

## Train stops No. 1

### Cover Page

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Request For Quotation : HCR/SYR /2024/286

### **For the Supply and Delivery of ICT Equipment for the Legal institutions in Syria**

#### RFQ DOCUMENTS

- Annex A: Technical specifications.
- Annex B: Technical Offer Form *(to be filled in, stamped and signed)*
- Annex C: Financial Offer Form *(to be filled in, stamped and signed)*
- Annex D: Vendor Registration Form
- Annex E: UNHCR's General Conditions of Contracts - Please indicate clearly in Annex B if you accept them.
- Annex F: UN Supplier Code of Conduct - Please indicate clearly in Annex B if you acknowledge it.
- Annex G: Declaration of Eligibility Form *(to be filled in, stamped and signed)*
- Annex H: Guidelines for Suppliers to use the online portal.

#### RFQ KEY DATES:

RFQ publish date:	[15-OCT-2024]
Questions submission deadline:	[24-OCT-2024]
RFQ submission deadline:	[29-OCT-2024]

## Train stops No. 2

### Overview

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**Request For Quotation : HCR/SYR /2024/286**

### **For Supply and Delivery of ICT Equipment for the Legal institutions in Syria**

#### **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 seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 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>

#### **REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Qamishli Sub Office, invites qualified Suppliers to make a firm offer for the Supply and Delivery of ICT Equipment for the Legal institutions in Syria.

#### **RFQ SUBMISSION**

We would appreciate receiving your submission on or before the deadline specified in the Overview Section. Please note that bidding must be submitted directly in the online portal, responding to the questions, and uploading required documents by the date and time indicated in the online portal. It is your full responsibility to ensure that your submission is submitted before the deadline. Bid received outside the online portal, for any reason, will not be considered for evaluation. Be aware that the system requirements employed by UNHCR limit the size of attachments to a maximum of 24 Mb in each required field, as specified in the Requirements Section.

Ensure that your bid remains valid for at least 45 Days .

The standard payment terms of UNHCR are net 30 days upon satisfactory delivery of goods or services and acceptance by UNHCR.

It is strongly recommended that this Request for Quotation and its annexes be read thoroughly.

#### **PRE-BID CONFERENCE:**

UNHCR will organize a supplier pre-bid conference on MS Teams, on **21 October 2024 at 11:00 HRS** (Syria Standard Time). A maximum of one representative per Company is allowed. Name and contact details of the Company's representatives must be provided, at least one working day in advance, by e-mail to [syrdasogproc@unhcr.org](mailto:syrdasogproc@unhcr.org) .

Participation to the pre-bid conference is **STRONGLY RECOMMENDED** . However, after the supplier conference, a Questions & Answers document will be prepared and posted on UNGM and/or distributed by email to all invited bidders.

**IMPORTANT: Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.**

**ENVIRONMENTAL POLICY**

UNHCR's policy is to purchase products and services with the least negative impact on the environment. Environmental considerations, including manufacture, transport, packaging, use, and disposal of goods, are integral to UNHCR's evaluation and selection process.

**ZERO TOLERANCE POLICY**

Note that UNHCR strictly adhered to a zero-tolerance policy, advising its Suppliers not to offer any gifts, favors, hospitality, commission, etc. to any UNHCR Staff. Any Supplier found engaging in such activities may face sanctions from UNHCR and other UN agencies.

**SUPPLIER REGISTRATION**

If you are interested in submitting a bid in response to this RFQ, please prepare your bid in accordance with the requirements and procedures as set out in this ITB and submit it by the deadline for submission of bids set out in this document and in the supplier portal.

Please indicate whether you intend to submit a bid by creating a draft response without submitting directly in the system. This will enable the system to send notifications in case of amendment of the tender requirements. Should you require further clarifications, kindly communicate using the messaging functionality in the system.

Offer must be submitted through the ERP portal. In case you have never registered before, you can register a profile using this registration link [Supplier Registration \(oraclecloud.com\)](https://oraclecloud.com) and follow the instruction in guides available in the UNHCR website [How to become a supplier | UNHCR](#). Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

If you have never registered before, register a profile using the registration link shared via the procurement notice or following the instructions in guides available on the UNHCR website: [How to become a supplier | UNHCR](#).

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

Thank you, and we look forward to receiving your quotations.

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## **Eligibility Check**

### **A) 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:

- **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 F:** UN Supplier Code of Conduct– accept by filling-up and signing
- **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.

#### **Required Supporting Documents (documentary evidence):**

- **Valid Business/Commercial Registration Certificate** (Year established: Three (3) years of operation is a minimum).
- **Financial Statement of the last two fiscal years**, (Regret letters will NOT be accepted).

#### **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

- **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. Please refer to Annex J.

## **BID ACCEPTANCE**

This project will be awarded on all or nothing basis. UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not accept a change to the rates submitted. Any such increase or decrease in the contract duration would be notified to the successful bidder as part of the finalization of the Purchase Orders for the 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 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.

**Important:** Any missing cost for a line in the Financial Offer will be considered invalid.

## Train stops No. 3

### Requirements

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**Dear Supplier,**

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested to. Failure to send the requested information may result in disqualification of your offer from further evaluation.

#### **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.

#### **A- Content of the TECHNICAL OFFER**

- Completed Technical Offer Form (Annex B).
- The suppliers shall confirm the delivery date within 40 days maximum, as from the date of the Purchase Order.
  - **Warranty:** The technical bid shall include a warranty against manufacturer defects and a liability period with terms of warranty (one (1) year warranty from the receipt date).
- **Data Sheet and Catalogue:**

One Photo of each item and the Data sheet & catalogue shall be Provided by Supplier as part of the technical offer.

•**Quantity:** Estimated quantity of the requirements is mentioned in the attached list of items (Annex A)

**B- Delivery Locations:**

**Lot A :** Cadastral office in Qamishli

**Lot B :** Cadastral office in Deir Ezzor

**Lot C :** Immigration and Passports Office in Al Hassakeh

**Lot D :** Immigration and Passports Office in Ar-Raqqa

**Lot E :** Cadastral office in Tartus

**Lot F :** Cadastral office in Lattakia

**Lot G :** Directorate of : Civil Affairs and Immigration and Passports in Damascus

**Lot H :** UNHCR office in Homs

**C- Delivery Terms:** DDP to all locations

**D- Partial offer per Lot and per item group is acceptable.**

**E- Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign, and submit with your technical proposal the Vendor Registration Form (Annex D). If your company is registered, please submit an empty Vendor Registration Form clearly indicating your supplier/vendor ID.

**F- Inspection:**

Inspection and laboratory testing of goods will be applicable and will be advised at the time of purchase or whenever required by UNHCR. The inspection will be arranged and paid for by UNHCR.

**FINANCIAL OFFER**

The financial offer should include All-inclusive unit price and total cost.

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.

UNHCR is exempted 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 a minimum of **45 Days** , 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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

<b>IMPORTANT: Bidders are required to submit the financial offer both in PDF (stamped, dated and signed) and Excel version.</b>
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**Please Note: UNHCR accepts only Commercial Bank Account carrying the name of the registered business/company. Bids with Personal Bank Account will not be accepted.**

**BID EVALUATION:**

For the award of this project, UNHCR has established evaluation criteria 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

## 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 Mandatory 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 Financial Statement of past two fiscal years (Regret Letter will NOT be accepted).
5. Acknowledgement of UNHCR General Conditions of Contract provided (Annex E).
6. Acknowledgement of UN Supplier Code of Conduct provided (Annex F).
7. Company is not listed on any Sanctions Lists as per Annex G.
8. Tax Registration Certificate

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

## 2- Technical evaluation

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

1	Technical offer, documentation received by the bidder conforms with UNHCR specifications as per Annex A. and fill out Annex B – technical response form.	PASS/FAIL
2	Provision of Data sheet and Catalogue for each item clarifying the specifications.	PASS/FAIL

## 3- Financial evaluation

Financial Evaluation will be carried out as follows:

The competitiveness of the quoted prices for the required items will be evaluated separately for each Lot (location) and each item group .

## CONTRACT AWARD

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

## **PAYMENT**

The standard payment terms of UNHCR are 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.

**Important:** Kindly upload financial proposal documents in financial section (Financial Evaluation - Commercial) only. If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.

## **REQUEST FOR CLARIFICATION:**

Bidders are required to submit any request for clarification or any question in respect of this RFQ by this ERP portal using messaging functionality before the clarification date deadline. The deadline for receipt of questions is 11:00 hrs Syrian time on **24 October 2024**.

Bidders are requested to keep all questions concise. UNHCR will reply to the questions received as soon as possible by the system. Answering the queries or resolving the technical issue would take time and UNHCR will not be held liable for any delays. UNHCR will respond during official business hours.