum 3 lines as it is not very clear.</p>	Triple stitching or equivalent stitching technique to assure strength.
32	<p>Section: Optimal Shipping / Container Information "The final number of the transport unit and maximum height of the loaded pallet, IF PALLATIZED will be defined on the PO"</p> <p>Section: Packing "Secondary packaging might be packed (IF NECESSARY) on a pallet. Innovative sustainable solutions for pallets are welcomed"</p> <p>Is using pallets necessary? Pallets for packing aren't typically utilized due to ecological and logistical reasons, especially considering the mattress size 80x190, which makes them incompatible with the pallet space.</p>	Customized pallets (i.e. pallet size 1.9x0.8m) may be requested by UNHCR, if needed.
33	<p>Section: Marking on the secondary packaging "UNHCR logo (dimension: 1.9 x 0.8m) + MATTRESSES, number of pieces + PO number. No logo of the supplier is allowed. The marking must remain readable and well-fixed on the secondary packaging"</p> <p>Can you specify more details about sticker dimensions positioning? Would you consider using a printed nylon pack with repeated small UN logo? On top of it, there would be an A4-sized sticker containing details such as purchase order number, manufacturing company and country information as used previously for UNHCR Lebanon orders.</p>	<p>The 1.9 X 0.8m refers to the mattress dimension.</p> <p>The sticker can be A4 size.</p> <p>The marking techniques are sticky tapes with no harmful ink/coloring.</p> <p>Please refer to revised Annex A.</p>
34	<p>Annex B Technical offer Form</p> <p>Section: Size "Length: 1900 mm (+5%) Width: 800 mm (+5%) Thickness: 100-150 mm (+5%) "</p>	Please refer to answer to Q. 14.



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	Specify the requested thickness, is it 100mm or 150mm as there will be a significant impact on the cost.	
35	<p>Section: Technical specifications and delivery Capacity (Pass/Fail):</p> <p>“Copy of the certificates or laboratory test results to evidence compliance to specification criteria with the requirements listed under table on page 2 of Annex A.”</p> <p>We have an internal testing laboratory to provide evidence of compliance. If that would be insufficient, do you have any recommended laboratory for the test?</p>	No, a copy of national and/or internationally recognized quality certificate of the manufacturing company must be provided. A certificate/laboratory test result showing compliance with the specified technical requirements should also be provided.
36	<p>Annex C - Financial Offer Form</p> <p>a) Is it mandatory to price for and participate in all listed counties? Or would a partial list also be considered?</p> <p>b) For some countries, is it acceptable to offer Ex-works and DAP conditions only? Would that be considered a disadvantage?</p>	<p>a) No, it is not mandatory to provide offers for all listed countries. Bidders can submit partial offers provided that they submit offers for all the locations listed within the same country.</p> <p>b) The bidders may quote for one or more lots (different countries), but for all locations within the same country.</p>
37	What shall be the size of tags to be put on the mattress?	Please refer to revised Annex A including tag instructions.
38	What position must the tag be stitched, or we use the standard practice?	There are no specific requirements for the label/tag location. Standard practices are acceptable.
39	What is the size of the UNHCR logo?	Please refer to section ‘Marking on the secondary packaging’ of the revised Annex A.
40	Have you got an example of the certified sustainability claim labeling	No, there is no example to be shared.
41	How many mattresses are to be packed in each container and what is the method of packing shrunk packing boxes palleted. Will there be a AQL that we need to adhere to.	The container load depends on the way bidder packed the mattresses. The full container should be optimized.
42	Is 1000 or 5000 qty the MOQ that will be ordered per PO under the long-term agreement	Figures stated in the tender documents to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of the goods. Quantities may vary and will depend on the actual requirements and funds available regulated by



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		issuance of individual Purchase Orders against the Frame Agreement(s).
43	Will we get exemption documents prior to shipment	UNHCR will provide the awarded contractor with the required documents for custom clearance. In order to request an approval from the government, UNHCR should have the invoice, packing list, and bill of lading.
44	Are the countries where mattresses are to be shipped finalized or there will be more countries added	Please refer to the listed countries in the tender. UNHCR may add more countries in the future according to operational needs and availability of funds.
45	In order for us to provide DDP rates; please confirm that UNHCR will be the importer of record and provide Customs exemption in the country of destination to eliminate customs duties noting that in some countries importing mattresses is permitted only if the importer is UN agency.	UNHCR will provide the awarded contractor with the required documents for custom clearance. In order to request an approval from the government, UNHCR should have the invoice, packing list, and bill of lading.
46	We are a trading company based in Lebanon and we have exclusive mattresses manufacturers located in Egypt and Syria. Can we supply you with mattresses (and Samples) for Syria through our manufacturers in Syria and for other countries through our manufacturers in Egypt?	Yes, the contract will be established with the bidder, who will be responsible for internal arrangements with its subcontractors/manufacturers. Please refer to Art. 5 of Annex E <i>UNHCR General Conditions of Contracts for the Provision of Goods and Services</i> on subcontracting.
47	In UNHCR Technical Specification for the mattress the requested Size Length: 1900 mm (+5%) Width: 800 mm (+5%) Thickness: 100-150 mm (+5%), the range off thickness affects the price significantly, so is it okay to offer thickness of 100 mm only in order to give the most competitive rate	Yes, this is within the acceptable mattress thickness range from 100-150 mm (+5%)
48	For the labels, should the information be placed on mattress label in paragraph "Manufactured Marking" or paragraph "Graphic Reference", or should both be included in separate labels?	Please refer to revised Annex A.
49	What material must the mattress cover be made of, and what percentage should be cotton or a mix of other materials?	The non-abrasive textile cover shall be made of virgin and recycled fibers (for example, cotton). There is no specific percentage of the materials.
50	In the technical specifications you state that the mattress foam core must have a minimum content of 15% recycled polyol.  Our company produces all items fully integrated, so we also produce foam in our own factories in Poland and Romania. We are currently unable to produce foam with a recycled content.	No that is not acceptable.



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	<p>The demand for and use of recycled foams is currently still very low in the overall market.</p> <p>We would like to participate in the tender and submit our offer, but can only do so on the basis of 100% virgin polyol. Is this okay for you?</p>	
51	<p>We are a registered company in Iraq and we have a regional office in Jordan, Can we participate in this ITB or not</p>	<p>Yes, you can participate</p>
52	<p>Is it possible to submit a bid for the Jordan lot or only to the Iraq lot?</p>	<p>Yes, the bidders may quote for one or more lots (different countries), but for all locations within the same country.</p>
53	<p>Given the upcoming holidays and many offices that will be closed, kindly consider an extension of the deadline by one month so we have sufficient time to respond accurately to the non-standard requirements (15% polyol).</p>	<p>The tender is advertised for over 6 weeks, which is a reasonable time to prepare an offer for mattresses.</p>
54	<p>Do you have an evaluation matrix with corresponding weighing of the various criteria pls?</p>	<p>This is not available.</p>
55	<p>Is UNHCT MENA open to receive alternative suggestions to the specified product specifications?</p>	<p>No deviation from the published requirements and technical specification will be accepted.</p>
56	<p>Kindly confirm required shelf-life vs life span of the product.</p>	<p>That is outlined in Annex A, table on page 2.</p>
57	<p>Marking on secondary packaging: UNHCR logo dimensions of 1.9 x 0.8 m seem incorrect. Pls confirm correct dimensions.</p>	<p>Please refer to revised Annex A. 1.9 X 0.8 m refers to the mattress dimension, not the logo.</p>
58	<p>UNHCR typically issues their PO with incoterm FCA. Pls clarify whether we need to quote for each of the mentioned incoterms EXW + DAP + DDP for all destinations / Lots?</p>	<p>The bidders may quote for one or more lots (different countries), but for all locations within the same country.</p>
59	<p>Is it acceptable for the foam mattress cover to be nonwoven fabric or can you provide clear specifications and images for the cover fabric?</p>	<p>The non-abrasive textile cover shall be made of virgin and recycled fibers (for example, cotton).</p>
60	<p>If the cover is requested in cotton fabric, could you please specify the cotton content ?</p>	<p>No minimum thread count, but bidders must indicate the specifications of the cover offered.</p>

- Attached a list of UNHCR MENA Region warehouse's location.