

Number	Question	UNICEF Answer
1	With reference to the tender mentioned in the email above, we would like to inquire about our eligibility to participate. We are a third-grade classified company specialized in buildings, electromechanical works, and renewable energy. Additionally, we hold a certified operation and maintenance record for the Za'atari Camp in 2013. Given that the tender documents specify a first or second-grade classification for electromechanical works, we would like to confirm whether our current classification allows us to take part in this tender.	Unfortunately, not eligible and we should adhere to ToR conditions "Valid classification from Jordanian Contractors Association with First or Second Grade rating in construction or operation of water and wastewater networks or electro-mechanical worksUNICEF Answer" page 8
2	We are a company specialized in logistics, freight forwarding, customs clearance, transportation, warehousing, and supply chain support services. We would like to kindly inquire whether companies like ours operating solely in the logistics and supply chain sector, are eligible to participate. Additionally, is it possible for a logistics provider to participate in partnership with a qualified engineering or operations & maintenance firm, either as a lead bidder or subcontractor?	The main contractor should adhere to ToR conditions "Valid classification from Jordanian Contractors Association with First or Second Grade rating in construction or operation of water and wastewater networks or electro-mechanical worksUNICEF Answer" Page 8 "A joint venture arrangement is also possible where the lead entity/company/firm is locally registered. If a joint venture arrangement is opted and selected for award, UNICEF will award the contract to the joint venture, in the name of its designated lead entity. The lead will sign the contract for and on behalf of all other member entities and will be the responsible entity for all contractual obligations. Please refer to the RFP document, Part 11"
3	Some quantities in the provisional sum appear as zero. Would you clarify if they should be weighted with specific quantity?	Yes, we attach the specified quantities, please also specify the overhead percentage for provisional sum
4	As mentioned in TOR Item#4 "Expected Deliverable", Are the consumables required for operation such as diesel, chlorine, filters...etc. are included/ excluded in the operator prices?	All consumables materials are included within operator prices except Diesel material
5	As mentioned in TOR Item#4 "Expected Deliverable", stated that WASH works can be held for whole 24hr, please confirm that no further arrangements are needed for night Work from SRAD.	Usually for Syrian refugees workers, they are already in the camp, specific arrangements are required for staff with/without vehicles who is out of the camp after normal day working hours between 6am -4 pm Also for emergency cases we can get exceptional permission for workers from out of the camp.
6	Please advise regarding the impact of having paved street in the Camp, will the Contractor be responsible for reinstating these roads after any maintenance or PRC cleaning, or any other maintenance Works or equivalent	The contractor is responsible to restore the status as it was before his work, in coordination with UNHCR who is responsible on this part of the camp
7	What would be Contractor's responsibility in case of contamination in Water Networks?	It's clarified within water Quality safety Plan - attachment #3
8	Please advise the Working hours for the three Gates of the Camp, especially the eastern Gate.	6:00 am till 4:00 pm for all
9	What is the current capacity of the wastewater treatment plant?	2,900 m3 max, currently we have between 1800-2400 m3/ day
10	For waste Water pumping stations, what action expected from Operator in case of the Emergency Tanks are full during storm and rainy weather, is it allowed to drain the accumulated Water toward Wadi?	It's not allowed, however UNICEF increased the storage capacity at WWTP (increasing 4 equalization tanks with total capacity of 600 m3). Special arrangements usually are being done by UNICEF based on the criticality of the situation
11	What party is responsible for guarding the stations after the end of the working shift?	It's contractor responsibility
12	What criteria is going to be used to calculate the day work rate for machinery, especially for those supposed to leave camp to deliver items outside camp?	It's contractor assumption according to the work nature.
13	It was mentioned in the day work table in BOQ, that the unit of the desludging truck will be priced as per trip, what will be the destination of this trip?	It was mentioned in the BoQs (mainly Alakaidur plant or any alternative official location defined by the contractor)
14	For additional, variation order or supplied materials, what will the Overhead & Profit percentages be recommended to be applied?	It's contractor assumption, and should be included within the financial offer, we have added a specific line for this please include yours
15	for BOQ item 1/P in the provisional Sum regarding repair (installation of aeration system, does this include supply and apply for whole system in both station PS1 & 2, and include Wet wells & Emergency Tanks? Please provide us with further details about UNICEF's intent.	It's just regular repair and maintenance
16	Please extend the submission deadline by three weeks.	Deadline to submit proposals extended already till 11:59am Amman Time on 02.SEPTEMBER. 2025. Additional extension is not possible at this stage of our tendering process
17	Please provide us with current operation staff number for each facility to estimate staffing requirements.	we have 12 water facilities and 3 sanitation facilities, currently we have 3 shifts for operators to cover the operation for 24 hours (8 hours per operators), in addition to the guards for facilities security In general it's contractor responsibility to assign the proper number of staff to ensure the continuous work of facilities and safety measurements are in place
18	Please provide us with sample of water supply schedule cycle.	Attached

19	Please confirm that all operation items described in BOQ does not include materials (pumps, valves, piping, or any other material). And in case of necessity of materials, how it will be paid to contractor?	for the items of Operation & maintenance include the maintenance cost , for new items when are needed we use provisional sum BoQs items .for example new pump , new valve , new pipe ,
20	Please note that some of BOQ items have zero quantity, please provide us with revised BOQ.	Done ,updated BoQs list was attached
21	Please define "resources" in BOQ items contains "The price shall also include all needed equipment, manpower, resources and tools to fulfill the job as per the annexed O&M manuals." What do you refer by resources?	Resources include all other required works to implement the job properly as UNICEF standard O&M processes
22	Please confirm limit of responsibility of contractor for water supply "from borehole to the supply line of water tank at household" and for wastewater "from household manhole to end of force main at the inlet of treatment plant"?	Yes, as Waste wter plant is operated by Water authority of Jordan, so the responsibility starts from the house hold clean out
23	In case any other personnel or machinery required for maintenance works not described in "Day of Work", how it will be paid?	The contractor will provide 3 quotations and unicef focal point wil review the offers and agree on the best one with the contractor, this item will be considered as provisional sum item
24	Is there a room for operator available in each P.S to stay including toilets and water supply?	Yes
25	We have noticed that all tender documents provided are related to Operation & Maintenance – Water & Wastewater Networks – Zaatar Camp, and there are no documents pertaining to Annex C1 – BOQ WPS at Eastern Gate. Kindly provide us with the related drawings and specifications for WPS at Eastern Gate, so that we can price it accurately.	Done -attached
26	We have noticed that in Annex C1 – BOQ WPS at Eastern Gate, each item description refers to "as shown on specification and drawing". Kindly provide us with the related specifications and drawings.	Done -attached