

**DATE: 18 November 2024**

**REQUEST FOR QUOTATION No. RFQ-HCR-SYR-2024-71**

**For The Supply and Delivery of Ultrasound Colour Cardiac Doppler for UNHCR Syria.  
Closing Date and Time: 28 November 2024, 15:00 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 **supply, delivery (DDP) and installation of Ultrasound Color Cardiac Doppler unit for the Cardiac Surgical center (MoHE) in Damascus** as specified in this Request for Quotation (RFQ).

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

- the Cardiac Surgical center (MoHE) in Damascus, Syria

**Installation services:** Install and operate the equipment with all its accessories and to provide any requirements into the site as per Annex A.

**Important: the supplier should be responsible for the transportation of items up to all site locations specified in this RFQ and should arrange all logistics and obtain approvals from the Syrian authorities related to 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).

<b>IMPORTANT TO NOTE:</b> this document should not be interpreted as an offer to enter into a contract with your firm.
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**2. BIDDING INFORMATION**

**2.1 RFQ Documents**

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

- ANNEX A: List of technical specifications and the general technical terms.
- 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.
- Annex H: E-ETenderBox Manuel.

**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.**

## **2.2 Requests 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 **24 November 2024, 11:00 hrs (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-2024-71 – Clarification.**

## **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:

- a) **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.
- b) **MoH registration:** The company and the equipment are registered in the Ministry of Health, copies of the registration of the manufacturer and the device are provided with the offer.
- c) The Bidder shall confirm that the offered device is new not refurbished, recently manufactured (2021 and beyond).
- d) **Data Sheet/Catalogues/Brochures** of the products are required to be submitted.
- e) **Quality Certificates** and standards of items as stated in Annex A are required to be submitted.
- f) **Delivery time:** (including mobilization time and installation) in days, the delivery time should not exceed 180 days as from the PO issuance date.
- g) **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 as per Annex A.
- h) **Warranty:** The bidder shall confirm Warranty period (operational and mal production) is at least one year. During the warranty period the bidder should carry out all the preventive maintenance according to the manufacturer's instructions and repair it during 48 hours of the declared date of the fault.
- i) The bidder shall submit all the relevant, original documents (operating, maintenance and calibration) when the contract is awarded.
- j) **Packing and visibility Requirements:** The technical offer shall clearly indicate the packing options. Packaging should be practical for loading, offloading and transportation. UNHCR logo shall be printed on the box (preference white color

as background), Dimension of logo on the box should be minimum 20 cm x 15 cm unless the outer package is smaller in size. In addition, the same logo with the statement "Donation from UNHCR" printed or pasted on the external packing unit and on the delivered item.

- k) **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).
- l) **UN Supplier Code of Conduct:**  
Endorsed copy (signed and stamped) of the UN Supplier Code of Conduct should be submitted in the technical offer.
- m) **Eligibility and Commercial/registration documents:**
- Valid Business/Commercial Registration Certificate (license for the provision of requested goods and services is required)
  - Valid commercial bank account matching the bidder's name in the offer and commercial registration.
  - 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 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.

### **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.	Eligibility/Technical Evaluation Criteria	Methodology
1	Valid Company registration certificate showing a minimum of three (3) years of the for the provision of requested goods and services.	Pass/ Fail
2	The submission of audited financial statements or proof of dully filled tax returns in the country of registration for the last 2 (two) fiscal years (regret letters will not be accepted).	Pass/ Fail
3	Submission of ANNEX D- Vendor Registration Form signed and stamped, if you are not registered with UNHCR, or confirm your registration with UNHCR mentioning your UNHCR Vendor ID.	Pass/ Fail
4	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
5	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
6	The acknowledgement that the bidder is not listed in UN security council sanction list by providing the signed and stamped Annex G-Declaration of Eligibility.	Pass/ Fail
7	Compliance with the established UNHCR specifications as stated in Annex A, based on the submitted technical offer.	Pass/ Fail
8	Copies of MoH registration documents for the manufacturer and the offered item.	Pass/ Fail
9	Submitted Data Sheet/Catalogues/Brochures of the offered item.	Pass/ Fail
10	Quality Certificates: the submitted certificates confirm that the products meet the required quality standards	Pass/ Fail
11	Compliance with the required incoterms: DDP (Delivered duty paid) to the agreed delivery location: The Cardiac Surgical center (MoHE) in Damascus, Syria.	Pass/ Fail
12	The bidder shall be the legal agent of the manufacturer and the offered device, or delegated by the agent, supported with an authorization letter that state also clearly the commitment of the agent in the post sale services.	Pass/ Fail
13	After-sales services: the confirmation of availability of after-sales service (repair & maintenance services, spare parts) and existing company representation (or a local partner) as stated in Annex A.	Pass/ Fail
14	Minimum required warranty for items as stated in Annex A.	Pass/ Fail
15	The confirmation of the submission of copies of the customs clearance declaration upon delivery.	Pass/ Fail
16	The delivery time should not exceed 180 days as from the PO issuance date including mobilization time and installation.	

**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 offer which fully meets UNHCR requirements, including economy and efficiency and best value for money.

### **4. SUBMISSION OF BID**

**Closing Date and Time: 28 November 2024, 15:00 Hrs. Syrian Time.**

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL: <http://etenderbox.unhcr.org>.

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR. The supplier should have only one registered email account in the system. The supplier must use only that eTenderBox account for managing its offers to UNHCR.

In case the password is forgotten that account cannot be used anymore, and new registration is required. For reference, the eTenderBox Supplier's User Manual is attached as Annex G of this document.

**IMPORTANT:** Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload.

It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

**5. 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 with 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.

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.

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.

#### **6. 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.

#### **7. Technical Clearance & Inspection**

Inspection and laboratory testing 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. 12. UNHCR'S Right To Accept Any Bid and To Reject any or All Bids 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 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.

**8. UNHCR General Conditions of Contracts for The Provision of Goods**

Please note that the General Conditions of Contracts (Annex E) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

**9. Zero Tolerance Policy**

Please note that UNHCR strictly follows zero tolerance policy and as such advise suppliers not to offer any gift, favor, hospitality, etc. to the staff.

**Mahmoud Odeh  
Supply Officer  
UNHCR Syria**