

**DATE: 24 Oct 2024**

**REQUEST FOR QUOTATION No. RFQ-HCR-SYR-2024-56**

**FOR THE PROVISION OF REHABILITATION SERVICES IN SWEIDA GOVERNORATE – SYRIA.**

**CLOSING DATE AND TIME: 14 Nov 2024, 14:00 hrs. Syrian time.**

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**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 15,000 people in more than 128 countries continues to help about 70 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 [www.unhcr.org](http://www.unhcr.org).

**1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Syria Operations requests your price quotation for the Provision of Rehabilitation Services in Sweida Governorate as specified in this Request for Quotation (RFQ)

**Locations:**

- **Lot1: Provision of Rehabilitation Services for the UNHCR office in Sweida – Syria**
- **Lot2: Provision of Rehabilitation Services for Civil Registry Center in Salkhad \_ Sweida– Syria.**

**Note: Partial bidding by Location (Lot) is allowed, bidders can apply for one or two lots.**

It is strongly recommended that this Request for Quotation and its annexes be read thoroughly before submitting your offer. Failure to observe the procedure laid out in this document may result in disqualification from the evaluation process.

**Sub-Contracting:** Please take careful note of Article 5 of the attached General Terms and Conditions for the provision of Services (Annex - I).

**IMPORTANT TO NOTE:** This document is not to be construed in any way as an offer to contract with your firm.

**2. BIDDING INFORMATION**

**2.1 RFQ Documents**

The following annexes form an integral part of this Request for Quotation (RFQ):

- Annex A: General Term of Reference (ToR)
- Annex A1: Lot1 Term of Reference (ToR)
- Annex A2: Lot2 Term of Reference (ToR)
- Annex B1: Lot1 Bill of Quantities (BOQ)

- Annex B2: Lot2 Bill of Quantities (BOQ)
- Annex C1: Lot1 Design and Structure (Drawings)
- Annex C2: Lot2 Design and Structure (Drawings)
- Annex D: Technical Offer Form
- Annex E Lot1: Financial Offer Form (to be filled in, stamped and signed)
- Annex E Lot2: Financial Offer Form (to be filled in, stamped and signed)
- Annex F: Vendor Registration Form (to be filled in, stamped and signed)
- Annex G: UN Supplier Code of Conduct
- Annex H: UNHCR's General conditions of Contracts for the provision of Good and Services (to be stamped and signed)
- Annex H1: UNHCR General Conditions Contracts Civil Works (to be stamped and signed)
- Annex I: Declaration of Eligibility (to be filled in, stamped and signed)
- Annex J: Eligibility of Joint Ventures for Suppliers (to be filled in, stamped and signed if applicable)

**Please note that submitting an offer is deemed as your company's full acceptance of UNHCR's General Conditions for contracts and UN supplier code of conduct.**

ملاحظة:

تعتبر مشاركتكم في هذه المناقصة قبولاً تاماً للشروط العامة للمفوضية فيما يتعلق بالعقود وكذلك مدونة قواعد السلوك للموردين والمتعاقدين مع الأمم المتحدة.

## **2.2 Site Visits:**

UNHCR will organize a site visit on 3 Nov 2024 for all interesting bidders to both locations as per the following:

### **Lot1: UNHCR Office in Sweida City:**

- Date and time: 3 Nov 2024 10:00 am
- Address: Qanawat Road, Alhuria Neighborhood, Nassib Hatoum Street, 3rd Avenue— Syria

### **Lot2: Salkhad Civil Registry Center:**

- Date and time: Date and time: 3 Nov 2024 12:30 am
- Address: West side of Alkalaa – Salkhad city – Syria

Participation to the site visit is strongly recommended given the complexity of the requirements. In addition, this will provide bidders with a clearer understanding of the scope of work and potential challenges.

Bidders who do not participated in the site visits and have a clear understanding the scope of works from the BOQ can still submit their bids. However, bidders who have participated in a site visit will be given additional weight in the technical evaluation process, as detailed in paragraph 6.

Interested bidders shall confirm their participation latest by 02 Nov 2024 at 15:00 local time to [syrswsupply@unhcr.org](mailto:syrswsupply@unhcr.org)

**Important: Participation to the site visit shall be at the bidders' own expenses. There will be no reimbursement from UNHCR.**

UNHCR will compile the questions received by emails and/or in the site visit and will respond to all Bidders participating in the tender competition, shortly after the query deadline.

## **2.3 Requests for clarifications**

Requests for clarifications should be submitted in writing (by email) to [syrswsupply@unhcr.org](mailto:syrswsupply@unhcr.org)  
The deadline for submission of Requests for Clarifications is on **4 Nov 2024, 14:00 (Syrian Time)**.

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

All the emails sent requesting clarification MUST have the following subject otherwise UNHCR reserves the right NOT TO REPLY.

**EMAIL SUBJECT: RFQ-HCR-SYR-2024-56 – Query.**

## **2.4 Your Offer**

Your offer should be prepared in **English**. (All supporting documents should also be in English)

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

### **2.4.1 Content of the Technical Offer**

#### **IMPORTANT:**

No pricing information should be included in the technical offer. Failure to comply will lead to disqualification. The technical offer should contain all information required.

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

- a) **General company profile and qualifications:** detailed description of the company and its activities and specializations. This includes an overall description of the company's experience; the number of and description of similar projects successfully completed; the number of and description of similar projects currently ongoing; number of years in the business; references from previous or current projects.
- b) **Methodology:** understanding of the requirements for services, proposed approach, material, solutions, methodology, HSE plan, Liability/Warranty, and outputs.
- c) **Proposed materials:** Submission of the catalogues with datasheets of project equipment as well as catalogues with technical specifications of the construction, finishing, sanitation, and electrical materials as described in Annexes A, A1, A2 and Annexes B1 and B2.
- d) **Technical Personnel Profile:** Details of proposed personnel to carry out the works including CVs of Project Manager and the Site Engineer.
- e) **Work plan:** Submission of the detailed work plan for the execution of the project, including the main project milestones, work schedules, and Gantt Charts as indicated in the Scope of works.
- f) **General Condition of Contract for Civil Works:**  
Endorsed copy (signed and stamped) of the UNHCR General Condition of Contract for Civil works should be submitted in the technical offer.
- g) **UN Supplier Code of Conduct:**  
Endorsed copy (signed and stamped) of the UN Supplier Code of Conduct should be submitted in the technical offer.
- h) **Scope of Work:** Annex - A must be signed, stamped, and submitted with the technical offer package.
- i) **Technical Offer Form:** Annex D should be signed, stamped, and submitted with the technical offer package.
- j) **Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign, and submit with your technical offer the Vendor Registration Form (Annex F).
- k) **Eligibility and Commercial/registration documents:**
  - a. Valid Business/Commercial Registration Certificate (license for the provision of requested goods and services is required)
  - b. Valid commercial bank account matching the bidder's name in the offer and commercial registration.
  - c. Audited financial statements or proof of dully filled tax returns in the country of registration for the last 2 (two) fiscal years, dully certified by an accredited accountant or the relevant tax office as per the rules of the country of registration (regret letters will not be accepted).

**IMPORTANT:** As the final destination of goods is Syria, it is the supplier's responsibility to make sure that the bidder/products are eligible for business according to local Syrian regulations. 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.

#### **BANK ACCOUNT**

UNHCR will **not accept** offers from companies which do not have the following required information in the **Vendor Registration Form (Annex F)**:

- Commercial bank account details (registered name of the company should match with the name of the bank account)

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

#### **2.4.2 Content of The Financial Offer**

Please use **Annexes E1 and E2** to prepare your price quotation and include the following information in your submission:

Currency (preferably SYP or EUR or USD).

- Unit Price: As per Annexes E1 and E2.
- Total Cost (all inclusive):
- Acceptance of validity of quotation for 90 calendar days.
- Acceptance of standard payment terms 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:**

It is solely the bidder's responsibility to ensure that the Bank Account of the company can receive payments transferred by UNHCR Syria. UNHCR payments are exempted from OFAC's 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's Bank. As the final destination of goods/services will be in Syria, it is the bidder's responsibility to make sure that the bidder is eligible for business according to local Syrian regulations. Moreover, it is also the bidder's responsibility to make sure that the quoted goods/services are eligible for business according to local Syrian regulations, including (but not limited to) securing import approvals according to the Syrian Government regulations.

### **3. EVALUATION OF QUOTATIONS**

For the award of this contract, UNHCR established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. All bids will be evaluated based on compliance with the UNHCR technical requirements, compliance with the delivery lead time, compliance with the quality requirements and Unit cost of the items and transportation cost up to the requested destinations.

#### **3.1. Technical Evaluation**

#	Criteria Name	Criteria Description	PASS/FAIL
1	<b>Business Registration Certificate</b>	Is the supplier registered with the Relevant Authority in Syria for the category of required work.	PASS/FAIL
2	<b>Company Age</b>	Valid Company registration certificate showing a minimum of three (3) years.  References from previous or current projects. A minimum of 3 References should be provided attached with proof of project completion certificate/ performance letter issued by the client (Showing value, time completed, organization or firm for which completed, contact details of the organizations) awarded and served within the past 05 years.	PASS/FAIL

3	<b>Works plan</b>	Has the bidder submitted a detailed and realistic work plan with a Work Schedule/ Gantt chart showing the starting and end of each activity submitted	PASS/FAIL
4	<b>Technical compliance</b>	<b>Confirm is the proposed materials are aligned with the specification.</b>	PASS/FAIL
		Data Sheet and/or Detailed Technical description are submitted as part of the Technical Offer, to include the following: -Network cables, electrical cables, network sockets, electrical sockets, patch panels, cabinets, batteries, electrical circuit breakers. -Main Items of construction work, including but not limited to, cement brand and quality, Sandwich panels, gypsum board, Ceramic, pipes, false ceiling, mixer faucet, tape, PPR, painting brands, water pump, and accessories etc.  All proposed items must meet the minimum requirements set in the BOQ.	PASS/FAIL
		Bidder presented an HSE plan (Health Safety and Evacuation Plan) , the bidder should provide good, relevant and clear HSE plan.	PASS/FAIL
5	<b>Warranty against defects and Liability</b>	Liability/Warranty period (defects and liability period with terms of warranty on the products/services being offered which should be valid for at least one 1 years)	PASS/FAIL
6	<b>Staff qualifications</b>	Does the contractor submit a CV for the Project Manager with a minimum of 3 years of experience, and Resources (The CVs should have proof of graduation like (Graduation certificate, syndicate ID, Union ID, etc.)	PASS/FAIL
		Does the vendor submit a CV for the site Engineer (bachelor's degree in civil engineering) with a minimum of 3 years of experience, and Resources (The CVs should have proof of graduation like (Graduation certificate, syndicate ID, Union ID, etc.)	PASS/FAIL
7	<b>General Condition of Contract for Civil Works</b>	Submission of an endorsed copy (signed and stamped) of the UNHCR General Condition of Contract for Civil works.	PASS/FAIL
8	<b>UN Supplier Code of Conduct</b>	Submission of an endorsed copy (signed and stamped) of the UN Supplier Code of Conduct.	PASS/FAIL
9	<b>Financial statement</b>	Does the vendor submit a financial statement for the last 2 years	PASS/FAIL

**IMPORTANT:**

Please note that to qualify in the technical evaluation process, the bidder should qualify as "Pass" in all the Criteria requested.

**3.2. Financial Evaluation**

All financial offers from qualified and technically compliant bidders will be evaluated based on the total price inclusive of Material and required service.

The contract will be awarded to the lowest-priced, technically compliant, and responsive offer which fully meets UNHCR requirements, including economy and efficiency and best value for money.

For evaluation purposes only, if offers are received in various currencies, the offers submitted in currency other than USD will be converted into USD using the United Nations Operational Rate of Exchange (<https://treasury.un.org/operationalrates/OperationalRates.php>) in effect on the date the submissions are due.

**4. SUBMISSION OF BID**

We would appreciate receiving your quotation on or before 13 Nov 2024, 14:00 HR Syrian Time, in PDF format by email to [syrswsupply@unhcr.org](mailto:syrswsupply@unhcr.org)

Please mark your email with the following reference: [RFQ-HCR-SYR-2024-56](#) while indicating Technical or Financial documents.

Please note the following guidelines for electronic submissions:

- 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.
- Please indicate in the e-mail subject field:

[RFQ-HCR-SYR-2024-56](#) \_ Name of your firm Number of e-mails that are sent (example: 1/3, 2/3, 3/3).

Example: [RFQ-HCR-SYR-2024-56](#) \_COMPANY ABC\_1/3...2/3....3/3

**IMPORTANT:**

- Late submissions may be rejected and offers submitted to other than the email indicated above may be overlooked and may not be considered for evaluation.
- It is your responsibility to verify that all e-mails have been received properly before the deadline.

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

**5. Liquidated Damages:**

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 **0.1%** for each [DAY for the portion of the incomplete portion of the works] of delay beyond the date upon which the Services were due to be completed. The Parties agree and acknowledge that the calculation of damages from a breach would be difficult to estimate accurately and that the foregoing [The assessment will not exceed 10 percent of the Contract value] is a reasonable approximation thereof and is intended as the fair allocation and liquidation of damages and not as a penalty against the Contractor.

**6. Payment terms:**

Payments will be released upon the successful completion of each location. The Contractor must provide UNHCR with a signed invoice detailing the value of completed works upon project completion in each location.

**Payment Retention: 5% of the total project amount will be withheld from the Final Payment as a Retention Amount for a period of Defect Liability Period of (06) MONTHS after completion of the project.**

**7. 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 Goods and/or Services Rev. July 2018 (Annex H) will be strictly adhered to for the purpose of any future contract.

Mahmoud Odeh  
Supply Officer  
UNHCR Syria