

DATE: 17 September 2023
INVITATION TO BID: No. ITB/HCR/SYR/23/66

FOR THE SUPPLY AND DELIVERY OF SUPPLY AND DELIVERY OF FIREWOOD STOVES
FOR UNHCR ALEPPO SUB OFFICE, SYRIA.

CLOSING DATE AND TIME: 10 October 2023 – 23:59 hrs. Syrian time

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 82.4 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, 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.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), UNHCR Aleppo Sub Office, Syria, invites qualified suppliers to make a firm offer for the Supply and Delivery of Firewood Stoves described in Annex A "referred to hereinafter as goods".

IMPORTANT: Exact technical specifications of the items are detailed in Annex A of this document.

Please note that the figures stated in the tender documents are to enable bidders to have an indication of the projected requirements. **It does not represent a commitment that UNHCR will purchase the subject quantity.** Quantities may vary more or less than the figures stated in the list of technical specifications (Annex A) depending on the actual requirements and funds available.

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

QUALITY CONTROL:

UNHCR may carry random quality inspections to products or items selected by UNHCR or by an independent surveyor appointed by UNHCR from samples during evaluation, which might also be selected during production, upon departure, loading, unloading, arrival to destination or from any storage location. The cost of the quality control inspections and laboratory tests will be covered by UNHCR.

In cases of supplier's quality default, in addition to the good's PO penalty clauses, the inspection and laboratory cost will be charged to the supplier.

Note: This document is **NOT** construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. ITB DOCUMENTS

The following annexes form integral part of this Invitation to Bid:

- Annex A: Technical Specifications
- Annex B: Technical Offer Form *(to be filled and submitted)*
- Annex C: Financial Offer Form *(to be filled and submitted)*
- Annex D: Vendor Registration Form *(to be filled and submitted)*
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods-2018 *(to be read and acknowledged by signing **Annex G**)*
- Annex F: UN Supplier Code of Conduct *(to be read and acknowledged by signing **Annex G**)*
- Annex G: Declaration of Eligibility and Submission Checklist *(to be filled and submitted)*
- Annex H: eTenderBox Supplier User Manual

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by e-mail to Aleppo Office Procurement Unit: syralsup@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid
- The source where you have acquired this tender document (e.g. E-Mail, UNGM website, other media, etc.)

IMPORTANT: Please note that Bid Submissions are **NOT** to be sent to the e-mail address above.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to syralsup@unhcr.org

The deadline for receipt of questions is 27 September 2023 at 23:59 hrs. Syrian Time.

IMPORTANT:
Please note that Bid Submissions are **not** to be sent to the e-mail address(es) above as this will result in disqualification.

UNHCR will compile the questions received and will respond to all bidders participating in the tender competition, shortly after the query deadline.

2.4 YOUR OFFER

Your offer shall be prepared in English.

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

IMPORTANT:
Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer.
Please send your bid directly to the address provided in the "**Submission of Bids**" **Section 2.6** of this ITB.

Your offer shall comprise the following three (3) sets of documents (to be submitted separately):

- Commercial/Registration Documents (refer to point 2.4.1 below) to be submitted with Technical Offer
- Technical offer (refer to point 2.4.2 below)

- Financial offer (refer to point 2.4.3 below)

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

- **Annex G:** Declaration of Eligibility - accept all mandatory requirements by fixing signature and company stamp.
- **Annex E:** UNHCR General Conditions of Contracts for the Provision of Goods 2018); – accept by filling-up and signing **Annex G:** Declaration of Eligibility
- **Annex D:** Your Company should complete, sign and submit the Vendor Registration Form must include information on company's business bank account.
- **Sanctions List:** Your submission checklist in **Annex G** should contain your confirmation that your company is not on the United Nations Security Council Sanctions List; the UN Secretariat Procurement Division list of suspended or removed vendors; UNGM/World Bank list of suspended or debarred vendor; EU sanctioned vendors.
- **Annex F:** The checklist in **Annex G** should contain your acknowledgement of the UN Supplier Code of Conduct
- Required Supporting Documents (documentary evidence):
 - Valid Business/Commercial Registration Certificate (**Year established: Three (3) years of operation is a minimum**), the certificate of Registration/Incorporation of the company shall be not older than 6 months with English translation).
 - Financial Statements/Audit reports of the last two fiscal years, (**Regret letters will not be accepted**)
 - Bank Account Statement showing clearly: Bank Account Number and Name, Swift and IBAN code and issued recently (within 2 months), please refer to the below notes regarding the bank account statement to be provided:
 - Tables with bank account details are NOT acceptable.
 - No need to disclose bank account statements figures/balances, you can blind them.
 - Letter issued by the supplier with the bank account details are NOT acceptable.
 - Bank Account Name shall match the legal entity name bidding to this tender.
 - Electronic Bank Account Statements issued by the bank's website are acceptable.
 - Letters issued from the Bank are not acceptable.
 - Tax ID/ Tax Registration number / D-U-N-S number shall be confirmed.
 - Tax statement /Tax proof clearly showing the taxpayer ID/ tax registration number under Attachments.
- Company is not on the United Nations Security Council Sanctions List (**Annex G**)
- Valid Commercial bank account in the name of the company
- Joint Ventures are only accepted in case the JV has its own legal entity with its own legal business registration and banking account in JVs name.

IMPORTANT:

The above listed documents should be submitted with your proposal which are required to assess the legal status, capacity, prior experience etc. of your company. Companies not submitting them with their proposal may be contacted by UNHCR and given one more opportunity to submit them. Should these companies still not submit the missing documents, they will then be disqualified.

Companies who are not yet registered with UNHCR and are interested in doing business with UNHCR Syria must fill-up and submit the **Vendor Registration Form (Annex D)** 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 D)** and supporting documents. The investigation involves consideration of several factors such as: Financial standing; Core business; Track record; Contract capacity.

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 D) which you are updating.

In order to be eligible for UNHCR Syria's vendor registration and be qualified for this bidding process using the attached **Declaration of Eligibility (Annex G)**, you must declare that:

☐ Your company has read, understood, and accepts the **UNHCR General Conditions of Contracts for the Provision of Goods (Annex E)**

☐ Your company has read, understood, and accepts the **UN Supplier Code of Conduct (Annex F)**.

☐ Your company accepts the standard payment terms of UNHCR of 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.

☐ Your company accepts that your offer shall be valid and remain binding for the period of time specified in the tender document.

☐ Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in the United Nations Security Council Sanctions List (https://www.un.org/securitycouncil/sanctions/1267/aq_sanctions_list) UN Secretariat Procurement Division list of suspended or removed vendors, UNGM/World Bank list of suspended or debarred vendors and EU sanctioned vendors on its website www.sanctionsmap.eu

☐ Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years for engaging or having engaged in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice.

☐ Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with UNHCR or any other UN agencies, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to any United Nations agencies.

☐ Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future.

☐ Your company has no conflict of interest.

☐ Currency of bank account preferably in Syrian Pound or Euro.

IMPORTANT: Any false information or incomplete information on the Vendor Registration Form may result in the rejection of the application or cancellation of an already existing registration.

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. UNHCR takes no responsibility for any unsuccessful transfers due to rejection by the Beneficiary Bank.

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.

As the goods will be delivered in Syria, it is the bidder's responsibility to make sure that the bidder and the goods are eligible for business according to local Syrian regulations.

BANK ACCOUNT

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

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

Please see related pass/fail evaluation criteria in section 2.5.2 of this document.

2.4.2 Content of the TECHNICAL OFFER:

IMPORTANT: No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The technical details of the products requested by UNHCR can be found in **Annex A**.

The following details shall also be provided in the Technical Offer.

Technical requirements: for each of the items requested and include:

The bidder should provide the technical data sheet/catalogue/photo clarifying the technical information of the goods and its accessories.

The goods should be new not refurbished.

The bidder should mention the country of origin and manufacturing of the equipment and its main components and accessories.

Copies of Customs Declarations to be provided upon delivery of the awarded item(s) to the final delivery location(s). Failure to do so will lead to order refusal and cancellation.

Warranty: Bidders are required to provide defects and liability period with terms of the warranty on the products being offered for Minimum period of 1 year. The period of the warranty shall be confirmed per each item as mentioned in the list of technical specifications (Annex A) and shall be confirmed by the bidder within the technical offer form (Annex B).

After-Sales Service: Bidders should include the confirmation of the availability of after-sales service (repair & maintenance services) and existing company representation (or a local partner) in the delivery location or in the region.

Brand name and model offered of the stove, which represents the identity of the product. It should be clearly and correctly mentioned in English in the relevant column in the technical offer form (Annex B) whenever requested.

Packing Requirements: The technical offer shall clearly confirm the packing requirement per each item as mentioned in the list of technical specifications (Annex A) and shall be confirmed by the bidder within the technical offer form (Annex B). Packaging should be practical for loading, offloading, and transportation. The requested sticker - UNHCR logo (design included in the tender documents) shall be printed (preference white color as the background), with dimension of a minimum 20 cm x 15 cm.

Inspection: Inspection of Goods will be applicable and will be advised at the time of purchase. The first inspection will be arranged and paid by UNHCR. Please note that in case of re-inspection resulting from the supplier's default, charges will have to be paid by the supplier upon UNHCR's agreement of re-inspecting any replacement products. Inspection will be conducted at the final delivery location unless otherwise agreed between UNHCR and the contractor.

Delivery capacity and lead time: The Bidder shall state the delivery time up to DDP location as confirmed within the financial offer form Annex C. The delivery lead time confirmed within the technical offer form (Annex B) shall be considered for all purchase orders issued based on your offer submitted against this invitation to bid.

2.4.3 Content of the FINANCIAL OFFER

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

The Financial Offer is to be submitted as per the Financial Proposal Form (Annex C). 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").

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.

Due to current operational restrictions, UNHCR encourages all vendors to quote in EUR or SYP noting that the awarded vendor will be paid against the UN rate of the month they submit their invoice.

The bidder needs to provide their quotation in (DDP).

DDP – Delivered Duty Paid

- The seller delivers the goods when the goods are placed at the disposal of the buyer, cleared for import on the arriving means of transport ready for unloading at the named place of destination.
- The seller bears all the costs and risks involved in bringing the goods to the place of destination. They must clear the products not only for export but also for import, to pay any duty for both export and import and to carry out all customs formalities.
- Customs clearance at the country of destination is the seller's responsibility.

For evaluation purposes only, the offers submitted will be converted in Euro using the United Nations rate of exchange in effect on the date the submissions are due.

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

You are requested to hold your offer valid for 90 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. 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.

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

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

- a) Commercial bank account
- b) Name of the company in the commercial registration certificate should match with the bank account.

لا ينظر بالعروض المقدمة من الشركات التي لا تمتلك حساباً مصرفياً تجارياً أو في حال عدم تطابق اسم الشركة الوارد في السجل التجاري مع اسم الحساب المصرفي.

Please Note: UNHCR strongly encourages to have Commercial Bank Account. Bids with Personal bank account will not be accepted.

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

2.5 BID EVALUATION:

For the award of this project, UNHCR has established evaluation criteria for each item, which govern the selection of offers received. Evaluation is made in three (3) steps (1. Mandatory documentation, 2. Technical, 3. Financial) described in the following sections.

2.5.1 Supplier Eligibility and Registration:

A prerequisite for any supplier to be deemed eligible for an award of contract is that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Consolidated United Nations Security Council Sanctions List, available at: <https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list#entities>.

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (**Annex D**) and supporting documents. The investigation involves consideration of several factors such as: Financial standing; Core business; Track record; Contract capacity.

The following are the criteria based on which UNHCR decides if a company has the basic eligibility to be considered for a contract award:

Pass/Fail Evaluation Criteria
1. Valid Business Registration Certificate submitted (Year established: Three (3) years of operation is a minimum).
2. Filled and signed Vendor Registration Form submitted (Annex D)
3. Valid company business bank account (Annex D)
4. Submitted Certified Financial Statements (by accredited accountant/accounting firm or respective governmental licensed body) of past two fiscal years (Regret Letter will not be accepted)
5. Acknowledgement of UNHCR General Conditions of Contract provided (Annex G)
6. Acknowledgement of UN Supplier Code of Conduct provided (Annex G)
7. Company is not listed on any Sanctions Lists as per Annex G

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

2.5.2 Technical Evaluation:

All eligible Bids that meet all the above-mentioned requirements will be evaluated based on:

1	Compliance with the established UNHCR specifications as mentioned in the technical specifications in Annex A.	PASS/FAIL
2	The provision of the technical data sheet or catalogue for the offered item(s) as stated in the technical specifications in Annex A.	PASS/FAIL
3	The provision of warranty for the offered item(s) as stated in the technical specifications in Annex A.	PASS/FAIL
4	The provision of the after-sale Services for the offered item(s) as stated in the technical specifications in Annex A.	PASS/FAIL
5	The confirmation that the offered goods is new not refurbished.	PASS/FAIL
6	The confirmation that copies of the customs declarations will be provided upon the delivery of the awarded items, in case goods were imported to Syria.	PASS/FAIL

2.5.3 Financial Evaluation:

IMPORTANT: The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the technical evaluation process and has been accepted by UNHCR as meeting the technical specifications and formal requirements set forth herein.

Financial Evaluation will be carried out as follows:

1. Competitiveness of the quoted prices for the required items (DDP prices final delivery location).

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company. Offers can be submitted by email or mail/hand delivery.

Deadline: 10 October 2023 at 23:59 hrs. Syrian 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.

MANNER OF SUBMISSION: Proposals must be submitted via UNHCR's **eTenderBox**

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL: <http://etenderbox.unhcr.org>. In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that eTenderBox account for managing its offers to UNHCR. In case the password is forgotten that account cannot be used anymore, and new registration is required. For reference, the **eTenderBox Supplier's User Manual is attached as Annex H** of this tender document.

IMPORTANT:

The technical offer (including eligibility requirements) and financial offer are to be sent separately. Failure to do so may result in disqualification.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. **The maximum size limit per file is 10MB.**

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. **It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.**

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

IMPORTANT:

Any bid received after the submission deadline 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 in writing, and/or an announcement shall be posted on the UNHCR Syria website and/or UNGM. 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 bidder.

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 Goods.

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 firms 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, 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 ITB 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 Goods 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 THE PROVISION OF GOODS**

Please note that the General Conditions of Contracts (**Annex E**) 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 the staff.

 Date:
2023.09.17
16:12:16
+03'00'

Ruba Al Zeghari
Supply Officer
UNHCR Syria Operation

