



UNHCR

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

DATE: TUESDAY 23/05/2023

REQUEST FOR QUOTATION: No. RFQ/HCR/SYR/23/27

FOR THE PROVISION OF MAINTENANCE SERVICES

TO THE OLD ELECTRIC ELEVATOR

AT THE DIRECTORATE OF SOCIAL AFFAIRES AND LABOR IN ALEPPO, SYRIA

QUOTATION TO BE RECEIVED BY: 08/06/2023 – 16:00 hrs, SYRIA LOCAL TIME

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950, by the United Nations General Assembly¹, requests your price quotation for the following “Provision of Maintenance Services to the Old Electric Elevator at the Directorate of Social Affaires and Labor in Aleppo, Syria” specified in this Request for Quotation (RFQ).

Please refer to, and use the following annexes to prepare your response to this RFQ:

Annex A: The Requirements / Terms of Reference (ToRs)

Annex B: Financial offer form – please fill, sign and stamp

Annex C: Vendor Registration form – please fill, sign and stamp

Annex D: UNHCR’s General Conditions of Contracts for the Provision of Services Rev. July 2018

Annex E: UN Supplier Code of Conduct

Annex F: Declaration of eligibility – please fill, sign and stamp

1. Requirements:

- The Description: Provision of maintenance services to the old electric elevator at the directorate of social affairs and labor in Aleppo City, Syria as stipulated in annex A – The Requirements / Terms of References.
- Type of services and deliverables: Maintenance services to the old electric elevator at the directorate of social affairs and labor in Aleppo City, Syria.
- Location: Aleppo City – Syria.
- Duration and/or Frequency of Services: One Off purchase order – as per UNHCR’s request and following the service contract for the required work.
- Warranty / Guarantee: Each Service Provider must provide guarantee and warranties as per requirement in Annex A.
- Your overall quotation shall consist of:
 - Technical offer, to provide all requirements as requested in Annex A.
 - Financial offer, as per Annex B – Financial offer form.

¹ For further information on UNHCR, please see <http://www.unhcr.org>



Please include the following price information in your quote:

- Currency: SYP (Syrian Pounds) or EURO.
- Total Cost for services (all inclusive): your financial offer under this RFQ shall be detailed in the financial offer form attached hereto as Annex B.

2. Request for Clarification:

Bidders are required to submit any request for clarification in respect of this RFQ by e-mail to: mouin@unhcr.org with copy to alzeghar@unhcr.org.

The deadline for receipt of clarification is 31st May 2023 at 15:00 hrs Syria local time.

Site Visit: It's strongly recommended that all interested service providers pay a site visit to the following address in order to have a clear picture / better understanding of the required works:

**The directorate of social affairs and labor in Aleppo City
Sulaymaniyah district, Near Saloum Hospital
Contact Person: Mr. Housam Karajali, Mobile Number. 0944 806 030**

3. RFQ Submission

We would appreciate receiving your quotation on or before **Thursday 08/06/2023 – 16:00 hrs Syria Local Time.**

Quotation should be submitted by email **ONLY** and must contain all required documents.

Bidders are requested to submit their quotation **ONLY** to: syralsup@unhcr.org

Please note the following guidelines for electronic submissions:

- RFQ/HCR/SYR/23/27
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)
- Your bids must be sent in PDF.
- Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **"20 Mb"** so it may be necessary to send more than one e-mail for the whole submission.
- Late submissions may be rejected and offers submitted to other than the email indicated above will not be considered for evaluation.
- Please indicate the following in the e-mail subject field: RFQ/HCR/SYR/23/27 for the Provision of Maintenance Services to the old Electric Elevator at the Directorate of Social Affairs and Labor in Aleppo, Syria.

Your quotation must be valid as least for 30 days. The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Late submissions will be rejected and offers submitted to other than the email indicated above shall not be considered for evaluation.

It's the company / Service provider responsibility to verify that his offer has been received properly before the deadline.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders through email.



4. EVALUATION OF QUOTATION:

Your offer will be evaluated based on the following criteria:

- a) Technical compliance with the established UNHCR Terms of References.
- b) Minimum required warranty for items as stated in this RFQ documents.
- c) All-inclusive unit price (submitted unit price and total cost).
- d) Compliance with submitting all required following supporting documents:
 1. Business/Commercial Registration Certificate,
 2. Financial Statements/Audit reports of the last two years,
 3. Company profile (Company history, list of products and services, ... etc.),
 4. Annex C, Vendor Registration form,
 5. Annex D, UNHCR's General Conditions of Contracts for the Provision of Services Rev. July 2018,
 6. Annex E, UN Supplier Code of Conduct,
 7. Annex F, Declaration of eligibility.

It's very important to emphasize that UNHCR will not accept offers from companies / Service providers that have not the following requirements in the vendor registration form (Annex C):

- a) Commercial Bank account,
- b) Name of the company should match with the bank account.

The contract will be awarded to the lowest technically evaluated and responsive offer which meets UNHCR requirement.

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 C) 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 C) 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 an empty Vendor Registration Form (Annex C) 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 C) which you are updating.

In order to be eligible for UNHCR Syria's vendor registration and be qualified for this bidding process Bidders are required to acknowledge and accept/confirm all UNHCR mandatory requirements using the attached Declaration of Eligibility (Annex F).

5. PAYMENT TERMS

The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods and/or services, receipt of the invoice (and supporting documents) and acceptance thereof by UNHCR. Due to sanctions (US-OFAC and EU) imposed on the Syrian Arab Republic, the completion of the payment process is subject to the receipt by UNHCR of the clearance provided by the vendor's nominated intermediary/beneficiary bank on accepting the electronic fund transfer.



All bank charges resulting to payments made to the Supplier by UNHCR Syria shall be shouldered by the Supplier;

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 UNHCR General Conditions of Contracts for the Provision of Goods and/or Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR.

By participating in this RFQ, the Bidders understand and accept that it is their sole responsibility to ensure that the Bank Account of the company is able to receive payments transferred by UNHCR Syria.

6. UNHCR'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

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

UNHCR reserves the right to accept or reject any offer, and to cancel the process of competition and reject all offers, at any time prior to the award of the Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders on the grounds for UNHCR's decision.

UNHCR reserves the right to approach one or more Bidders in order to establish multiple Agreements having been awarded as a result of this tender and negotiate directly with the Supplier to cater to future requirements of UNHCR or any other UN agencies.

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.

UNHCR is not bound to select any of the firms submitting the offers 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.

7. POST QUALIFICATION:

UNHCR reserves the right to undertake a post-qualification exercise aimed at determining, to its satisfaction the validity of the information provided by the Bidder. Such post-qualification shall be fully documented and, among those that may be listed in this RFQ, may include, but need not be limited to, all or any combination of the following:

- Verification of accuracy, correctness and authenticity of information provided by the Bidder on the legal, technical and financial documents submitted;
 - Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or any other entity that may have done business with the Bidder;
 - Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed;
 - Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;
 - Quality assessment of ongoing and completed outputs, works and activities similar to the requirements of the Purchaser, where available; and
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8. UN GLOBAL COMPACT AND OTHER FACTORS

UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

9. UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND/OR SERVICES:

Please note that the UNHCR General Conditions of Contracts for the Provisions of Services Rev. July 2018 (Annex D) will be strictly adhered to for the purpose of any future contract.

Thank you for your kind attention.

Ruba Al Zeghari
Supply Officer
UNHCR Aleppo Sub Office

