

## RFP/UNHCR/JOR/2024/04 Questions and Answers

1. Shall the Contractor prepare his own (On-site) store, crew office at his own cost?  
**Answer: Yes**
2. Shall the contractor supply all listed quantities of spare parts mentioned within the B.o.Q. or partial supply according to site demand.  
**Answer: this is a decision to be made by the contractor to meet their response times, and in coordination with the site engineer. But in general, the spare parts quantity provision is according to the needs on site taking into consideration the delivery time to avoid any shortages.**
3. Shall the contractor supply all listed quantities of spare parts mentioned within the B.o.Q. every year.  
**Answer: No, these are estimated BoQ, and might vary based on site requirements, and UNHCR pays only for those requested and installed after installation.**
4. During site visit of Azraq, we noticed that there was 35X630kVA transformers, each with its own MDB, then distribution poles with 50~120mm<sup>2</sup> suspended cables. Could you please provide As Built single line diagram of existing LV power distribution network?  
**Answer: this will be shared with the selected contractor during handing over.**
5. At wintertime, current consumption increases excessively, why not to add some metering within each MBD with simple interlock to provide an alarming signal to the administration / maintenance crew before time lapses and fuses blowout! As we noticed a big number of fuses thrown at the bottom plate of one typical MDB.  
**Answer: this can be discussed bilaterally with the bidder selected for this project.**
6. Non-residential blocks e.g. (water pump stations, schools, markets, medical centers, security ... etc) will be also within the responsibility of the Contractor to serve?  
**Answer: The Low voltage scope is the network supplying shelters, street lights, base camp and other facilities covered by UNHCR. Hani to confirm (the contractor has to cover the O&M works for the listed transformers inside the TOR starting from the transformer LV side till the consumer units).**
7. Is it a must for the Contractor to supply an IR camera, dedicated for electrical maintenance within this project?  
**Answer: it is not a must to have a dedicated camera, but at least to have the camera for predictive maintenance, testing, and looking somethings for improvements, or potential risks.**
8. During the visits, we noticed some new housing units under construction during our site visit. Could you please estimate number of new units that will be built within forthcoming years, will the maintenance of these new units will be Contractor's responsibility?  
**Answer: in Azraq we are having around 50 new shelters in average being built/renovated per month. While for Zaatari we have around 7 new shelters in average being built/renovated per month. The contractor will be responsible to perform the low voltage network to these new areas as well, and any corrective maintenance when needed.**
9. Some ceramic insulators at MV-side bushings of the 33/0.4kV distribution transformer found broken severely, who will be fixing these broken parts.  
**Answer: IDECO or EDCO depends on the location, as this is under the MV O&M works not under the LV contractor.**
10. Can the Contractor employ some electricians from inside refugee camp to be added to his crew? If yes, please advise UNHCR employment stipulations.  
**Answer we highly encourage hiring technician refugees within your team creating livelihood opportunities, but the refugees must get all the benefits as per the labor law.**
11. We noticed that EPS (electrical power system) tagging is very poor. For example, some poles have number/tag, but numbers are damaged because of using poor-quality tagging material. At the end of the

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day tagging of EPS main components is inevitable and must concord with As Built SLD. Who will be responsible to carry out such an important Engineering step to make maintenance crew life easy and most importantly for the sake of future maintenance and documentation.

**Answer: this will be discussed bilaterally with the contractor.**

12. Is it a must for the Contractor to own his own construction machinery e.g. (bobcat, trucks, excavation equipment, hoist, basket ... etc.).

**Answer: not mandatory to own these, but to have them available on time when needed/requested.**

13. For Azraq:

- a. Page 5: Point C Earth system tests, is that mean each week to visit each shelter to test the Earth system 9000 Shelter?

**This means that 9000 earthing tests will be conducted during the year, divided by 12 months, 750 test / month. test location will be shared by the UNHCR engineer.**

- b. Page 6: Point C Earth system tests, is that mean each week to visit each pole to test the Earth system for poles?

**no, it will be only for the earthed poles inside the plots, markets, and some of the ring road poles, which means that the 1200 poles will be covered yearly, 100 test monthly.**

14. Is it the Contractor's responsibility to provide hot lines for request and complains?

**Answer: No as for example it's already provided by UNHCR in Zaatari camp, his responsibility to respond to these request and complaints)**

15. Who will be in charge to send requests, refugees or authorized UN engineer?

**Answer: UNHCR Site Engineer or Refugee UN Volunteer Technician, if these requests are on shelter his responsibility to respond to these requests and complaints received by the hotline and addressed in coordination with UNHCR Site Engineer or Refugee UN Volunteer Technician.**

Can you share history for all tickets for previous years?

**Answer: not available at the moment, but will be shared during the handing over to the winning contractor.**

16. What is the duration of the contract?

**Answer: The potential contract duration is 2+1 years subject to approval from the committee on contracts.**

17. Is Pricing per item or monthly charge for resources?

**Answer: pricing is clarified in the financial form.**

18. Is classification Electrical level 3 accepted?

**Answer: yes, level 3 from JCCA.**

19. Can companies with Electromechanical classification submit a bid or only those with electrical class?

**Answer: Electromechanical major, with electrical minor.**

20. Should the spare parts installation cost be included in the offer for the spare parts themselves or we the contractor invoices the installation cost separately?

**Answer: as clarified in the financial form, the spare parts price is for supply, but for the installation it will be part of their technical team scope of work (already included in the team cost, and there will be no additional installation charges).**

21. What will be the compensation mechanism in case the workload and requirements are beyond the workshop team capacity, how UNHCR plans to compensate the contractor in such cases?

**Answer: the works will be managed and coordinated between the site engineer and the contractor within the existing workshop capacity, as there is no item in the agreement to compensate or pay any additional workforce.**

22. What's the invoicing mechanism in case the required work and activities are more and different than what it stated in the BoQ?

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Answer: the works will be managed and coordinated between the site engineer and the contractor to be best aligned with what was stated in the TOR.

23. What is the volume/quantity and frequency of both corrective and preventive maintenance on a monthly basis?

Answer: For Zaatari the Frequency of the preventive maintenance is already listed and identified in the TOR, while for the corrective we might have minimum of 500 requests/items to be repaired per month. While for Azraq that is variable.

24. Will UNHCR make a crane or heavy machinery available when installing the poles or should we consider this in our pricing at bidding stage?

Answer: this will be part of the bidder scope.

25. Is it obligatory to make two pick-ups available at site on a daily basis?

Answer: For Zaatari Yes, it mandatory to have a pickup ready and available on site as stated in the TOR. For Azraq Yes: one pick-up truck presents every working day.

26. Will work after working hours be invoiced and paid by UNHCR?

Answer: No

27. Is it the contractor or UNHCR responsibility to provide storage/containers to store tools, equipment, spare parts, and other project related items for all sites?

Answer: it is the contractor's responsibility to provide storage container for each location on site.

28. Are spare parts required to be made available on site or upon request?

Answer: minimum spare parts need to be available on site for regular works and avoid any delays in the maintenance works. This will be agreed with the site engineer.

29. Can we still participate in the tender if we couldn't make it to one of the site visits?

Answer: No, it is mandatory to attend the site visit for ALL sites.

30. What is the network's daily operating hours (electricity supply)? Will it be fixed or change over time? Will it be the contractor's responsibility to deal with connection and disconnections?

Answer: For Zaatari (currently we are operation the network for 9 hours (12 PM – 3 PM and from 5 PM - 11 PM), it's not fixed it's might change during the year according to the summer and winter times an community needs. The connection and disconnections are automatically being done using motorized circuit breakers and timers, however, due to high loads during peak seasons we might interfere to maintain the service this is being done by UNHCR Volunteer Technician, while we might request support from the supplier according to the needs as stated in TOR (please refer to the Corrective Maintenance and operation worktable item #13). Azraq: the daily electricity supply hours at Azraq are around 9 hours.

Both Camps: It is dynamic and subject to change (around 2-3 times per year)

Connection/Disconnection is being done through timers automatically.

31. What is the exact scope of work or activities required to be handled by the crane/winch truck as requested in the tender documents?

Answer: any works mentioned in the TOR and requires a crane.

32. Could you please specify how many times the crane/winch truck will be requested on a yearly basis as it is not considered in the BoQ?

Answer: can't be specified as it is related to the need of works that requires a crane, but for example and not a restriction at Zaatari we needed the crane 8 times last year, and at Azraq we needed the crane 5 times last year.

Is providing a container for Azraq camp the contractor's responsibility? If yes, should the contractor be responsible for its security?

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**Answer: UNHCR will allocate a plot of land for storage, apart from that, it will be the responsibility of the contractor.**

33. We have constructed solar projects; can they be considered as part of the evaluation criteria?

**Answer: No, irrelevant experience.**

34. Is the contractor responsible to ensure the storage is secured by a watchman? Other than inventory guarding, will the contractor be responsible to ensure security of other assets (network elements such as MBDs etc.)?

**Answer: Contractor will not be responsible for the security of the Network or MDBs.**

35. According to the tender documents, it's the contractor's responsibility to cover all scopes on time. What is the followed procedure in case the workload goes beyond the workshop team capacity in terms of size and number?

**Answer: this will be discussed and coordinated between the site engineer and the contractor to plan the works and put the schedule and make sure that these works are not beyond the team capacity.**

36. Is it allowed to utilize other engineers from outside the project/tender submission to support the on-site work? Should the engineer be dedicated to a single site?

**Answer: yes that is possible if support is needed, but that need to be approved by the site engineer and also the permit need to be issued in advance to enter the sites, and yes the engineer must be dedicated to a single site.**

37. What are the spare parts that should be replaced at the contractor cost?

**Answer: all spare parts need to be replaced are already present in the financial form, and the contractor get paid for once installed and certified by UNHCR. Worth to mention that any faults caused by the contractor need to be fixed at the contractor expense.**

38. The statements made under 2.1 routine inspection and corrections in Azraq's TOR and similar statements in Zaatari's TOR, implies that the contractor will charge based on the quantity (frequency) of the service (upon request). At the same time, according to the BOQ, the contractor will only charge for the team and other resources for a fixed amount a month, regardless of the type or frequency of the services (all O&M services needed / Workshop team). There is a contradiction between the two points, could you please explain? There are several clauses mentioning the damages due to inadequate maintenance. This will be the contractor's liability. Could you please explain how this is possible knowing that the maintenance to be carried out is subject to UNHCR's approval/ order?

**Answer: this will be discussed and coordinated between the site engineer and the selected contractor to plan the works and put the schedule and make sure that these works are not beyond the team capacity, and at the same time provide an adequate level of maintenance.**

39. Drawings: Could you please provide the general layout and as-built single line diagrams for the low voltage network within the camp?

**Answer: Will be shared with the selected bidder once selected as part of the handing over process.**

40. Faults log: Could you please provide us with the maintenance logbook to gain insight into the corrective activities and their frequency of occurrence?

**Answer: this will be shared with the selected contractor during the handing over process.**

41. Spare Parts: Could you please provide an inventory list of the available spare parts?

**Answer: consider no available spare parts.**

42. Electrical Cranes: Could you provide the number of days the electrical cranes were used during 2023 and 2022?

**Answer: as per question 33**

43. Tax and Custom: Is this project tax and custom exempted for the O&M activities and Spare Parts?

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**Answer: All UNHCR activities are subject to sales tax and custom exemption.**

44. Storage Area: Are we required to provide 24/7 security for the storage area? Additionally, could you confirm if the caravan location will be inside the base camp?

**Answer: Azraq Camp: as mentioned in the TOR (page 7) the security of the contractor storage area will be under the responsibility of the selected contractor. UNHCR will identify an office space only in the Base camp. Zaatari camp: the storage area exists inside the base camp and already secured, the caravan location also inside base camp.**

45. Repair and return: Could you please clarify what is meant by "repair and return" in the context of the needed maintenance? Additionally, who will be responsible for covering the costs associated with this process?

**Answer: contractor to cover any repair and return or replacement costs for any parts covered by the warranty.**

46. Garden Camp Reports: Could you please clarify if Zaatari Camp and Garden Camp should be reported in the same maintenance reports, or if separate reports are required for each camp? Additionally, we noticed that the quantities in the BOQ are only for Zaatari Camp. Should we expect a separate BOQ for Garden Camp, or will the current BOQ be amended to include both camps?

**Answer:**

**Report for Zaatari need to be separate from Garden Camp Report  
BoQ of Zaatari covers both Zaatari and Garden. (Already included).**

47. List of similar projects: Based on the requirements outlined, could you clarify the difference between the information requested in point C and point F for contractors?

a. Point C:

- A list of relevant, similarly sized projects (mainly for electrical distribution network works) currently underway and/or successfully completed in the past 5 years. This information must be provided in the form of the JCCA experience statement, signed and stamped.

b. Point F:

- The number of relevant, similarly sized projects (mainly for electrical distribution network works) currently underway and/or successfully completed in the past 5 years. This information must also be available in the form of the JCCA experience statement for licensed contractors, and as a list of projects for electric distribution companies.

Could you please clarify the specific differences in the requirements between points C and F?

**Answer: It is the same requirement, but point F clarified that for distribution companies they are not part of JCCA so they can submit a list of similar/relevant projects they had completed/underway in the past 5 years.**

48. Reference checklist: Could you please clarify the difference between the following two requirements?

- Submission of Reference checklist with details including contact information of project focal point.
- Please submit Reference checklist with details including contact information of project focal point. Quality of the reference check based on the feedback of provided contacts for each project will also be evaluated. Specifically, we are seeking to understand the distinction between these two requirements.

**Answer: Same, but second point clarifies that the quality of the reference check will be evaluated.**

49. Price Adjustment for Cable Materials: Will the tender allow for price adjustments for cables based on fluctuations in the market prices of copper or aluminum after the submission of the tender? If so, please provide the mechanism and conditions under which these adjustments will be considered.

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Answer: No, price adjustments are NOT allowed, the prices entered in the financial form, will stay fixed along the frame agreement duration and can't be changed.

50. Brand requirement: Is it mandatory to use the same brand names for all electrical equipment, such as circuit breakers, throughout the project?

Answer: this will be discussed and arranged between the site engineer and the contractor.

51. Spare Parts Inventory: What is the UNHCR's strategy for maintaining spare parts inventory in this project? Specifically, do you keep a stock of spare parts sufficient for 6 months, 9 months or one year of needs? This information is crucial for us to determine whether we have to procure spare parts locally or if we can consider sourcing them from abroad, considering shipping and clearance times.

Answer: this will be discussed and arranged between the site engineer and the contractor. But the contractor needs to meet the response times for the maintenance works, so a minimum spare parts stock need to be planned, such as ordering for example spare parts that are not available locally to avoid any delays.

52. Garden Camp: Warehouse for Spare Parts: Will there be a dedicated warehouse for spare parts provided by UNHCR at the Garden Camp project site? If so, what will be the size and specifications of this warehouse?

Answer:

Spare parts storage is not needed for Garden camp, provision will be on the actual needs.

53. Garden Camp: Security Requirements: Are we required to provide security for the project warehouse at Garden Camp? If yes, please specify the security standards and personnel requirements needed to ensure the safety and security of the warehouse and its contents.

Answer: Not needed please refer to Q 54

54. Garden Camp: Safety Provisions for Technicians: Considering the safety implications, is it acceptable to have only one technician working on electrical components at the Garden Camp site? Or can we relocate one of Al-Zaatari camp technicians to Garden Camp.

Answer: One Technician is required to be on site unless if the works nature is required high security level, support could be considered from Zaatari Technicians.

55. Additional Resource and Equipment Requirements: technicians are not sufficient, or if heavy equipment is needed, how will UNHCR handle these situations? Will there be provisions for additional resources and equipment, or will the responsibility fall on the contractor to provide these at their own cost? In the event that major work is required, and the assigned project.

Answer:

No additional provision is allocated, and the whole works schedule, and implementation plan will be discussed and agreed with the site engineer.

56. Please provide as built drawings (recently updated) for each camp.

Answer: will be shared during handing over stage with the winning contractor.

57. Current faults/defects issues, for each camp: Please advise if there are current faults/defects/ issues that need to be maintained at the beginning of the contract term? IF yes, please indicate them, and advice priorities (if applicable) and specific time span for each (if applicable).

Answer: will be shared during handing over stage with the winning contractor. :

58. Please advise the contractor's authority in dealing/coordinating with the shelters' residents, in terms of carrying out the works inside the shelters, and in case of finding the shelters locked due to the absence of the residents.

Answer: UNHCR will be handling the coordination and communication with the refugees.

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59. Spare parts: Is the contractor required to purchase the whole quantity in the beginning of the contract terms and keep them in the storage caravan? or is it required to supply them when needed  
**Answer: No need to buy the whole quantity, the quantities can be planned and ordered in a way to meet the response times and in coordination with the site engineer.**
60. Spare parts: Please provide a comprehensive inventory report that clearly lists the currently available items and quantities of each camp.  
**Answer: consider no available spare parts as majority belongs to current contractor.**
61. Please specify the quantities of the following, in each camp:  
**Zaatari:**  
MDBs: 18 MDBs  
SDBs: 40  
MCBs: 400 (estimated number of MCCB  
Poles (9m, 10m, 12m) not available layout will be shared.  
Streetlights 1500 poles (estimated)  
**Azraq:**  
MDBs: 35  
SDBs:7  
MCBs:18000  
Poles (9m : 0, 10m : 2500, 12m : 56)  
Streetlights 2350
62. If any fault/ issue is discovered while carrying out any of the preventive maintenance works (for example: distribution in electrical loads), is fixing that fault / issue is the responsibility of the contractor? If yes, we assume it will be considered a variation order. Please advice  
**Answer: all corrective and preventive maintenance works are already covered within the workshop cost, items that are additional are the spare parts which need to be approved by the site engineer.**
63. Please explain the wording "partial awarding".  
**Answer: Partial awarding means that two difference contractors might be awarded with contracts (Azraq to one contractor, Zaatari and Garden Camp to one contract), however, no partial awarding within the same camp.**
64. Please explain the wording “upgrade or new construction” in terms of:  
a. Nature of works  
b. Quantities, and if the needed quantities for those works are intended to be used from the spare parts listed in Annex C.  
**For Zaatari camp the upgrade or new construction is refer to any kind of works might be related to any elements of the low voltage network (extend a part of the LV network main cables and poles, install new MDBS/MDBs or SMDBs for new locations/ install new lighting poles.. etc.), while the quantities for those works covered as estimation in Annex C, we might need more or less according to the needs on site.  
Azraq: any new works, such as installing poles, aerial cables, or internal wiring inside shelters.  
Etc**
65. Reference to the requirements “quantities are subject to change...” please specify the percentage of change.  
**Answer: can't be determined, depends on the need.**
66. Please specify:

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- a. when shall the contractor begin carrying out these tasks.
- b. If there is a specific time span for them.
- c. Percentage of each work / range of possible frequencies.

Please note that this information is essential for accurate calculations of pricing, work capacity and work plan path.

**Answer:** Question was not clear referring to what exactly. But in general the contractor will be pricing a workshop to do all the needed works/installation in coordination with the site engineer at each camp.

67. Reference to the requirement "*Annex C - Financial Form - All items shall have supply unit cost ... of the workshop team*". We understand that each spare part in the form shall be priced as supply cost only, while the cost of its works (installation, etc...) should be included in item 1 of the form. Please advise.

**Answer:** That is correct, no additional installation costs will be paid as this will be the responsibility of the contractor workshop team.

68. Reference to the requirement "*Upon request, the contractor shall provide ... through a third party*". We understand that this requirement refers to items no.: 288, 289, 290 and 291 listed in Annex C.
- a. Please advise.
  - b. If our understanding is wrong, please specify the instruments (with quantities) for which this service is required.
  - c. For items 288 and 289 in Annex C, the quantity for each is (6), while the listed instruments are (5), please advise.

**Answer:** For the section 2.5 of the TOR it was mentioned "*Upon request, the contractor shall provide instrument calibration/validation certification service for UNHCR instruments through a third party*" it was a typo it should be for UNHCR's project instruments which are owned by the contractor. And to clarify what we do require is validation reports that the instruments are accurate no need for calibration. (So either a recent calibration certificate, or a validation report of that device).

69. Reference to the requirement "*Upon request, the contractor shall provide ... through a third party*": Please specify the instruments (with quantities) for which this service is required, as we cannot find any related items in Annex C.

**Answer:** For the section 2.5 of the TOR it was mentioned "*Upon request, the contractor shall provide instrument calibration/validation certification service for UNHCR instruments through a third party*" it was a typo it should be for UNHCR's project instruments which are owned by the contractor. And to clarify what we do require is validation reports that the instruments are accurate no need for calibration. (So either a recent calibration certificate, or a validation report of that device).

70. Please advise the possibility of:

- a. Working after 4 pm in case needed.  
**That is possible in case or urgent works needed, in coordination with site engineer.**
- b. Working during weekends.  
**That is possible in case or urgent works needed, in coordination with site engineer.**
- c. What are the electricity supply hours in each camp? **Please refer to answer Q #31**

71. We believe that the storage caravan should be the responsibility of UNHCR, especially after working hours? Please advise. Please confirm what do you mean by "security"?

**Answer:** UNHCR responsibility is to allocate the storage plot of land, the rest is the responsibility of the contractor including the safety/security of the materials/storage area.



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72. Please advise the location of the nearest garbage dump for each camp, for the sake of removing waste.

**Answer: For Zaatari camp Alhusiniat dump area near the camp  
World vision green center inside the Azraq camp.**

73. Reference to the requirement "*Consumer Unit*":

a. please advise if they are required to be made from a specific material. if not, please confirm that it is the contractor's choice to select the material (plastic, forexample).

**Answer: Similar to what is currently present (plastic consumer units).**

74. Reference to the requirement "*Corrective Maintenance ... submitting a full report for the root cause of faults and list of ... same faults*": We understand that this particular requirement should be submitted as one of the reports during the execution of the contract, taking into consideration that at this stage we as a bidder are not fully aware of the faults and their root causes. Please confirm our understanding.

**Answer: That is correct the root cause reports are reports to be submitted by the contractor selected one any issue arises in the network and need analysis.**

**End of Questions**