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DATE: 26/11/2023

REQUEST FOR QUOTATION: No. RFQ/HCR/SYR/23/101

SUPPLY, DELIVERY, AND INSTALLATION OF SMART LOCK SYSTEM

TO THE UNHCR ALEPPO SUB-OFFICE IN SYRIA

QUOTATION TO BE RECEIVED BY: 10/12/2023 – 23:59 hrs, Syria Local Time

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The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly<sup>1</sup>, requests your price quotation for the following: Supply, Delivery, and Installation of Smart Lock System to the UNHCR Aleppo Sub Office in Syria, specified in this Request for Quotation (RFQ).

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

- Annex A: The Technical requirements/Scope of work.
- Annex B: Technical offer form please fill, sign, and stamp.
- Annex C: Financial Offer form please fill, sign, and stamp.
- Annex D: UNHCR Vendor Registration form for Commercial Suppliers – HVP, please fill, sign, and stamp.
- Annex E: UNHCR's General Conditions of Contracts for the Provision of Goods and/or Services Rev. July 2018.
- Annex F: UN Supplier Code of Conduct.
- Annex G: Declaration of Eligibility – please fill, sign, and stamp.
- Annex H: Guidelines for UNHCR Suppliers, how to use the supplier portal.

**1. REQUIREMENTS:**

- **Description of the items:** Supply, delivery, and installation of Smart Lock System to 17 rooms (doors) at UNHCR Aleppo Sub-Office in Syria.
- **Required Quantity:** /17/ doors.
- **Delivery Terms and location:** DDP (Delivered Duty paid) – Aleppo City.
- **Delivery time (After receipt of order):** please specify the delivery time in your offer (including the installation process). Please refer to Annex C "Financial offer Form".

Please include the following price information in your quote / Annex C "Financial Offer Form":

- **Currency of the offer:** Preferable SYR (Syrian Pounds) or EURO.
- **Total Cost for goods / Services (all inclusive):** Your financial offer under this RFQ shall be detailed in the financial offer form attached hereto as Annex C.

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

It's essential to emphasize that UNHCR will not accept offers from companies that have not submitted the following mandatory requirements:

- a) Valid Business/Commercial Registration Certificate.
- b) Valid Commercial Bank account,
- c) Name of the company should match the bank account.
- d) Financial Statements/Audit reports of the last two years 2022-2021 (Regret letter is not Acceptable)
- e) Annex D, the vendor registration form for Commercial Suppliers – HVP filled, dully signed, and stamped.
- f) Acknowledgement and acceptance of UNHCR's General Conditions of Contracts for the Provision of Goods and/or Services Rev. July 2018.
- g) Acknowledgement and acceptance of UN Supplier Code of Conduct.
- h) Annex G, the Declaration of Eligibility filled, dully signed, and stamped.
- i) Customs Declaration of the required items (If applicable).
- j) Bidders are required to provide datasheets/brochures of the products being offered.

## **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](mailto:mouin@unhcr.org) with copy to [alzeghar@unhcr.org](mailto:alzeghar@unhcr.org).

**The deadline for receipt of clarification is 5/12/2023 - 15:00 hrs Syria local time.**

## **3. Mandatory site visit:**

All interested and eligible bidders/Service providers are invited to participate in a mandatory site visit, the proposed dates shall be on:

- 1- **Monday 4 December 2023 @ 12:00 pm** at the UNHCR Aleppo sub-Office. Bidders are requested to report to the below mentioned address by 11:45 AM:

**UNHCR ALEPPO SUB OFFICE  
BUILDING NO.42, Omayad Street, Old Shahba'A  
ALEPPO, SYRIAN ARAB REPUBLIC**

**Or**

- 2- **Tuesday 5 December 2023 @ 12:00 pm** at the UNHCR Aleppo sub-Office. Bidders are requested to report to the below mentioned address by 11:45 AM:

**UNHCR ALEPPO SUB OFFICE  
BUILDING NO.42, Omayad Street, Old Shahba'A  
ALEPPO, SYRIAN ARAB REPUBLIC**

- Interested bidders shall confirm their participation latest by Sunday 3 December 2023 at 3:00 pm hrs. Syria local time, noting they may choose one of the dates mentioned above suitable for them.
- Maximum of two attendants allowed per each company. (Encourage to include technical expertise).
- 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.

## **4. RFQ Submission**

We would appreciate receiving your quotation on or before: **Sunday 10/12/2023 – 23:59 hrs. Syria Local Time.**

We would appreciate receiving your quotation in English language.

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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](mailto:syralsup@unhcr.org)

Please note the following guidelines for electronic submissions:

- RFQ/HCR/SYR/23/101
- 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.
- It's the company / Bidder responsibility to verify that his offer has been received properly before the deadline.
- Please indicate the following in the e-mail subject field: RFQ/HCR/SYR/23/101 for the Supply, Delivery, and installation of Smart Lock System to the UNHCR Aleppo Sub-office in Syria.

#### **5. Evaluation of Quotation:**

Your offer will be evaluated based on the following criteria:

- Technical compliance with the Requirements mentioned in Annex A "Technical requirements/Scope of work".
- The provide datasheets/brochures of the products being offered.
- Compliance with the required incoterms: DDP (Delivered duty paid) – Aleppo City, including the installation process.
- Compliance with submitting all required and mandatory supporting documents.
- The contract will be awarded to the lowest technically evaluated and responsive offer which meets UNHCR requirement.

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, receipt of the invoice (and supporting documents) and acceptance thereof by UNHCR.

Any Purchase Order (PO) issued as a result of this RFQ will be made in the currency of the winning offer(s). Please note that -during the implementation of the PO-should the Contractor be in delay, without prejudice to UNHCR's other rights and remedies, UNHCR may, as per the contract/PO terms and conditions covering the goods part of this tender, 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.

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

Thank you for your kind attention.



**Aleppo Sub Office, Syria**