

**UNHCR**United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés**DATE: 7 Nov 2024****REQUEST FOR QUOTATION No.: RFQ-HCR-SYR-2024-46  
SUPPLY AND DELIVERY OF STATIONARY AND CLEANING MATERIALS FOR  
UNHCR OPERATION IN SYRIA****CLOSING DATE AND TIME: 18 NOV 2024, 14:00 hrs. Syrian 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 132 countries<sup>1</sup> continues to help over 82.4 million persons<sup>2</sup>. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

**1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Syria invites qualified suppliers to make a firm offer **for the supply and delivery of stationery and cleaning materials**.

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.

This document is not to be construed in any way as an offer to contract with your firm.

**IMPORTANT:** Technical Specifications are detailed in **Annex A** of this document.

**2. REQUEST FOR CLARIFICATIONS**

Requests for clarifications should be submitted in writing (by email) to [syrdasyrcopro@unhcr.org](mailto:syrdasyrcopro@unhcr.org)

**The deadline for submission of Requests for Clarifications is on 14 Nov 2024, 14:00pm (Syrian Time).**

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

<sup>1</sup> Source: <https://www.unhcr.org/history-of-unhcr.html>

<sup>2</sup> Source: <https://www.unhcr.org/figures-at-a-glance.html>

### **3. PREPARATION OF QUOTATION**

Quotations should be prepared based on the guidelines set forth in this Request for Quotation.

Please refer to and use the following Annexes to prepare your offer. Your quotation must include the following:

#### **3.1 Commercial and Eligibility Check:**

#### **ELIGIBILITY CHECK**

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/securitycouncil/#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 qualified company (s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

As part of the formal check if your company is eligible to be registered as vendor to UNHCR, your bid must contain:

- **Annex D:** Declaration of Eligibility - accept all mandatory requirements by fixing signature and company stamp.
- **Annex F:** UNHCR General Conditions of Contracts for the Provision of Goods (2018); – accept by filling-up and signing **Annex D:** Declaration of Eligibility.
- **Annex E:** Your Company should complete, sign and submit the Vendor Registration Form and must include information on the company's business bank account.
- **Sanctions List:** Your submission checklist in **Annex D** 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 G:** The checklist in **Annex D** should contain your acknowledgement of the UN Supplier Code of Conduct.
- **Annex-J-Eligibility on Joint Ventures for Suppliers.** If applicable.
- Valid Business/Commercial Registration Certificate with English translation. valid for at least one year from the bidding closing date. three (3) years of operation is a minimum.  
In case of submission relying on experience of a company belonging to the same economical group, UNHCR may consider the oldest company profile if the bidder provides proper evidence of the connection.

- Bank Account Statement, please refer to the below notes regarding the bank account statement to be provided:
  - ✓ Bank Account Number and Name, Swift and IBAN code and issued recently (within 2 months)
  - ✓ 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. If applicable.
  - ✓ Tax statement /Tax proof clearly showing the taxpayer ID/ tax registration number under Attachments. If applicable.
- Financial statements or audit report in the country of registration for the last 2 (two) fiscal years 2022-2023, dully certified by an accredited accountant or the relevant tax office as per the rules of the country of registration. These financial documents should clearly demonstrate the company's financial capacity over recent years, providing insight into its monetary stability throughout the duration of the contract, (regret letters and bank statement are not accepted and will result in disqualification of the bidder).
- **Applying with Joint Venture**  
If you are applying with a joint venture, please refer to **Annex-J-Eligibility** on Joint Ventures for Suppliers.

**IMPORTANT:**

The above listed documents should be submitted with your Bid which are required to assess the legal status, capacity, prior experience etc. of your company. Companies not submitting them with their bid 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.

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 E) 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.

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

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

**For companies who are already registered with UNHCR Syria**, please submit an empty Vendor Registration Form (Annex E) clearly indicating your UNHCR Vendor ID. 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 E) which you are updating.

In order to be eligible for UNHCR Syria's vendor registration and be qualified for this bidding process Bidders are required to acknowledge and accept/confirm all UNHCR mandatory requirements using the attached **Declaration of Eligibility (Annex D)**.

**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

**3.2 Content of the TECHNICAL OFFER**

The technical details of the products and/or services requested by UNHCR can be found in the **ANNEX B: Technical Offer Form**. Your technical bid should clearly disclose any discrepancies with the specifications given. Your technical bid should be concisely presented, using the **Technical Offer Form (ANNEX B)**.

- **ANNEX B:** Technical Offer Form – *please fill-up, sign and submit.*
- The provision of **sample** for each item to be submitted with the technical offer.
- **Partial Award** is applicable **per lot** i.e. all items in each lot should be awarded to one supplier, no award will be made per item.
- The offer will be **disqualified**. In case of any technical incompliance per any item.

**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.

**3.3 Content of the FINANCIAL OFFER**

Using the provided **Financial Offer Form (Annex C)**, bidders are required to offer an “**all-inclusive price**”.

- **ANNEX C:** Financial Offer Form - *please fill-up, sign and stamp*

**Notes:**

- Your Financial Offer must contain an overall offer in a single currency, (**preferably Syrian Pound or EURO**).
- See **Section 9 – Payment Terms** of this RFQ for more details.

#### **4. PERIOD OF VALIDITY OF OFFERS**

Suppliers are encouraged to keep their offer valid for a period of **90 calendar days** after the submission deadline as prescribed on **Section 7 “Instructions for Submission of Offers”** of this RFQ.

In exceptional circumstances, prior to the expiration of the bid validity period, UNHCR may request bidders to extend the period of validity of their offers. The request and the responses shall be made in writing. A Bidder may refuse to extend the validity of its bid in which case the Bidder may withdraw its Bid without any penalty. A Bidder agreeing to the request will not be required or permitted to modify its Bid. All prices shall be fixed until the bid validity period expires before which a contract shall be established.

#### **5. AMENDMENT OF RFQ DOCUMENT**

At any time prior to the deadline for submission of offers, UNHCR may amend the RFQ Documents by issuing an addendum. Any addendum issued shall be part of the RFQ Documents and shall be communicated in writing to all interested bidders and/or directly invited by UNHCR to participate in the bidding process.

#### **6. COST OF PREPARING AND SUBMITTING AN OFFER**

The Bidder shall bear all costs associated with the preparation and submission of its Offer, and UNHCR shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

#### **7. INSTRUCTIONS FOR SUBMISSION OF OFFERS**

Quotations should be prepared based on the guidelines set forth in this Request for Quotation, then sent by email to [syrdasyrcopro@unhcr.org](mailto:syrdasyrcopro@unhcr.org) no later than: **18 Nov 2024, 14:00H Syrian Time (Submission Deadline)**, **while sending the Technical and Financial Offers in different emails**. Please mark your email with following reference: **RFQ-HCR-SYR-2024-46** while indicating Technical or Financial documents

Please note the following guidelines for electronic submissions:

- Your quotation must be written in the **English or Arabic language** (preferably in English) and sent in **PDF format**.
- 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-2024-46**\_ Name of your firm Number of e-mails that are sent (example: 1/3, 2/3, 3/3).

Example:

**RFQ-HCR-SYR-2024-46**\_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 bidders 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.

Note 1: Partial offers are accepted per lot, meaning that the supplier may submit his offer for lot 1 or lot 2 or both.

Note 2: Partial offers per item of each lot are not accepted.

Note 3: Samples are required to be submitted to UNHCR office, Kafarsouseh opposite Al Andalus hospital with RFQ reference RFQ-HCR-SYR-2024-46 are mentioned on the samples, samples should be submitted not later than above mentioned deadline.

## **8. EVALUATION OF QUOTATIONS**

Offers shall be evaluated based on the following criteria:

- Qualifications and eligibility based on the information and documentary evidence provided in accordance with **Section 3.1 “Content of the Eligibility Requirements”**
- Compliance with the technical requirements based on the information and documentary evidence provided in accordance with **Section 3.2 “Content of the Technical Offer”**
- The provision of sample per each item.
- All-inclusive price offer based on the information and documentary evidence provided in accordance to **Section 3.3 “Content of the Financial Offer”**, award will be made per lot.

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

## **9. PAYMENT TERMS**

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.

All bank charges resulting to payments made to the Supplier by UNHCR Syria shall be shouldered by the Supplier;

Any Purchase Order (PO) issued as a result of this RFQ will be made in the currency of the winning offer(s). Payment will be made in accordance to the UNHCR General Conditions of Contracts for the Provision of Goods and/or Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR.

By participating in this RFQ, the Bidders understand and accept 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 the sanctions (US-OFAC and EU) imposed on the Syrian Arab Republic, the finalization of the payment process hinges upon UNHCR receiving clearance from the vendor's nominated intermediary/beneficiary bank upon acceptance of the electronic fund transfer.

#### **10. LIQUIDATED DAMAGES**

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, 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.

#### **11. 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 inspection charges resulting from the supplier's default will be charged directly to the supplier. Place of Inspection: Shall be notified by UNHCR at time of contracting (Purchase order).

#### **12. UNHCR'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS**

UNHCR reserves the right to accept the whole or part of your Offer.

UNHCR reserves the right to accept or reject any offer, and to cancel the process of competition and reject all offers, at any time prior to the award of the Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders on the grounds for UNHCR's decision.

UNHCR reserves the right to approach one or more Bidders in order to establish multiple Frame Agreements having been awarded as a result of this tender and negotiate directly with the Supplier to cater to future requirements of UNHCR or any other UN agencies.

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.

UNHCR is not bound to select any of the firms submitting the offers 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.

#### **13. POST QUALIFICATION**

UNHCR reserves the right to undertake a post-qualification exercise aimed at determining, to its satisfaction, the validity of the information provided by the Bidder. Such post-qualification shall be fully documented and, among those that may be listed in this RFQ, may include, but need not be limited to, all or any combination of the following:

- Verification of accuracy, correctness and authenticity of information provided by the Bidder on the legal, technical and financial documents submitted.
- Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or any other entity that may have done business with the Bidder.

- Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed.
- Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder.
- Quality assessment of ongoing and completed outputs, works and activities similar to the requirements of the Purchaser, where available; and

#### **14. 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, labor, environment and anti-corruption. We encourage our suppliers to sign up for the UN Global Compact Initiative.

#### **15. 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 F**) will be strictly adhered to for the purpose of any future contract.

Thank you for your kind attention.

**Mahmoud Odeh**  
Supply Officer  
UNHCR Syria