

**DATE: 05/10/2023**

**INVITATION TO BID: No. ITB/HCR/SYR/23/74**

**FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE SUPPLY AND DELIVERY OF  
RUBBER BOOTS TO THE UNHCR ALEPPO SUB OFFICE IN SYRIA**

**CLOSING DATE AND TIME: 26/10/2023 – 16:00 hrs. SYRIA LOCAL TIME**

---

**INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR) 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 135 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](http://www.unhcr.org/sy).

**1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Aleppo Sub Office in Syria, invites qualified suppliers and manufacturers to make a firm offer for the establishment of Frame Agreement(s) for the supply and delivery of rubber boots.

**IMPORTANT:**

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

UNHCR may award Frame Agreement(s) with initial duration of one year, potentially extendable for a further period of one year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated annual requirement of UNHCR is specified on Annex A.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will require the totality of the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Invitation to Bid 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 THROUGHOUT THE FRAME AGREEMENT:**

UNHCR will conduct random quality inspections, including specific criteria for testing products or items selected by UNHCR or by an independent surveyor appointed by UNHCR from samples selected upon arrival to the destination or from any storage location. UNHCR will cover the cost of the quality control inspections and tests.

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

Sub-Contracting: Please carefully note Article 4 of the attached General Terms and Conditions (Annex E).

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.
- Annex C: Financial Offer Form.
- Annex D: Vendor Registration Form for commercial suppliers – HVP.
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods Rev. July 2018.
- Annex F: UN supplier code of conduct.
- Annex G: Declaration of eligibility.
- Annex H: eTenderBox Supplier User Manual.
- Annex I: Guidelines for UNHCR Suppliers, how to use the supplier portal.

**2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to [mouin@unhcr.org](mailto:mouin@unhcr.org) with copy to [alzeghar@unhcr.org](mailto:alzeghar@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, Chamber of Commerce, UNGM website, printed media etc.)

**IMPORTANT:**

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



## 2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to M.Wasem Mouin, Senior Supply Assistant at [mouin@unhcr.org](mailto:mouin@unhcr.org) with copy to [alzeghar@unhcr.org](mailto:alzeghar@unhcr.org). The deadline for receipt of questions is 15:00 hrs Syria Local time on 19/10/2023.

### **IMPORTANT:**

Please note that Bid Submissions are **not** to be sent to the e-mail addresses above. Failure to comply with this provision may result in disqualification.

UNHCR will share consolidated responses to the queries as soon as possible with all eligible bidders and will also post them on UNGM website.

## 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:**

The Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff will result in disqualification of the offer. Please note that your bid should be submitted per "Submission of Bid" section 2.6 of this ITB.

Your offer shall comprise the following two sets of documents:

- Technical offer (Including Official Documents + Technical Documents).
- Financial offer.

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

- **Annex D:** Your Company should complete, sign and submit the Vendor Registration Form which must include information on company's business bank account.
- **Annex E:** UNHCR General Conditions of Contracts for the Provision of Goods Rev. July 2018 – accept by filling-up and signing Annex G: Declaration of Eligibility.
- **Annex F:** The checklist in Annex G should contain your acknowledgement of the UN Supplier Code of Conduct.
- **Annex G:** Declaration of Eligibility - accept all mandatory requirements by fixing signature and company stamp.
- **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.

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).
- ✓ **Valid Commercial bank account:** in the name of the company by providing Bank Account Statement clearly showing the Bank Account Number & Name, Swift & IBAN code and

issued recently (within 2 months), please refer to the below notes regarding the bank account statement that need to be considered:

- 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.
- Currency of bank account preferably in Syrian Pound or Euro.
- ✓ **Joint Ventures (JV) are only accepted** in case the JV has its own legal entity with its own legal business registration and banking account in JVs name.

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

**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.

**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.

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:

- I. All the information and statements made in your offer are true and you accept that any misinterpretation or misrepresentation contained in your offer may lead to your disqualification and/or may be sanctioned by UNHCR Syria.
- II. You have read and understood the General Requirements of this bidding procedure and confirms that your company is experienced in the required provision of goods and/or services and it has the skills, knowledge, personnel, and other resources to perform the contract, if awarded.
- III. You have read, understood and accepts the UNHCR General Conditions of Contracts for the provision of Goods Rev. July 2028 (Annex E).
- IV. You have read, understood and accepts the UN Supplier Code of Conduct (Annex F).
- V. 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](https://www.un.org/securitycouncil/sanctions/1267/aq_sanctions_list)), the



United Nations Global Market (UNGM) List of Ineligible Vendors (<https://www.ungm.org/>) and the EU sanctioned vendors database (<https://www.sanctionsmap.eu/#/main>);

- VI. Your company understands that application of any exemptions stipulated in the sanction lists above are to be decided by UNHCR in accordance with its internal rules and regulations.
- VII. 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, human rights or any other unethical practice.
- VIII. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, human rights 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.
- IX. 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.
- X. Your company (or any member of the Joint Venture, if applicable) have no pending litigations which may affect the performance of the contract.
- XI. Your company has satisfactorily completed similar contracts as per the technical requirements of this tender process.
- XII. Your company is in good financial standing and has enough financial resources to perform the contract without any advance payments.
- XIII. Your company understands and confirms in case your company is awarded a contract, your company shall comply with any importing rules and regulations established by the host government (including any Declarations, Decisions or Sanctions stipulated by the Syrian Arab Republic Government or any of its branches) and ensuring the delivery of goods at the final destination.
- XIV. Your company is allowed to work in Syria.
- XV. Your company understands and accepts that by participating in this tender, it is your company's sole responsibility to ensure that the designated Bank Account (as indicated in the Vendor Registration Form) of Your company is able to receive payments transferred by UNHCR Syria. (Note: UNHCR payments are exempt from OFAC Sanctions under Title 31: Money and Finance: Treasury → Sub-Part E: Licenses, Authorizations, and Statements of Licensing Policy → §542.513 - Official activities of certain international organizations authorized. UNHCR takes no responsibility for any unsuccessful transfers due to rejection by the Beneficiary bank.) Website: <https://www.ecfr.gov/cgi-bin/ECFR?page=browse>.

**Please see related Pass/Fail evaluation criteria in section 2.5.1 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**.

Your technical offer (Annex B) should clearly state whether or not the goods you are offering are fully conforming to the product specifications given. Clearly state and disclose any discrepancies with the specifications given.

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

- 1- **Incoterms:** Delivered Duty paid – DDP Aleppo-Syria Incoterms 2010 shall apply for this ITB and for any resulting purchase orders(s).
- 2- **Packing Requirements:** The technical offer shall clearly indicate the packing and transport options (e.g. weight, volume, etc.) in compliance with the packing and transport requirements part of **Annex A** to this ITB.
- 3- **Delivery Capacity:** The bidder shall state the mobilization time, ex-stock quantity and quantities available.
- 4- **Inspection:** Inspection of goods will be applicable and will be advised at the time of purchase. The inspection will be arranged and paid for by UNHCR. Please note that re-inspection charges resulting from the supplier's default will be charged directly to the supplier.
- 5- **Country of Origin of the Supplier and place of Manufacture:** The technical offer shall state the country in which the supplier is registered as well as the country and place of manufacture of the products.
- 6- **Warranty:** The bid shall include defects and liability period with terms of warranty. Minimum acceptable warranty period is Six (06) months against the manufacturing defects or damage to goods during transportation.
- 7- **Certificate:** If available, the bidder shall submit a copy of internationally recognized quality certificate of the manufacturing company together with a copy of quality certificate for the finished product.
- 8- **Mandatory Samples:** Bidders are required to submit one sample of Rubber boots from each category (Small Size) along with their technical offer to the following address:

UNHCR ALEPPO SUB OFFICE  
BUILDING NO.42, Omayad Street, Old Shahba'A  
Aleppo, Syrian Arab Republic

**DEADLINE TO RECEIVE SAMPLES: 26/10/2023 – 16:00 hrs. SYRIA LOCAL TIME**

The provided samples will be shared with the Technical Evaluation Committee to be evaluated. According to the results of evaluation the supplier may be Qualified/Disqualified.

Samples should be put in a separate package and marked clearly with your company name.

**Failure to provide the requested samples along with the technical offer will result in disqualification of the offer.**

**IMPORTANT:**

If you have alternative product to offer, please clearly indicate the advantages over the standard items (**Annex A**). Do not send only an offer for an alternative product, i.e. these should be sent in addition to an offer for the standard items requested. Do not send any samples of the products at this stage.

- 9- Customs Declaration of the required items (if applicable).

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

Your separate **financial offer** must contain an overall offer in a single currency, preferably in **SYL Syrian Pound, or Euro**.



**IMPORTANT:** Please carefully consider the pricing model applicable to this invitation tender.

The Financial offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

The following details shall be provided for each item:

**Unit costs:** The bidder shall quote the unit price, DDP-Aleppo in Syria.

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

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. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement. 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, submission of the sample, is not reimbursable nor can it be included as a direct cost of the assignment.

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

## **2.5 BID EVALUATION:**

### **2.5.1 Supplier Registration & Eligibility:**

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 following are the criteria based on which UNHCR decides if a company has the basic:

Pass/Fail Evaluation Criteria
1. Valid Business Registration Certificate submitted ( <b>Year established: Three (3) years of operation is a minimum</b> ).
2. Filled and signed Vendor Registration Form submitted (Annex D)
3. Valid company business bank account (Annex D)
4. Submitted Audited Financial Reports of past two fiscal years ( <b>Regret Letter will NOT be accepted</b> )
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 technically evaluated. The technical component of the submission will be evaluated using the following **PASS / FAIL criteria, and based on the requirements from Annex A.**

1	Compliance with the established UNHCR specifications as mentioned in the technical specifications in Annex A.	PASS/FAIL
2	Provision of Samples	PASS/FAIL
3	Delivered Duty paid – DDP Aleppo-Syria	PASS/FAIL
4	Packing Instructions as per Annex A	PASS/FAIL

### **2.5.3 Financial evaluation:**

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

All bids from pre-qualified suppliers will be evaluated based on:

- Unit cost delivered Duty Paid DDP-Aleppo in Syria.

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

**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, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

## **2.6 SUBMISSION OF BID:**

The offers must bear your official letter head, clearly identifying your company.

**Deadline to receive both the bids and the required samples is on: 26/10/2023, 16:00 hrs SYRIA LOCAL TIME.**

**Only samples should be delivered to the following address, samples delivered to any other location will be disqualified:**

**UNHCR Aleppo Sub Office  
Building No.42, Omayad Street, Old Shahba'a  
Aleppo, Syrian Arab Republic**

#### **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 in writing and/or an announcement shall be posted at 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 clarifications requested by prospective bidders.

Bids should be submitted by file upload to eTenderBox (Please refer to Annex H of this ITB documents), 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 uploaded separately. The application for a tender is executed by submission (upload) of files which are categorized as either 'Technical' or 'Financial' depending on the category under which Suppliers upload their files. 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.

**Bid submission is only through UNHCR e-TenderBox**

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, the bidder 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.

**IMPORTANT:**

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

**2.7 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

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.

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 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 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.

As mentioned on Annex G (Declaration of eligibility), by participating in this ITB, the Bidders understands and accepts that it is their sole 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: Money and Finance: Treasury → Sub-Part E: Licenses, Authorizations, and Statements of Licensing Policy → §542.513 - Official activities of certain international organizations authorized. UNHCR takes no responsibility for any unsuccessful transfers due to rejection by the Beneficiary bank. Website: <https://www.ecfr.gov/cgi-bin/ECFR?page=browse>.

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. For evaluation purposes only, the offers submitted will be converted 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>.

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.

**Liquidated Damages:** Please note that - during the implementation of the purchase order-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% for each day of delay beyond the date upon which the Goods were due to be delivered.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS REV. JULY 2018**

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:  
2023.10.05  
13:08:53  
+03'00'

  
**Ruba Al Zeghari**  
Supply Officer  
UNHCR  
Aleppo Sub Office, Syria

