

DATE: 13th November 2024

REQUEST FOR QUOTATION No. RFQ-HCR-SYR-2024-70

FOR THE SUPPLY AND DELIVERY (DDP - BANIYAS) OF LAPTOPS TO UNHCR OPERATION IN TARTOUS
GOVERNORATE – SYRIA.

CLOSING DATE AND TIME: 20th November 2024, 14:00 hrs. Syrian time.

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.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Syria Operations requests your price quotation **for the Supply and Delivery (DDP - Baniyas) of laptops to UNHCR Operation in Tartous Governorates – Syria** as specified in this Request for Quotation (RFQ)

Delivery Terms and locations: DDP (Delivered Duty Paid) to the following location:

- Baniyas – Tartous – Syria.

Important: the supplier should be responsible for the transportation of items up to Baniyas – Tartous as specified in this RFQ and therefore should arrange all logistics and obtain all approvals from the Syrian authorities related to the delivery and transportation up to the final destinations. In addition, providing Customs Declaration (البيان الجمركي) and the Syrian competent authorities approvals is a MUST.

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 - E**).

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: Technical Specifications.
- ANNEX B: Technical offer Form.

- ANNEX C: Financial offer Form.
- ANNEX D: Vendor Registration Form - please fill-up, sign, and stamp.
- ANNEX E: UNHCR General Conditions of Contracts for Goods and/or Services (Rev. July 2018) please read and acknowledge acceptance by signing on the Declaration of Eligibility (Annex D)
- ANNEX F: UN Supplier Code of Conduct - please read and acknowledge acceptance by signing on the Declaration of Eligibility (Annex G)
- ANNEX G: Declaration of Eligibility- please fill-up, sign, and stamp.

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 Requests for clarifications

Requests for clarifications should be submitted in writing (by email) to syrswsupply@unhcr.org
The deadline for submission of Requests for Clarifications is on or before **17th November 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-2024-70 – Query.

2.3 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:

- Technical specifications:** The bidder must fill the Technical Offer Form (Annex B) with the details of the technical specification of the offered products, which must be in compliance with Annex A.
- Data Sheet/Catalogues/Brochures** of the products are required to be submitted.
- Quality Certificates** and standards of items as stated in Annex A are required to be submitted.
- Delivery time: delivery lead-time** in days (Please quote the shortest delivery time).
- After-sales services:** Bidders should include the confirmation of availability of after-sales service (repair & maintenance services, spare parts) and existing company representation (or a local partner) in the delivery location or in the region. After sales services should be valid for at least one (1) year.
- Warranty:** The bidder is required to provide defects and liability period with terms of warranty on the products/services being offered which should be valid for at least one 1 years.
- 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 D).
- UN Supplier Code of Conduct:**
Endorsed copy (signed and stamped) of the UN Supplier Code of Conduct should be submitted in the technical offer.

i) 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 **Baniyas, Tartous Governorates, 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 حساباً مصرفياً تجارياً 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 Annex C to prepare your price quotation and include the following information in your submission:

- Currency (preferably SYP or EUR or USD).
- Unit Price: As per **Annex C**.
- 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

All bids received against this RFQ will be evaluated based on a PASS/FAIL criterion based on the requirement specified under the terms of reference and the content of the technical offer, and the contract will be awarded to the best technical offer meeting UNHCR's requirement at the most competitive prices.

3.1. Technical Evaluation

UNHCR has established technical evaluation criteria which govern the selection of offers received. Mandatory technical evaluation criteria are listed below:

S.N.	Technical Evaluation Criteria	Methodology
1	Confirmation on conformity of the offered specifications to UNHCR set of requirements as mentioned in Annex A.	Pass/ Fail
2	Submitted Data Sheet/Catalogues/Brochures are complete, accurate, and demonstrate product compliance with the specified requirements	Pass/ Fail
3	Quality Certificates: the submitted certificates confirm that the products meet the required quality standards	Pass/ Fail
4	Compliance with the required incoterms: DDP (Delivered duty paid)	Pass/ Fail
5	After-sales services: confirmation of availability of after-sales service (repair & maintenance services, spare parts) and existing company representation (or a local partner) in the delivery location or in the region as stated in Annex A.	Pass/ Fail
6	Minimum required warranty for items as stated in Annex A.	Pass/ Fail
7	Copy of valid Commercial registration/ business certificate in Syria.	Pass/ Fail
8	Please fill ANNEX D- Vendor Registration Form, if you are not registered with UNHCR, or confirm your registration with UNHCR mentioning your UNHCR Vendor ID.	Pass/ Fail
9	Acceptance of UNHCR General Conditions of Contracts for the provision of Goods and/or Services - Annex E. Please sign and stamp each page of Annex G - UN Declaration of Eligibility.	Pass/ Fail
10	Acceptance of UN Supplier Code of Conduct - please read and acknowledge acceptance by signing it (Annex F). Please sign and stamp each page of Annex G- UN Declaration of Eligibility.	Pass/ Fail
11	Acceptance of UN Declaration of Eligibility - please read and acknowledge acceptance by signing it (Annex G). Please sign stamp each page of Annex G.	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 **20th November 2024, 14:00** HR Syrian Time, in PDF format by email to syrswsupply@unhcr.org

Please mark your email with the following reference: [RFQ-HCR-SYR-2024-70](#) 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-2024-70](#) Name of your firm Number of e-mails that are sent (example: 1/3, 2/3, 3/3).

Example: [RFQ-HCR-SYR-2024-70](#) 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. 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.

6. 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.

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 E) will be strictly adhered to for the purpose of any future contract.

Alexander Blo Woart

Supply Officer

UNHCR Syria