



**UNHCR**

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

**ITB/2017/869**

**Solar-powered Lights**

**Questions and Answers**

**(3)**

**As of 12/12/2017**

No.	Question	Answer
27	<p>In the technical specification, section A, point 13, it is stated that "the lamp must remain fully intact and operational following a series of 3 drop test from 1 meter on concrete".</p> <p>Could you please clarify whether this test must be done while the unit is packed in its packaging/carton or whether it is without any packaging?</p>	<p>This is without packaging.</p>
28	<p>We have portable light which has Lighting Global Certificate, the key point is when the light got certified, the applicant was our client, but we are the exact manufacturer (which also shows on the certificate).</p> <p>Could you please tell us whether this will influence the validity of the certification?</p>	<p>As Long as certification is valid and the relationship between product/manufacture and supplier are clearly demonstrated and legal. The product can be submitted.</p>

29	<p>Our lamp is certified according to IEC TS 62257-9-5 (Lighting Global equivalent) standards. It is mentioned 'upgraded versions of the same model as approved may also be submitted' as mentioned in Annex B (Page 2 / Point 6).</p> <p>Request you to kindly clarify:</p> <p>1. What will be considered as 'upgrades' assuming the 'upgraded model' is submitted under the same Certificate of IEC TS 62257-9-5 (Lighting Global equivalent) standards ?</p> <p>2. Can the 'upgraded model' have certain design &amp; dimensional enhancements (e.g. more compact &amp; user-friendly) and be submitted with the same certificate, if <u>all</u> input and output specifications remain the same as the model already certified?</p>	<p>Upgraded versions may include changes that do not alter any of the performance, quality or durability aspects of the product (such as the light output, run time, battery protection, lumen maintenance or switch durability). All changes and their impacts on the product must be clearly documented in the submission. If changes are made to the product enclosure, which could potentially impact the IP rating of the product, it is recommended that a new IP test report be submitted with the product. UNHCR reserves the right to not accept an upgraded version of a product if reviewers believe the upgraded version cannot be adequately evaluated using the original product's certificate or test results.</p>
30	<p>In Annex B, the technical specifications, the requirements for Solar Lights with Mobile Device Charging Capacity indicates that "<b>Minimum of 40 lux at 1.0meter distance from the light is 40 lux and the color temperature 3500-5000K white light</b>" but our product (with Lighting Global certificate) has <b>30 lux</b> at 1 meter but its color temperature <b>5000-7000k</b> (lights with higher color temperature emanate brighter light). So we are wondering if you accept alternative product design with the same function?</p>	<p>The ITB does state 3500-5000 white light.</p> <p>"The product must meet the 40 lux requirement."</p> <p>Though the higher color temperature light may appear brighter (or harsher or more blue), it is not clear that the light is actually more useful.</p>
31	<p>In Annex B, the technical specification requires the light has "<b>minimum of two separate light output settings</b>", but our product has three led bulbs with only one output setting. Will you just decline our product for it has sole output setting?</p>	<p>The minimum criteria as per the ITB is two settings. This can also be: Two separate settings: "1 bulb on" and "3 bulbs on".</p>

32	In Annex B, the technical specification for both lights requires "solar panel must have the capacity to fully recharge a fully discharged battery <b>within 5 hours @ 1,000wh/m2</b> ", but our light battery has larger power capacity, which can support the lights to continuously operation at maximum setting for <b>4.6 hours</b> (which exceeds the required 4 hours) but needs <b>6 hours</b> to be fully re-charged. Is it acceptable?	No, 5 hours is a minimum criteria.
33	In the annex B, it is written: 5. Minimum of two separate light output settings Please clarify "light output setting" , does it mean "2 light points", or mean "2 different power adjustment of the light point"?	The minimum criteria as per the ITB is two settings.  This could also be: Two separate settings: "1 bulb on" and "3 bulbs on".
34	Annex B: if "lighting setting" means "power adjustment", then what is your request for the quantity of light points? 1 pc, or 2 pcs, or more?	Products must include at least 1 light point, but there is no additional requirement or recommendation regarding the total number of light points
35	2. Rated lifetime in hours against stated temperatures and hours of operation. <ul style="list-style-type: none"> <li>Does it refer to the total runtime at the brightest setting with a fully discharged battery, for different temperatures: -10C, 25C, 50C?</li> </ul>	The question is not clear for us to be able to answer.
36	19. Time to fully charge a fully discharged battery (test result) (discharged to max. level permitted by DoD protection) <ul style="list-style-type: none"> <li>Please explain what conditions of charging (current, power...) we should use for this test?</li> </ul>	Charging should be via the source designed for the device, solar. If the device has solar charging and mains power (Duel options) the device can be charged using both applications, so if the device has more than one charging option, charging can be tested using all methods. But separately and individually.
37	Please provide us the address for delivery of samples.	OSTS, UNHCR, 94 rue de Montbrillant, Geneve, 1202, Switzerland Attn: Mr. Paul McCallion Tel: +41 22 739 8111  Please refer to the ITB point no. 3.1.1 - Visual Inspection & evaluation for further details.

38	<p>Regarding to ANNEX B, TECHNICAL SPECIFICATIONS General Specification 6:</p> <p>Our products do not have certification IECTS62257-9-5 But we do have Certification CE Certificate The standards are specified as follow:</p> <p>EN 55015 : 2013  EN61547 : 2009  EN61000-3-2 : 2006+A1 : 2009+A2 : 2009  EN 61000-3-3 : 2013</p> <p>Is this acceptable?</p>	<p>These standards and the CE certificate cover electromagnetic compatibility and are not equivalent to IEC/TS 62257-9-5, so are not acceptable as a substitute.</p>
39	<p>We will send our lantern samples to the given address in time and would like to know if our standard packing is acceptable or if UNHCR would like a customized packaging for the samples.</p> <p>This can be arranged on request. The Logo can also be added as requested under 3.2.6 Packing, container utilization and palletization details. We would like to know if this is required a sample submission already or only once the contract has been awarded.</p>	<p>Logo will not be required during the evaluation stage.</p>
40	<p>Must the Certificate of Origin for the 3 samples and the products delivered under a purchase order as described under 3.2.4 Reference, be issued by the international Chamber of Commerce? We believe that since the lightning global certificate and verification letter indicate the country of origin of the product no additional certification is needed? Please advise.</p>	<p>The certificate of origin for a Purchase Order is a must, however, for the samples it can be issued by the manufacturer.</p>
41	<p>In addition, the manual required for the lantern must be available in English, French and in Arabic. Currently, we only have English manuals but can arrange the translations of the other languages. Must the manuals be submitted in French and Arabic at Submission of Tender or only if the contract is awarded?</p>	<p>All translations should be included at time of submission.</p>

42	<p>Refer to Technical Specifications - Product A - Minimum Criteria</p> <p>No.4 - "Battery capacity to provide 6 hours of continuous operation on maximum light setting without recharge" Please kindly confirm whether <b>4</b> hours of continuous operation on maximum light setting is acceptable?</p>	5 hours is the minimum criteria.
43	<p>Refer to Technical Specifications - Product A - Minimum Criteria</p> <p>No.11 - "Solar panel must have the capacity to fully recharge a fully discharged battery within 5 hours @ 1,000wh/m2" Please kindly confirm whether within <b>8</b> hours to fully recharge a fully discharged battery @1,000wh/m2 is acceptable? Because It's difficult to meet your requirement since our battery with a bigger capacity (3500mah).</p>	5 hours is the minimum criteria.
44	<p>Refer to Technical Specifications - Product B (without mobile device charging capacity)</p> <p>Please kindly confirm whether we offer a product with mobile device charging capacity is acceptable? We can meet all of requirement, but our product has a mobile device charging function.</p>	It sounds like your product falls into Product A category. If the product does not meet the criteria for product A it cannot be accepted for product B.
45	<p><b>Q-1</b> Would it be possible that the submission of samples (and tender bid) of both the <b>model 1&amp; 2</b> is done along with a <u>Lighting Global Sample submission acknowledgement receipt</u> for testing by the 31<sup>st</sup> Jan 2018?</p> <p>If allowed, the <b>final Lighting global testing certificates</b> will be submitted <b>before</b> the last date of Inspection of final samples by UNHCR <b>(25/03/2018)</b>.</p> <p>This relaxation is requested on account of the timelines involved in LG certification can go up to 3 months or more post submission of sample.</p>	No, LG certification must be valid when products are submitted.

46	<p>Clarification required for Model 01 -</p> <table border="1"> <thead> <tr> <th>S.No</th> <th>Category</th> <th>Requirement Specified</th> <th>Query raised</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Info.</td> <td>Rated Lifetime in hours against stated temperature and hours of operation</td> <td>Q2- Is it fine to provide Product reliability data on the same for the products?</td> </tr> <tr> <td>2</td> <td>Info.</td> <td>% Lumen output after 6000Hrs (graph of lumen output Vs hours)</td> <td>Q3- Would the submission of LM80-08 Test reports be acceptable as proof for this?</td> </tr> <tr> <td>3</td> <td>Must Have</td> <td>Minimum of 20Lux at 1.0Mtr distance from light</td> <td>Q4- It is OK to have 20lux provided at 1.0m distance from the center of lamp surface( on a plane parallel to the lamp surface.)?</td> </tr> <tr> <td>4</td> <td>Must Have</td> <td>Continued operation under conditions of use from -10Deg C to 50Deg C</td> <td>Q5- Discharging condition from -10 to 50Deg. C is fine.  However Smart features in Charge Controller significantly enhances the battery life (beyond warranty period) by disabling the charging when temperature falls below around 10Deg C.  Will this deviation for minimum charging temperatures be acceptable?</td> </tr> </tbody> </table>	S.No	Category	Requirement Specified	Query raised	1	Info.	Rated Lifetime in hours against stated temperature and hours of operation	Q2- Is it fine to provide Product reliability data on the same for the products?	2	Info.	% Lumen output after 6000Hrs (graph of lumen output Vs hours)	Q3- Would the submission of LM80-08 Test reports be acceptable as proof for this?	3	Must Have	Minimum of 20Lux at 1.0Mtr distance from light	Q4- It is OK to have 20lux provided at 1.0m distance from the center of lamp surface( on a plane parallel to the lamp surface.)?	4	Must Have	Continued operation under conditions of use from -10Deg C to 50Deg C	Q5- Discharging condition from -10 to 50Deg. C is fine.  However Smart features in Charge Controller significantly enhances the battery life (beyond warranty period) by disabling the charging when temperature falls below around 10Deg C.  Will this deviation for minimum charging temperatures be acceptable?	<p>Q2-As long as the data is clearly presented, compact and indicates which product it relates to. Lighting Global certificate or equivalent testing according to IEC 62257-9-5 must also be provided.</p> <p>Q3- The LM80-08 reports for the LEDs may be provided as supplementary support, but the Lighting Global certificate or equivalent testing according to IEC 62257-9-5 must also be provided.</p> <p>Q4- Yes.</p> <p>Q5- No this would not meet the requirement for “continued operation” the product would not be appropriate for use in locations where the ambient temperature is routinely below 10 C during the day.</p>
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48	We only need to quote EXW, FOB or FCA price, no need to quote the DAP price?	Yes, no need to quote for DAP price.																				
49	Could you tell us the final destination to use these light? Is it in Geneva?	UNHCR operations worldwide.																				

50	<p>For the quantity, annual requirements is 500,000 units, do you mean for:  Solar Lights With Mobile Device Charging Capacity: 250,000 units  Solar Lights without Mobile Device Charging Capacity: 250,000 units?</p>	<p>The estimated figure is solely provided for information purposes to assist the bidders in the preparation of bids. The estimated figure is cumulative for both categories and may vary and will depend on the actual requirements for each category and funds availability.</p>
51	<p>For the packing, UN requested us to use 1150 x 770 x 144mm, can we use the pallets with the dimension of 120x 100 x 14.4cm or 120 x 80 x 14.4mm?</p>	<p>The preferred size is 1150 x 770 x 144mm, however, bidders are encouraged to optimize the packing and palletizing of the products in order to utilize the container size of 20 DC, 40DC and 40HC.</p>
52	<p>For the 3 bid samples for each light, totally will be 6 units, we can ship with DHL, but we may face problems when Customs Clearance in Geneva, can UNHCR help to do the Customs Clearance?</p>	<p>No, samples should be delivered by the bidder to the address provide in the ITB document.</p>
53	<p>For Solar Lights With Mobile Device Charging Capacity:</p> <ol style="list-style-type: none"> <li>1. For ITB requirement: "Minimum of 40 lux at 1.0 meter distance from the light (diffused light)", Our light is Minimum of 30 lux at 1.0 meter distance from the light (diffused light), can you accept it?</li> <li>2. For ITB requirement : "Color temperature 3500-5000K white light " , Our light is 5000-7000K white light, the higher this number, the brighter of the light, can you accept it?</li> <li>3. For ITB requirement : "Minimum of two separate light output settings", our light has one light brightness setting, with three LED bulbs, is it ok?</li> </ol>	<p>The product must meet the minimum criteria as stated in the ITB, 40 lux.</p> <p>As per ITB, the requirement is 3500&gt;5000k.</p> <p>The minimum criteria as per the ITB is two settings.</p> <p>This could also be: Two separate settings: "1 bulb on" and "3 bulbs on".</p>
54	<p>For Solar Lights without Mobile Device Charging Capacity:</p> <ol style="list-style-type: none"> <li>1. For ITB requirement : "Minimum of 20 lux at 1.0 meter distance from the light (diffused light) " , Our light is 17 lux at 1.0 meter distance from the light (diffused light), and we have checked the requirements in light global, this is not mandatory, so can you accept 17 lux at 1.0 meter ?</li> </ol>	<p>The product must meet the minimum criteria as stated in the ITB, 20 lux.</p>

	<p>2. For ITB requirement :“Color temperature 3500-5000K white light “, Our light is 5000-7000K white light, the higher this number, the brighter of the light, (DELETED) like it very much, can you accept it?</p> <p>3. For ITB requirement :“Solar panel must have the capacity to fully recharge a fully discharged battery within 5 hours @ 1000 wh/m2 “, Our light have the capacity to fully recharge a fully discharged battery about 6 hours @ 1000 wh/m2, but our solar lights can work for 4.6hours at the highest mode, this is more beneficial for the end users, can UNCHR accept is?</p>	<p>As per ITB, the requirement is 3500&gt;5000k.</p> <p>No, as per ITB, the minimum criteria is 5 hours.</p>
55	Do you confirm both products shall not cause interference and shall be immune from interferences generated by surrounding home appliances (tv, radio ...)?	Yes, we confirm the product should not cause interference to any device in the vicinity of the product.
56	Is RoHS compliance requested?	Yes.
57	<p>Do you value product’s capability to be charged by different solar panels i.e. to extend range of input voltage such as to 5V - 20V ?</p> <p>To further clarify the above question: In case solar panel is not embedded (product A), a wide compatibility of input voltage ranges will allow to develop entrepreneurial models in the camps (entrepreneur recharging lamps and making it a revenue generating business). Lamps without solar panel will cost 30% less.</p>	The question is unclear to us.
58	Could you confirm clear deadline for receiving samples as it is subject to interpretation in the ITB documents? In case of Lithium batteries, air shipping is an issue and will cause longer transport lead time.	31st January 2018 is the bid deadline.
59	Can a company supply only product A sample? (This is in case company is late for product B sample \ technical documents).	Yes.



60	Will samples need UNHCR and/or color? What about packaging? This may lead to longer lead times.	No logo is needed for samples for evaluation.
61	Can GL certification be replaced by IEC certification on one of the two products, provided that GL certification that is missing could be obtained within end of bidding process?	No, all product must have current/valid LG certification.
62	A manufacturer can commit FOB, FCA and EXW pricing, however if the products need to be delivered to another country, the final pricing will vary depending on customs, freight, importer costs etc. Who will be bearing this additional cost? Till what point is the seller responsible for handling the products once selected to service the tender?	Please note that UNHCR has established Global Freight Forwarding Agreements for transportation of goods from EXW, FCA or FOB supplier delivery points to the final destinations (UNHCR Operations).
63	Tender requirement says "Solar panel must have the capacity to fully recharge a fully discharged battery within 5 hours @ 1,000wh/m2" Some of the lights cannot get fully recharged in 5 hours, however they are lighting global certified but take ~6 hours to charge. Will this be acceptable for the bid?	No, 5 hours is the minimum criteria.
64	The requirement mentions measurement of the light in lux. It will be great to know the rationale behind the use of this unit instead of lumens? Could UN accept lumens as the measurement unit, instead of lux? Since the light is diffused, we will not be able to test the lux at 1 meter. Lighting Global certificates also provides information in Lumens which we have. Will this be accepted?	As per the ITB document, the requirement is for lux measurement. For the purposes of the evaluation measurement will be taken in lux.
65	For one of the technical requirements (Ra > 70), our product was 67 when Lighting Global performed the certification. We have now improved our products and we now meet the Ra>70 requirement but our lighting Global certificate still shows 67. Will this be a problem? We	Upgraded versions may include changes that do not alter any of the performance, quality or durability aspects of the product (such as the light output, run time, battery protection, lumen maintenance or switch durability). All changes and their impacts on the product must be clearly

	are ready to carry out a third party lab test to prove that Ra > 70. Will this be accepted?	documented in the submission. If changes are made to the product enclosure, which could potentially impact the IP rating of the product, it is recommended that a new IP test report be submitted with the product. UNHCR reserves the right to not accept an upgraded version of a product if reviewers believe the upgraded version cannot be adequately evaluated using the original product's certificate or test results
66	<p>For the technical requirement which states that light shall be suitable for continued operation under conditions of use from -10°C to</p> <ol style="list-style-type: none"> <li>1. + 50°C , we wanted to clarify that our specs are guaranteed in 25°C working environment and are operational and safe in the range of (-10°C to</li> <li>2. + 50°C), however the efficiency will reduce with a reduction in temperature. Will this be okay? What's the runtime inquiry for different temperature ranges? All manufactures will have this issue as battery efficiency does decrease with changes in temperature. "</li> </ol>	We understood that performance may change at very high or very low temperatures due to the efficiency of the battery and solar modules, but the product should still be able to operate across the entire temperature range.
67	One of the technical specification states that "battery capacity to provide 6 hours of continuous operation on maximum light setting without recharge". One of our products works for 4.7 hours on the our highest mode (3rd mode). Will this be okay as different manufacturers will have different settings for modes of lighting and their second mode should not be compared with our 3rd mode. A clarification on this subjective aspect would be much appreciated.	Using the example you have stated the product with the 3 <sup>rd</sup> setting is outside the stated criteria.

68	<p>Is Clause 9 on insurance applicable to the contract in its entirety from the date of application or would it be applicable only if we win the contract? When should the policy be taken and on what amount?</p> <p>1. Insurance costs?</p>	<p>The insurance should be applicable to the entirety of the contract including any extension period. The policy shall be calculated with your insurance provider to cover the value of the goods up to the agreed delivery place and conditions highlighted in the Frame Agreement.</p>
69	<p>Will a light be accepted into the process if it does not have Lighting Global, or equivalent, certification by the time of bid submission, 31<sup>st</sup> January 2018, but that the application would be underway and would have been successfully completed by the time of the contract award, circa 30<sup>th</sup> April 2018.</p>	<p>No, LG certification must be valid at time of submitting the product samples.</p>
70	<p>The ITB states samples need to be submitted to Paul McCallion ahead of the bid receipt deadline. Presume this is the stated date of 31<sup>st</sup> January 2018. Would there be an issue if samples are sent well in advance of this date?</p>	<p>No, the products can be submitted well in advance.</p>
71	<p>Will you accept a light that does not have a cable leading to a separate solar panel, instead it has an integrated solar panel? Arguably a built in solar panel would make the light more portable than needing to be returned to a set point of charging.</p>	<p>Yes, and this is stated in the ITB for product B.</p>
72	<p>Following on from this, in the particular regions where the lights will be deployed, are there issues of theft and does UNHCR have ideas for how to minimize the theft of the solar lights? The detachable solar panel on a 4 meter cable could be more prone to theft which would render the separate light useless. Are their design features that UNHCR sees as important to minimize theft?</p>	<p>The Q&amp;A session is to clarify any elements related to the documents or specifications included in the tender document. Hence, this question cannot be addressed in this forum.</p>

73	<p>Will you accept a light with only one setting? Are the UNHCR able to provide evidence that multiple settings are well utilised by end recipients to support this requirement please? In some regions would it not be the case that end users deploy/use solar lights in the same way as they used to use Kerosene lamps. In other words they just turn them on to complete a task then turn them off again. Theoretically this could negate the need for multiple brightness settings reducing the overall cost of the units as well as increasing the efficiency.</p>	<p>Only products which comply with the ITB should be sent. This includes light setting/ output.</p>
74	<p>The approximate requirement per annum is circa 100k units. Are you able to confirm how these could be called off? Over and above the stated sharing of a six month forecast. What we are trying to establish is will the 100k units be required in one place at one time or to be shipped to multiple locations over a period of 12 months? Will the UNHCR look to pre-position the lights strategically or will they look to the supplier to hold stock in readiness for call off?</p>	<p>The estimated figure (500,000 units/annum) is solely provided for information purposes to assist the bidders in the preparation of bids. The units will be shipped to multiple operations worldwide as need arise. Kindly note that UNHCR has a network of 7 established stockpiles around the world.</p>
75	<p>In reference to the desire to have replaceable batteries in the lights, can you clarify the systems or infrastructure in place to facilitate the replacement of batteries when they run out?</p> <p>Given the timeline of needing to replace batteries on a semi-regular basis, would the submission of lights using lithium ion batteries be an issue?</p> <p>Given that lights using these lithium-ion batteries are likely to have a shelf and usage life covering several years and are also likely to be less damaging to the environment than standard AA/AAA batteries, would a product without replaceable batteries be considered if it can show comparable or better overall lifespan?</p>	<p>Currently this is on a country by country basis .A recycling policy is WIP.</p> <p>The product that has LG certification is the only product that can be submitted as per the stated battery chemistry on the LG certification.</p> <p>Yes, under the ITB easily replaceable batteries is under "additional features".</p>

	In summary, could you please clarify why the decision to use replaceable batteries has been made and how much emphasis is being made on lights that offer this battery option?	We are not able to do this. Any rationale or explanation around scoring or marking cannot be disclosed.
76	How exactly must we prove capacity? Will there be a factory visit, and do we have to have already produced at least 100k of these units in a single facility, etc. Our supplier is putting together a new format of kitted product. They will not manufacture these units in one centralized factory in China. They will have a facility that can produce more than 3M units per year, but will not have produced 100k units prior to the submission of this tender. Will this be an issue?	This capacity refers to the product submitted and if the product to be submitted was to be approved/awarded then the minimum 100,000 capacity would apply. For the factory visit, please refer to the ITB point no. 5.2.3.
77	What is the targeted lifespan of the light overall in terms of years?	This cannot be stated as the day to day usage, environment and cultural setting play a significant part in the life span.
78	Would you be able to clarify the current environmental guidelines in place to facilitate the use/replacement of standard batteries in UNHCR approved programmes?	Currently this is on a country by country basis .A recycling policy is WIP.
79	Point seven of the essential criteria states ' <i>separate solar panel for mounting</i> '. Point eight of the additional functionalities which will be taken into account states ' <i>features to allow solar panel to be mounted externally</i> '. These two statements appear to conflict with each other in terms of what is essential and what would be an 'additional feature'. Could you please clarify?	There should be no conflict here. External panels (non-integrated products) could be mounted /placed on a roof of a shelter. Some products may have a design or fixture/feature that facilitates securing the panel to a surface.
80	Section 5.2.2 states that, "Bids will be evaluated and awarded based on the technically qualified and lowest priced offer." How do the specifications factor into the decision? For example, If Product A and Product B each meet the minimum requirements for the tender, Product A is 2x brighter and has a longer runtime than Product B, and Product B is 5% cheaper than Product A, will Product B (with the much	The specifications facilitates the technical evaluation of the offers to determine if they satisfy UNHCR's requirements. The contract will be awarded to the qualified lowest cost bid(s) in response to the ITB.

	lower specs) still win the tender since it is the technically qualified lowest priced offer?	
81	The runtime on the highest setting for our mobile charging product is 4 hours + 2 hours at a lower brightness setting after an automatic step-down. Does this qualify for the 6 hours of run-time on this highest setting mentioned in Annex B.	No.
82	What documentation is required for the field testing?	All documentation stated in the ITB for the evaluation process.
83	Is there a specific format for the Company Overview and the Past Experience sections of the technical offer?	Compact, tidy and easy to locate information would be appreciated.
84	Does the UNHCR logo need to be on the product in addition to the packaging?	No, the products submitted to the evaluation do not need a logo on the packaging or product.
85	Lux is not published in LG certificates; can we share internal reports instead?	Yes, please keep all reports with lux info, short, concise and easy to abstract data from.
86	Product warranty: does the entire product need to be covered for 2 years or can we have warranty covering critical parts like PCBA/battery and no warranty on the plastic parts and mobile charging accessories?	The minimum 2 years warranty should be applicable for the whole unit.

87	Product warranty: is 2-year repair warranty acceptable? Has UNHCR defined a process by which warranty claims would be managed and process for repair/replacement (for example, you say battery should be easily replaceable but how/who will they manage these replacements)?	This process will be defined and agreed with the prospective bidders after the establishment of Frame Agreement(s).
88	Shelf life: what is the max expected product storage duration prior to use?	Bidders should indicated the maximum shelf life of their products in the technical offer as product storage duration differs due to the implementation of various projects in the field.
89	Clause 7.5.7 – In case of a defect, the tender document says that the contractor will have to replace the units as well as reimburse the amounts. Usually, one of this happens and not both since this leads to double the cost for the company. It will be good to know more about the same with regards to the UN policy.	<p>Clause 7.5.7 of UNHCR GTCs:  During any period in which the Contractor's warranties are effective, upon notice by UNHCR that the goods do not conform to the requirements of the Contract, the Contractor shall promptly and at its own expense correct such non-conformities or, in case of its inability to do so, replace the defective goods with goods of the same or better quality <u>or</u>, at its own cost, remove the defective goods and fully reimburse UNHCR for the purchase price paid for the defective goods; and,</p> <p>For further details, please refer to the clause 7.5 of GTCs.</p>
90	Clause 7.4 – Usually in business we have experienced that it is best for the importing entity to buy insurance at its destination. This saves costs as well as leads to faster delivery. How would UN like to proceed with the same?	UNHCR mostly procure goods on a FCA sea/dry port terms (containerized) and further transportation and insurance costs are covered by UNHCR.
91	Color temperature the range given in the specs is 3500K-5000K but at the same time in words it is stated white light. As per our understanding white light is 6000K and above. <i>Please advise which colour spectrum to choose between white, warm white or yellow.</i>	The required color temperature range is 3500 K – 5000 K. Different sources offer different names for this range, but it is often referred to as "bright white" or "cool white" or "white".

92	No IP rating specification mentioned i.e. is it for indoor or outdoor i.e. IP 40/ IP 54/ IP 65/ IP 67. <i>Please clarify.</i>	The product must meet the requirements in the Lighting Global Quality Standards for the particular product category. IP ratings that exceed the minimum requirements will be taken into account during product evaluation.
93	Also please note that in case of IP 65, the replacement of batteries will affect its rating directly. As it has two USB's , the current IP rating is IP 44. <i>If we add a rubber cover or rubber bag to reach IP 65, would it be acceptable?</i>	This is acceptable.
94	Please clarify if we need to pack the batteries separately to be installed by the end user or should they be already placed in the light. If packed separately, it will impact the IP rating.	The battery should be install and ready for use.
95	Is there any specification on packaging apart from the logo markings. Is there any size for the package per unit.	Bidders are encouraged to optimize the packaging of the product and pallet/container loadability and submit the details in their technical offer.
96	Can all kinds of solar panels be accepted if they meet full charge time within 5 hours?	As per the ITB.
97	Is there a minimum warranty/ guarantee required? Also do we need to give the warranty for the whole fixture or for the separate parts like panel, light and battery separately?	Please see question no. 86, above.
98	Please advise if we need any particular gauge size of the 4 mtr wire?	All product designs are at the discretion of the company.
99	Please can you give us final application of this system: is it for home owners (light installed indoor) ore outside for street lights	How this product will be used will be down to the need of the refugee household. It could be for both outdoor and indoor.
100	What is the required LED wattage?	As per the ITB guidance.



101	Light source LED lamp for street light or home LED bulb?	This ITB is for portable solar items.
102	Does system have to include led lamp/bulb or only socket lamp holder without bulb?	This will depend on the product type A or B.
103	What is solar panel power wattage?	The ITB does not state one.
104	Do we need to supply metal pole also for street light application?	This ITB is for portable solar items.