TECHNICAL SPECIFICATION FOR PREFERRED SUPPLIER FOR SUPPLY OF 12kV AND 36kV ISOLATORS

ENERGY FIJI LIMITED

MR 228/2024

REVISION HISTORY & DOCUMENT CONTROL

Rev no.	Notes	Prepared By	Reviewed By	Date of Issue
1	Draft – Issued for review – 33kV	Amitesh C		18/9/17
2	Draft – Issued for review – 12kV	Nitin N Bali		13/12/17
3	Complied and Reviewed		Rajiv Singh	10/07/18
4	Reviewed		Mohammed Zainal Alim	18/07/24

TABLE OF CONTENT

1.0 INTRODUCTION

Energy Fiji Limited [EFL] is responsible for generation, transmission and distribution of electricity in Viti Levu, Vanua Levu, Ovalau and Taveuni in Fiji. By January 2023, the EFL had 215,515 customers. This included residential, commercial and institutional customers.

The Energy Fiji Limited (EFL) is requesting proposal for the Preferred Supplier for supply of item listed below for EFL's consumption to carryout repair, maintenance and Construction of Power line Network in Fiji.

The preferred Supplier arrangement will be for a period of 3 (three) years from the date of signing of the contract. The award of this Tender may be split and awarded to more than one successful bidder.

This document outlines the technical requirements for 12 and 36 kV single pole Isolators for use in EFL's distribution and sub-transmission network. Isolators are primarily used as mechanical switching devices which provide in the open position, an isolating distance.

The items covered under this specification are tabulated below.

Stock Code	Item Description
I05089	12kV Single Pole Isolator
I05095	36kV Single Pole Isolator

This Specification covers the general requirements of design, manufacture, testing, supply and delivery of 12 and 36 kV single pole Isolators for overhead distribution and sub-transmission systems.

1 INSTRUCTIONS TO BIDDERS

1.1 Eligible Bidders

This invitation is open to all Bidders who have sound Financial Background, and have previous experience in design, manufacture, testing and supply of such pole-mounted and platform-mounted transformers.

Bidders shall provide such evidence of their continued eligibility satisfactory to EFL as EFL shall reasonably request. Bidders who are not manufacturers of such transformers shall provide evidence of agency.

Bidders shall not be under a declaration of ineligibility for corrupt or fraudulent practice.

1.2 Eligible Materials, Equipment and Services

The materials, equipment, and services to be supplied under the Contract shall have their origin from reputable companies (as specified by EFL where relevant) and from various countries and all expenditures made under the Contract will be limited to such materials, equipment, and services. Upon request, bidders may be required to provide evidence of the origin of materials, equipment, and services.

For purposes of this Contract, "services" means the works and all related services including design services.

For purposes of this Contract, “origin" means the place where the materials and equipment are mined, grown, produced or manufactured, and from which the services are provided. Materials and equipment are produced when, through manufacturing, processing or substantial or major assembling of components, a commercial recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

The materials, equipment and services to be supplied under the Contract shall not infringe or violate any industrial property or intellectual property rights or claim of any third party.

1.3 One Bid per Bidder

Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid will cause all those bids to be rejected.

1.4 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid and EFL will in no case be responsible or liable for those costs.

1.5 Site Visits

Bidders can visit existing EFL networks by making arrangements to visit existing EFL installations. Bidders are required to familiarize themselves with the existing EFL installations so the solutions they offer does not require modification to existing poles and support infrastructure.

1.6 Contents of Bidding Documents

The bidder is expected to examine carefully the contents of this Bidding document. Failure to comply with the requirements of bid submission will be at the bidder's own risk. Bids which are not substantially responsive to the requirements of the bidding documents will be rejected.

1.7 Clarification of Bidding Documents

A prospective bidder requiring any clarification of the bidding documents may notify EFL in writing by email, addressed to:

Jitendra Reddy
Manager Procurement, Inventory & Supply Chain
2 Marlow Street,
Suva, Fiji
Phone: +679 331 3333 Ext 2320 or
Mobile: +679 999 2400
Email: JReddy@efl.com.fj

EFL will respond to any request for clarification which it receives earlier than 10 days prior to the deadline for submission of bids.

1.8 Amendment of Bidding Document

At any time prior to the deadline for submission of bids, EFL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by issuing addenda.

1.9 Language of Bid

The bid, and all correspondence and documents related to the bid, exchanged between the bidder and the EFL shall be written in the English language.

1.10 Bid Prices

Unless specified otherwise, Bidders shall quote for the entire facilities on a “single responsibility" basis such that the total bid price covers all the Supplier’s obligations mentioned in or to be reasonably inferred from the bidding documents in respect of the design, manufacture, including procurement and subcontracting (if any), testing and delivery.

Bidders shall give a breakdown of the prices in the manner and detail called for in this bidding document, or any issued addenda.

Bids shall be given on CIF basis. The point of delivery shall be EFL’s Navutu Depot in Lautoka. The term CIF shall be governed by the rules prescribed in the current edition of Incoterms, published by the International Chamber of Commerce, Paris.

EFL has a marine insurance cover for items it is required for purchase for its project and operational works. Bidders are required to comment if the marine insurance component is covered in their bids.

1.11 Bid Currencies

Prices shall be quoted in a single currency only.

1.12 Bid Validity

Bids shall remain valid for a period of **120 days** from the date of Deadline for Submission of Bids specified in Sub-Clause 21.1.

1.13 Format and Signing of Bids

The bidder shall provide one electronic copy of the Technical and Financial proposals on EFL's electronic tender hosting website; https://www.tenderlink.com/efl

The bid shall contain no alterations, omissions or additions, except those to comply with instructions issued by EFL, or as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

1.14 Sealing and Marking of Bids

Due to the Covid19 restrictions on movements, bidders are encouraged to bid via Tender link Portal.

1.15 Deadline for Submission of Bids

Bids must be received by EFL at the address specified above no later than **1600 hours (Fiji Time) 14th August 2024**.

EFL may, at its discretion, extend the deadline for submission of bids by issuing an addendum, in which case all rights and obligations of EFL and the bidders previously subject to the original deadline will thereafter be subject to the deadlines extended.

1.16 Late Bids

Any bid received by EFL after the deadline for submission of bids prescribed above will be rejected.

1.17 Modification and Withdrawal of Bids

The bidder may modify or withdraw its bid after bid submission, provided that written notice of the modification or withdrawal is received by EFL prior to the deadline for submission of bids. No bid may be modified by the bidder after the deadline for submission of bids.

1.18 Rejection of One or All Bids

EFL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the rejection.

1.19 Process to be Confidential

2.19.1. Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process.

2.19.2. Any effort by a bidder to influence EFL's processing of bids or award decisions may result in the rejection of the bidder's bid.

2.19.3. Lowest bid will not necessarily be accepted as successful bid.

1.20 Clarification of Bids

To assist in the examination, evaluation and comparison of bids, EFL may, at its discretion, ask any bidder for clarification of its bid. The request for clarification and the response shall be in writing, but no change in the price or substance of the bid shall be sought, offered or permitted except as required to confirm the correction of arithmetic errors discovered by EFL in the evaluation of the bids.

1.21 Compliance with Specifications

The tender shall be based on the equipment and work specified and shall be in accordance with the Technical Specification. It should be noted that unless departures from specifications are detailed in Schedules of the Technical Specification, the tender would be taken as conforming to the Specification in its entirety. The Bidder shall tender for the whole of the Works included in the

2.0 REFERENCES

2.1 Applicable Standards

The item shall be designed, manufactured and tested in accordance with the latest edition of the Standards specified below and all amendments issued prior to the date of closing of tenders except where varied by this specification.

AS/NZS 62271.102	High-voltage switchgear and control gear – Part 102: Alternating current disconnectors and earthing switches
AS 1154	Insulator and conductor fittings for overhead power lines
AS 1214	Hot-dip galvanised coatings on threaded fasteners (I.S.O. metric coarse thread series)
AS/NZS 60625	High voltage switches – Switches for rated voltages above 1kV and less than 52kV
AS 1856	Electroplated coatings - silver
AS 2650	Common Specifications for high voltage a.c. switchgear and controlgear standards
AS 2837	Wrought alloy steels - Stainless steel bars and semi-finished products
AS 2947	Insulators - Porcelain and glass for overhead power lines – Voltages greater than 1000 V a.c.
AS 4169	Electroplated coatings - Tin and tin alloys
AS 4360	Risk Management
AS 4398	Insulators - Ceramic or glass - Station post for indoor and outdoor use - Voltages greater than 1000 V a.c.
AS 4680	Hot-dipped galvanised (zinc) coatings on fabricated ferrous articles
AS 62217	Polymeric insulators for indoor and outdoor use with a nominal voltage > 1000 V – General definitions, test methods and acceptance criteria
AS/NZS ISO 9001	Quality management systems - Requirements

Should inconsistencies be identified between standards and/or this specification, the tenderer shall immediately refer such inconsistencies to EFL for resolution.

3.0 SYSTEM CONDITIONS

3.1 Environmental Conditions

The isolators shall be suitable for installation outdoors and shall be designed to withstand the following service conditions.

Description		**Conditions**
Atmosphere	:	Saliferous, corrosive and dusty
Ambient Temperature	:	Peak: 40^{o}C 24 Hour Average: 30^{o}C Annual Average: 22^{o}C Minimum: 10^{o}C
Relative Humidity (Average)	:	85%
Rainfall	:	Annual Average: 1900mm
Isokeraunic (Thunder day) level	:	60 thunder days per year
Seismic	:	To a maximum of 7 on the open-ended Richter Scale

Note: Fiji is situated in a region where cyclones are experienced frequently. All plant and equipment shall be designed and constructed to withstand these extreme conditions.

3.2 System Conditions

Nominal Voltage	11kV	33kV
System Highest Voltage	12kV	36kV
System Frequency	50Hz	50Hz
Number of Phases	3	3
System Earthing	Effectively Earthed	Effectively Earthed
Impulse Withstand Voltage (peak)	95kV	200kV
Power Frequency Withstand Voltage (rms)	28kV	70kV

4.0 DESIGN AND CONSTRUCTION

Equipment offered that is found on inspection not to conform to this Specification shall be replaced by the vendor at no cost to Energy Fiji Limited.

4.1 Ratings

The isolators shall have the following ratings:

Particulars	Units	Requirement	
Rated Voltage	kV	12	36
Rated Frequency	Hz	50	50
Continuous Operating Current	A	630	400
Short Time Withstand Current (3 sec)	kA	25	12.5
Rated Peak Withstand Current	kA	50	31
Lighting Impulse Withstand Voltage (BIL):			
Between Phases and to Earth (Peak)	kV	110	170
Across Isolating Distances (Peak)	kV	110	230
Lighting Impulse Withstand Voltage (Peak)	kV	150	170
Wet Power Frequency Withstand Voltage	kV	50	70
Creepage Distance	mm	496	950
Dry Arcing Distance	mm	312	400

4.2 Operation

A 20mm minimum internal diameter ring shall be provided at the moving end of the isolator blade to enable the operation of the isolator switch using a standard operating rod fitted with a hook/link stick. The force required for such operation shall not be greater than 250 N.

The top contact support of the isolator shall be provided with hooks suitable for attachment of a portable load breaking tool.

The bottom hinge joint assembly of the isolator shall be provided with a removable stop to restrict the movement of the blade when in open position, to 900 from the closed position.

4.3 Mounting

The angle of inclination of the isolator blade shall be sufficient to allow ease of operation with due regard to the safety of the operator.

The isolator shall be capable of being mounted on wooden crossarms. Bidders are advised to provide options for 12kV isolator for single and double crossarm mounting. The bidders are required to provide all the required mounting bolts/nuts/washers assembly with the isolators for the following crossarm types:

a) Wooden crossarm for 12kV isolators – 2m x 100mm x 75mm
b) Wooden crossarm type 1 for 36kV isolators – 3m x 150mm x 100mm
c) Wooden crossarm type 2 for 36kV isolators – 6m x 200mm x 150mm

Bidders are also advised to provide any other fittings as required for jumper wires such as U bolts and shall provide complete dimensional drawings with the offer.

A suitable locking arrangement shall be provided to prevent rotation of the isolator about the mounting bolt when in service.

4.4 Contacts

All electrical contact surfaces are to be silver plated in accordance with AS 1856 to ensure that the thickness of plating provides durability of the contact surfaces over a service life of 35 years.

All contacts shall be greased, self-aligning and shall have wiping action to remove oxide or other contamination on the contact surfaces and constructed to eliminate arcing damage to the main contacts. As the hinge and blade may be subject to operation from an off-center position they shall be of robust construction to align correctly under this condition.

4.5 Insulators

The insulator shall be a single piece, fully vitrified non-puncturable porcelain, polymer or silicon rubber type in accordance with AS 4398 and AS 62217. The preferred color is munsell grey. The minimum electrical characteristics of each insulator shall be as stated in Clause 4.1.

The insulator shall be of adequate mechanical strength to withstand the loads applied during the opening and closing cycles.

4.6 Terminal Connections

A terminal palm of 3mm minimum thickness shall provide for the connection of up to two cables on both the supply and load sides of the unit and shall satisfy the temperature rise limits in accordance with Clause 4.4 of AS 62271.102.

The connections shall be designed for use with aluminium, copper or steel conductors and to minimize the effects of electrolytic corrosion of dissimilar metals.

The connectors provided shall be a M12 x 40mm fully threaded stainless steel bolt and nut provided on both the supply and load side terminal palm and fitted with two stainless steel round washers and a stainless steel Belleville or spring washer so as to provide a positive locking pressure at all times when tightened.

4.7 Earthing Attachment

The bottom hinge section of the isolator unit shall be provided with an earth attachment device satisfying the following requirements:

a) Be capable of supporting the weight of the portable earthing cables (nominally 35kg) and not allow accidental detachment of the portable earths.
b) Have a 1 second withstand current rating of 6kA (minimum).
c) Provide a clearance of 500mm (minimum) from the live parts to the earth attachment point.
d) Be orientated in-line with the isolator so that the device does not interfere with the operation of the isolator or reduce the phase to phase clearances.

4.8 Corrosion Protection

The hinge and latch mechanisms of the isolator switch shall be constructed of corrosion resistant metals and shall include no ferrous parts other than stainless steel.

All current carrying parts shall be of a high electrical conductivity, corrosion resistant metal

All nuts, bolts and washers other than those associated with the mounting bracket shall be stainless steel in accordance with AS 2837. The bolts and washers shall be grade 316 and to avoid binding, the nuts should be grade 304 and a suitable lubricant shall be applied to the threads of all stainless steel bolts before tightening. The lubricant shall not contain graphite.

All support brackets and other ferrous parts of the units other than stainless steel, shall be galvanized in accordance with AS 4680.

4.9 Vibration and Impact

The blades shall be self-latching in the closed position or provided with a safety latch to prevent maloperation due to gravity, vibration, wind pressure, electromagnetic forces or shocks caused by minor vehicle impact on the pole.

4.10 Corona

Corona and Radio Interference Voltages shall be avoided by eliminating sharp edges, points or loose metal fittings on energized parts.

4.11 Marking

The isolator shall be clearly and durably marked with the year of manufacture and in accordance with AS 62271.102.

5.0 QUALITY ASSURANCE

The manufacture shall submit evidence that the design and manufacture of the isolator is in accordance with AS/NZS ISO 9001 and shall include the Capability Statement associated with the Quality System Certification.

6.0 PERFORMANCE AND TESTING

6.1 Type Tests

Test reports on the following type tests shall be provided:

a) Dielectric Tests. (Refer Clause 6.2 of AS 62271.102).
b) Temperature - Rise Tests. (Refer Clause 6.5 of AS 62271.102)
c) Short-time withstand current and peak withstand current tests. (Refer Clause 6.6 of AS 62271.102).
d) Mechanical endurance test. (Refer Clause 6.102 of AS 62271.102).

6.2 Routine Tests

Routine Test Certificates shall be supplied with each batch delivery in accordance with Clause 7 of AS 62271.102.

6.3 Batch Test for Insulators (See AS 4398.2)

Batch Test Certificates for the insulators shall be provided with each delivery.

6.4 Witnessing of Tests

The EFL reserves the right to witness all testing. The Supplier shall give EFL reasonable notice of when testing will be carried out and two (2) EFL engineers to be invited to witness the testing.

7.0 PACKAGING AND MARKING

7.1 General

a) Individual cartons shall contain one isolator unit and accessories.
b) The cartons must be sufficiently sturdy to allow storage by stacking on a pallet.

7.2 Marking

The following information shall be legibly and indelibly marked on BOTH sides of the crate:

a) Manufacturer’s name and catalogue number
b) Rated Voltage and Current
c) Purchase Order Number
d) Description of contents and gross mass
e) Handling or lifting instructions where applicable

7.3 Storage

The equipment shall be capable of being stored without deterioration within the temperature range of 10^{o}C to 40^{o}C for no less than 24 months.

8.0 TECHNICAL INFORMATION TO BE SUPPLIED

The following information shall be supplied with the offer:

a) Catalogue describing the items and indicating the model number
b) Constructional features and material used for components
c) Complete dimensional drawings for the isolators offered complete with fittings
d) Quality assurance certificate as per clause 5.0
e) Duly completed schedule of guaranteed technical particulars
f) Manufacturing experience and list of purchasers
g) Test certificates as per clauses 6.1, 6.2 and 6.3

Offers of vendors who fail to furnish above particulars shall be rejected.

9.0 STOCK AVAILABILITY

The bidder is required to show the size of his/her stock holding and the ability to meet the required estimate quantity per annum. The movement of the isolators will depend on EFL's project works and for operation and maintenance purposes. An estimate movement of the item are outlined in the table below but it will not be purchase as a lump sum quantity at once. Hence, the successful bidder will be required to carry a consignment / safety stock at times to meet EFL's demand within the three year contract period.

Stock Code	Item Description	Approximate 3 Year Stock Movement
I05089	12kV Single Pole Isolator	735
I05095	36 kV Single Pole Isolator	68

10.0 PRODUCT WARRANTY PERIOD

The bidder is required to provide the warranty period as part of the proposal. A minimum warranty period of twenty-four (24) months from time of dispatch from factory shall be provided.

11.0 ENVIRONMENTAL CONSIDERATIONS

Suppliers are required to comment on the environmental soundness of the design and the materials used in the manufacture of the items tendered. In particular, comments should address such issues as recycling and disposal at the end of service life.

12.0 RELIABILITY

Suppliers are required to comment on the reliability of the equipment and the performance of the materials tendered for a service life of 35 years under the specified system and environmental conditions.

13.0 SAMPLES

13.1 Production Samples

Samples of items may be required during the tender assessment period. Samples would normally only be required from tenderers who have previously not supplied the items to the Purchaser.

13.2 Sample Delivery

When samples are required, production samples shall be delivered freight free, suitably packaged and labelled including reference to the Contract Number.

The EFL may at its discretion either purchase the samples at the tendered price or return the samples to the respective tenderer after the contract has been awarded. Samples shall be supplied within 7 days of official request.

14.0 TRAINING

Training material in the form of drawings, instructions and/or audio visuals shall be provided for the items accepted under the offer.

This material shall include but is not limited to the following topics:

- Handling
- Storage
- Application
- Installation
- Maintenance
- Environmental performance
- Electrical performance
- Mechanical performance
- Disposal

15.0 APPENDIX

15.1 Technical Data

All tenderers are required to complete and submit a copy of this form with their bid submissions.

Particulars	Units	Requirements		Bidders Response	
		12kV	36kV	12kV	36kV
Manufacture name					
Country of origin of materials					
Standards used for manufacturing					
Insulator material		Porcelain/ Polymer/ Silicon Rubber			
Type test certificate number					
Rated Voltage	kV	12	36		
Rated Frequency	Hz	50	50		
Continuous Operating Current	A	630	400		
Short Time Withstand Current (3 sec)	kA	25	12.5		
Rated Peak Withstand Current	kA	50	31		
Lighting Impulse Withstand Voltage (BIL):					
Between Phases and to Earth (Peak)	kV	110	170		
Across Isolating Distances (Peak)	kV	110	195		
Lighting Impulse Withstand Voltage (Peak)	kV	150	170		
Wet Power Frequency Withstand Voltage	kV	50	70		
Creepage Distance	mm	496	900		
Dry Arcing Distance	mm	312	400		
Resistance of main circuit	μΩ	Bidder to state			
Mechanical endurance	Counts	Bidder to state			
Details of hot dip galvanizations		Bidder to state			
Corrosion protection treatment offered		Bidder to state			
Weight	Kg				

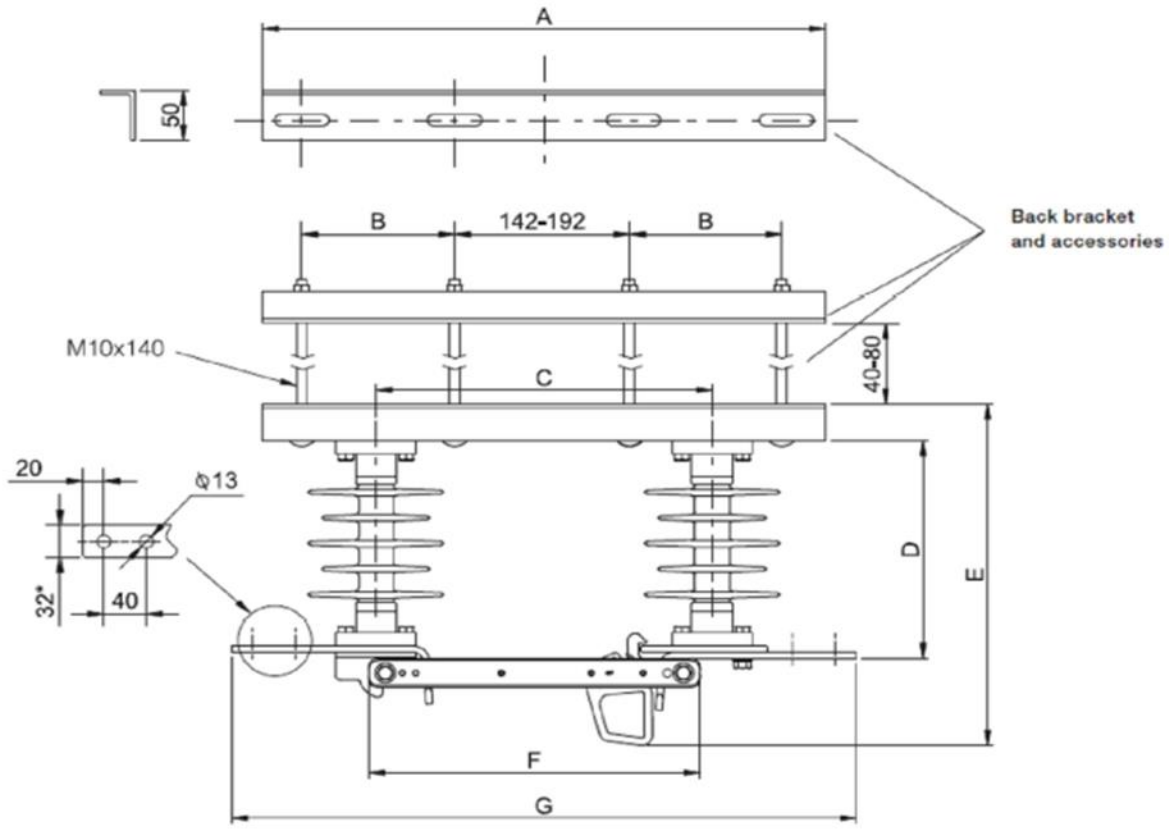
Name of Tenderer: _____

Signature of Tenderer: _____

Date: _____

15.2 Typical Drawing for 12kV Single Pole Isolator

A1 | 01 | E39 | 118



RATED VOLTAGE	A (mm)	B (mm)	C (mm)	D (mm)	E (mm)	F (mm)	G (mm)
12kV	530	118-169	316	216	339	312	588

No.	REVISION	DATE	BY	CHK	PSO	APP
0	ORIGINAL ISSUE	10-07-15	RS			

DRAWING No.

TITLE

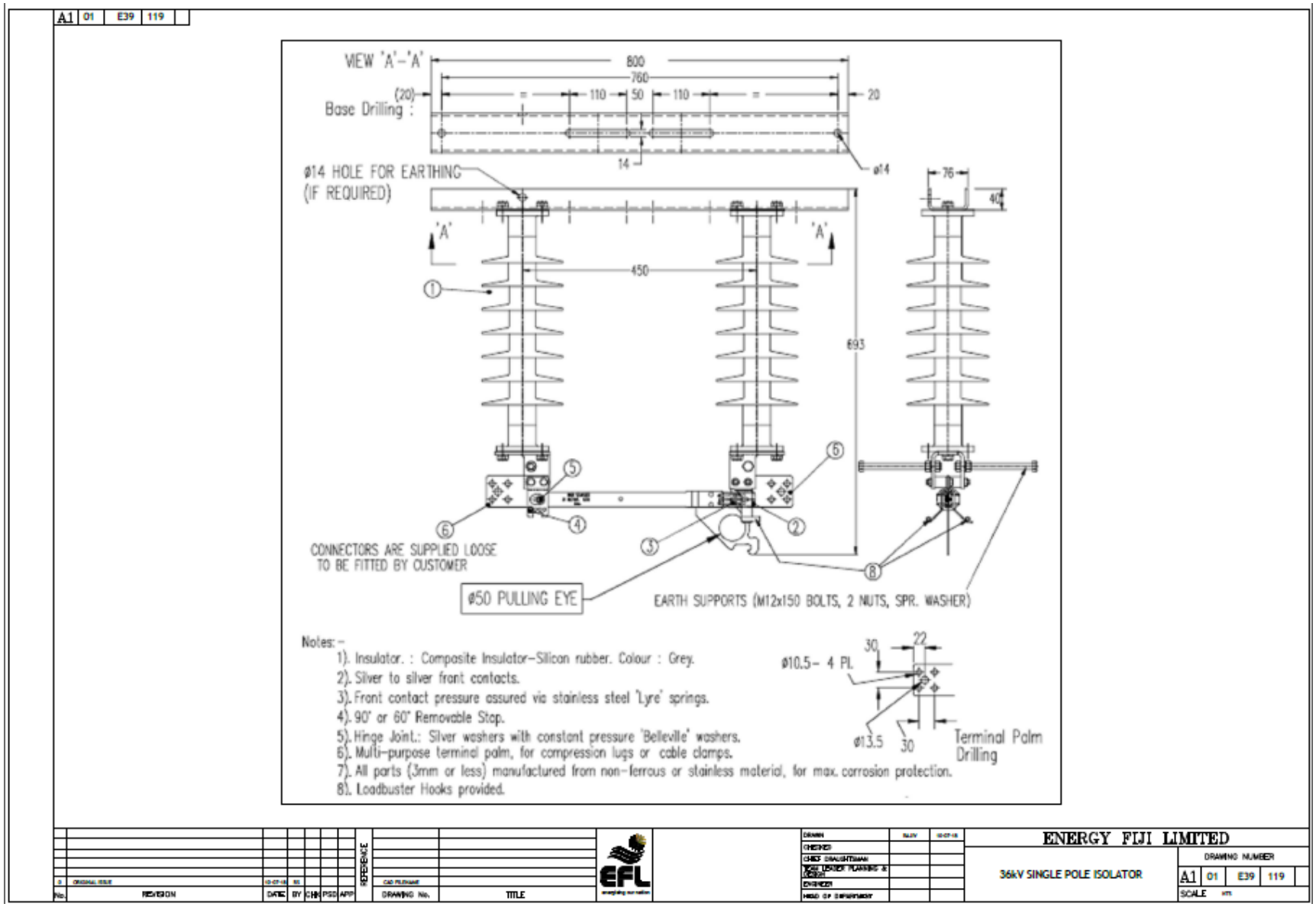
ENERGY FIJI LIMITED

12kV SINGLE POLE ISOLATOR

DRAWING NUMBER: A1 | 01 | E39 | 118

SCALE

15.3 Typical Drawing for 36kV Single Pole Isolator



15.4 Submission Requirements

All tenderers are required to complete and submit a copy of the submission requirements with their bid submissions.

Requirements	Response from Bidders
Completed technical details (Clause 15.1) (Yes/No)	
Witnessing included as part of bid. (Yes/No)	
Validity of bid (120 day required) (Yes/No)	
Payment conditions.	
Delivery Term. (CIF preferred)	
Price review period after award of tender. (months)	
Bidders company profile outlining financial, technical and production capabilities.	
Detailed reference list of customers already using equipment offered during the last 5 years with particular emphasis on units of similar design and rating.	
Quality management system used in the production of isolators, attached certificate.	
Health, Safety and Environmental plans.	
Detailed receiving, handling and storage details.	
Minimum warranty period from time of acceptance of isolators.	
Sample inspection and test plan.	
Typical installation manual for isolators.	
Disposal method after service life.	
Complete dimensional drawing.	
List of Type, Routine and Batch test certificates provided. (As per Clauses 6.1, 6.2 and 6.3)	

Name of Tenderer: _____

Signature of Tenderer: _____

Date: _____

TENDER CHECKLIST

The Bidders must ensure that the details and documentation mention below must be submitted as part of their tender Bid

Tender Number _____

Tender Name_____

1. Full Company / Business Name: _____

   (Attach copy of Registration Certificate)

2. Director/Owner(s):_____
3. Postal Address:_____
4. Phone Contact:_____
5. Fax Number:_____
6. Email address: _____
7. Office Location: _____
8. TIN Number:_____

   (Attach copy of the VAT/TIN Registration Certificate - Local Bidders Only (Mandatory)

9. FNPF Employer Registration Number: _____ **(For Local Bidders only) (Mandatory)**

10. **Provide a copy of Valid FNPF Compliance Certificate (Mandatory- Local Bidders only)**

11. **Provide a copy of Valid FRCS (Tax) Compliance Certificate (Mandatory Local Bidders only)**

12. **Provide a copy of Valid FNU Compliance Certificate (Mandatory Local Bidders only)**

13. Contact Person: _____

I declare that all the above information is correct.

Name: _____

Position: _____

Sign: _____

Date: _____

Tender submission

Bidders are requested to upload electronic copies via Tender Link by registering their interest at: https://www.tenderlink.com/efl

EFL will not accept any hard copy submission to be dropped in the tender box at EFL Head Office in Suva.

This tender closes at 4.00pm (1600hrs) on Wednesday 14th August, 2024.

For further information or clarification please contact our Supply Chain Office on phone **(+679) 3224360 or (+679) 9992400** or email us on tenders@efl.com.fj

The bidders must ensure that their bid is inclusive of all Taxes payable under Fiji Income Tax Act. Bidders are to clearly state the percentage of VAT that is applicable to the bid prices.

The lowest bid will not necessarily be accepted as the successful bid.

The Tender Bids particularly the "Price" must be typed and not hand written.

Any request for the extension of the closing date must be addressed to EFL in writing three (3) working days prior to the tender closing date.

Tender Submission via email or fax will not be accepted.