



**UNHCR**

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

DATE: WED 2<sup>nd</sup> November 2022

REQUEST FOR QUOTATION: No. RFQ/HCR/SYR/22/80

FOR THE PROVISION OF

RENOVATION AND ENHANCEMENT WORKS FOR 07 ROOMS AND ONE SUITE  
AT SHAHBA HOTEL ALEPPO

CLOSING DATE AND TIME: 16<sup>th</sup> NOV 2022– 15:00 hrs. Syrian Time

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### INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,878 people in more than 132 countries continues to help about 82.5 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org> and [www.unhcr.org/sy](http://www.unhcr.org/sy).

### 1. REQUIREMENTS:

The Office of the United Nations High Commissioner for Refugees (UNHCR), UNHCR Aleppo Sub Office, Syria, invites qualified service providers to make a firm offer for the provision of Renovation and Enhancement works for 07 rooms and one suite at Shahba Hotel Aleppo, as described in the provided relevant Annexes.

<b>IMPORTANT:</b> Bill of Quantities (BoQ), Scope of Works (SoW), and Drawings are detailed in <b>Annexes 1,2 and 3</b> of this document.
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**IMPORTANT: Partial bidding per item/service will NOT be accepted.**

It is **strongly recommended** that this Request for Quotation document and its annexes **be read thoroughly**. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Please take careful note of the attached General Conditions of Contract for Civil Works – 2000 October (**Annex 6**), and the attached General Conditions of Contracts for the provision of Goods and services July 2018 (**Annex 7**).

Note: this document is not construed in any way as an offer to contract with your firm.

**Financial Soundness:** Participating company/firms must be financially sound and should be able to make deliveries uninterrupted. UNHCR's standard payment terms are within 30 days after receipt of invoice and related documents in its office following satisfactory delivery of Goods and/or Services.

## **2. BIDDING INFORMATION:**

### **2.1. RFQ DOCUMENTS**

The following annexes form integral part of this Request for Quotation:

Annex 1:	Bill of Quantities and technical specifications (BoQs)
Annex 2:	Scope of Works (SoWs)
Annex 3:	Layouts and Drawings
Annex 4:	Technical Offer Form
Annex 5:	Financial Offer Form
Annex 6:	General Conditions of Contracts for Civil works 2000 – October
Annex 7:	General Conditions of Contracts for the provision of Goods and services (July 2018)
Annex 8:	Vendor Registration Form
Annex 9:	UN Supplier Code of Conduct
Annex10:	Declaration of Eligibility

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFQ by return e-mail to [mouin@unhcr.org](mailto:mouin@unhcr.org) with copy to [bangash@unhcr.org](mailto:bangash@unhcr.org) as to:

- Your confirmation of receipt of this Request for Quotation,
- Whether or not you will be submitting a bid.

### **2.3 REQUESTS FOR CLARIFICATION AND MANDATORY SITE VISIT:**

- **REQUEST FOR CLARIFICATION:**

Bidders are required to submit any request for clarification or any question in respect of this RFQ by e-mail to [mouin@unhcr.org](mailto:mouin@unhcr.org) and [bangash@unhcr.org](mailto:bangash@unhcr.org).

**IMPORTANT:** Please note that Bid Submissions are **NOT** to be sent to the e-mail addresses above, they will **ONLY** be excepted when sent to the address provided in the "Submission of Bid" section (2.6) of this RFQ.

- **MANDATORY SITE VISIT:**

- All interested and eligible bidders are invited to participate in a mandatory site visit, the proposed date shall be on Thursday **10<sup>th</sup> November 2022 @ 12:00 pm hrs at Shahba Hotel. Bidders are requested to report to the hotel lobby by 11:45 AM.**
- Interested bidders shall confirm their participation latest by Wednesday 9th November 2022 at 3:00 pm hrs Syria local time.
- Maximum of two attendants allowed per each company.
- The proposed site visit is mandatory.
- It is the responsibility of the bidder to ensure recording of his company name, representative and signature in the attendance sheet.

**The deadline for receipt of questions is 10<sup>th</sup> November 2022 at 15:00 pm hrs. Syrian Local Time.**

UNHCR will compile the questions received by emails and/or at the site visit event and will respond to all Bidders participating in the tender competition, shortly after the query deadline.



## 2.4 YOUR PROPOSAL:

Your offer should be prepared in English and in Arabic.

Please submit your bid using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

Your Bid shall comprise the following documents:

- Commercial/Registration Documents (refer to point 2.4.1 below)
- Technical proposal (refer to point 2.4.2 below)
- Financial proposal (refer to point 2.4.3 below)

### 2.4.1 Content of the COMMERCIAL / REGISTRATION DOCUMENTS:

As part of the formal check if your company is eligible to be registered as vendor to UNHCR your proposal must contain:

1. Copy of valid business/commercial registration certificate must be submitted.
2. Vendor Registration Form: Your Company should complete, sign and submit the Vendor Registration Form (Annex 8) - must include information on company's business bank account.

**Companies who are not yet registered and are interested in doing business with UNHCR Syria** must fill-up and submit the Vendor Registration Form (Annex 8) annexed to this document and submit all required documentation. The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (Annex 8) and supporting documents. The investigation involves consideration of several factors such as: Financial standing; Core business; Track record; Contract capacity.

**For companies who are already registered with UNHCR Syria**, please submit the Vendor Registration Form (Annex 8) clearly indicating your UNHCR Vendor ID. Vendors must ensure that the information and documentation (e.g. bank details, financial statements; government certificates, licenses and permits; office address; contact details- name, telephone number, email address; etc.) provided in connection with their registration are up to date. Please verify and ensure that your company is registered under its full legal name. To update your profile kindly fill-up the appropriate section of the Vendor Registration Form (Annex 8) which you are updating.

#### **BANK ACCOUNT:**

UNHCR will **not accept** offers from companies that have not the following requirements in the vendor registration form (Annex 8):

- a) Commercial bank account,
  - b) Name of the company should match with the bank account and the company stamp.
- لا ينظر بالعروض المقدمة من الشركات التي لا تمتلك حسابا مصرفيا تجاريا أو في حال عدم تطابق اسم الشركة الوارد في السجل التجاري مع اسم الحساب المصرفي

**IMPORTANT:** it is solely the bidder's responsibility to ensure that the Bank Account of the company is able to receive payments transferred by UNHCR Syria. UNHCR payments are exempt from OFAC Sanctions under Title 31 → Subtitle B → Chapter V → Part 542 → Subpart E → §542.513. Website: <https://www.ecfr.gov/cgi-bin/ECFR?page=browse>. UNHCR takes no responsibility for any unsuccessful transfers due to rejection by the Beneficiary Bank.

3. **Financial Statements:** Your Company should submit **financial statements** of the last two years, proving healthy financial standing of the company, or a **regret letter** should be submitted if financial statements of the last two years are not available.



4. **UNHCR General Conditions of Contract for Civil Works – October 2000 and for provision of Goods and services July 2018 (Annexes 6&7):** Your submission should contain your acknowledgement of the UNHCR General Conditions for Provision of Services.
5. **Declaration of Eligibility (Annex 10):** Your submission shall contain the completed, signed and stamped document.
6. **UN Supplier Code of Conduct (Annex 9):** Your submission should contain your acknowledgement of the UN Supplier Code of Conduct.

**IMPORTANT:** The above listed documents are considered mandatory.

Please see related pass/fail evaluation criteria in section 2.5.1 of this document.

#### **2.4.2 Content of the TECHNICAL PROPOSAL**

**IMPORTANT:** No pricing information should be included in the technical offer.

Bill of Quantities and Scope of Works of the services requested by UNHCR can be found in **Annexes 1 and 2**. Your technical offer should be concisely presented, using **Annex 4 (Technical Offer Form)**.

##### **Payment terms:**

Payments will be made in one final payment “90% from the total value of the contract” will be released after work accomplishing, with retention of 10% for three months as the liability period from the day of handover.

##### **Liquidated Damages:**

Please note that - during the implementation of the Contract or PO- should the Contractor be in delay, without prejudice to UNHCR’s other rights and remedies, UNHCR may, at its sole option, demand liquidated damages for such delay, in an amount equal to 0.3% of the value of the delayed quantity/Services for each day of delay beyond the date upon which the Goods/Services were due to be delivered.

#### **2.4.3 Content of the FINANCIAL OFFER**

Your **Financial Offer** must contain an overall offer in a single currency, (preferably Syrian Pound or EURO).

The Financial proposals to be submitted as per the Financial Proposal Form (Annex 5). Bids that have a different price structure may not be accepted.

The Financial Offer must cover all the services to be provided (price “all inclusive”).

**Please consider:** Due to current legislation, UNHCR cannot transfer any foreign currency into a Syrian bank account. For companies with bank accounts in Syria, submitting Offers in a foreign currency will be transferred in SYP using the effective official UN exchange rate at the time of payment.

The current UN exchange rate can be accessed on <https://treasury.un.org/operationalrates/OperationalRates.php>

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT.

Prices must remain the same in case of partial or complete award is received by the bidder.

You are requested to hold your offer valid for 60 days from the deadline for submission.

UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

**The financial offer should be submitted in both PDF version (stamped, dated and signed) and EXCEL version.**

## 2.5 **BID EVALUATION:**

Your offer will be evaluated based on the following criteria.

- a) Compliance with the technical requirements
- b) Compliance with the project completion period of 21 days
- c) Compliance with the warranty period of 03 months
- d) Compliance with the submission of below listed documents to establish the bidder's eligibility.

### 2.5.1 **Eligibility Requirement::**

1. Valid Business Registration Certificate submitted
2. Filled and signed Vendor Registration Form submitted (Annex 8)
3. Valid company business bank account (Annex 8)
4. Submitted Financial Statements of past two years or Regret Letter
5. Acknowledgement of UNHCR General Conditions of Contract provided (Annexes 6 and 7)
6. Acknowledgement of UN Supplier Code of Conduct provided (Annex 9)
7. Declaration of Eligibility (Annex 10)
8. Must have 2-3 years of experience in supplying similar goods.
9. Successful completed at least 1 contracts of similar nature. Submit evidence with contact details.
10. Self-declaration on company's letterhead confirming that supplier is not on the UN sanctioned list.

**All of the above criteria have to be met**, otherwise the bidder's submission will not be considered for further evaluation.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

**Please Note:** UNHCR will not take any responsibility on the changing market conditions. Accordingly, bidders shall submit their firm prices, prices variations will be not accepted by UNHCR during contract implementation.

## 2.6 **SUBMISSION OF BID:**

The offers must bear your official letter head, clearly identifying your company. Offers should be submitted by email only.

**Deadline: Wednesday 16<sup>th</sup> November 2022, 15:00 hrs. Syrian Local Time**

**IMPORTANT:** Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

The submissions must be sent **ONLY** to: [syralsup@unhcr.org](mailto:syralsup@unhcr.org)



**IMPORTANT:**

- Late submissions will be rejected and offers submitted to other than the email / address indicated above may be overlooked and may not be considered for evaluation.
- It is your responsibility to verify that your offer has been received properly before the deadline.

**Please Note:** UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, they shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

**2.7 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firm submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

**2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued as a result of this RFQ will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

**2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR CIVIL WORKS (OCTOBER 2000 VERSION)**

Please note that the General Conditions of Contracts (**Annex 6 & 7**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

**2.10 ZERO TOLERANCE POLICY**

Please note that UNHCR strictly follows zero tolerance policy and as such advise suppliers not to offer any gift, favor, hospitality, etc. to their staff.

The contract will be awarded to the lowest technical evaluated and responsive offer which meet UNHCR requirements.

Thank you for your kind attention.

**Shahzad Khan Bangash**  
Supply Officer Aleppo Office  
UNHCR Syria Operation

