

Train Stop No.1

Cover Letter

INVITATION TO BID: ITB/HCR/SYR/25/2200

FOR THE SUPPLY AND DELIVERY OF BAGS FOR CLOTHING KITS

FOR UNHCR OPERATION IN SYRIA

ITB DOCUMENTS

- Annex A: Technical Specifications;
- Annex B: Technical Offer Form; *to be filled in, signed, stamped and submitted with your Technical Offer;*
- Annex C: Compliance Declaration Form; *to be filled in, signed, stamped and submitted with your Technical Offer;*
- Annex D: Financial Offer Form; *to be filled in, signed, stamped and submitted as part of your Financial Offer;*
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services (July 2018 revision);
- Annex F: UN Supplier Code of Conduct;
- Annex G: UNHCR Vendor Registration Form (VRF) for Commercial Suppliers – HVP; *to be filled in, signed and stamped and submitted as part of your Technical Offer;*
- Annex H: Declaration of Eligibility Form; *to be filled in, signed, stamped and submitted with your Technical Offer;*
- Annex I: Eligibility of Joint Ventures for Suppliers; *to be filled in, signed, stamped and submitted with your Technical Offer;*
- Annex J: Supplier Portal Guidelines; *provided for general reference purposes.*

ITB - KEY DATES:

ITB Issue Date	26th November 2025
Questions submission deadline	3rd December 2025 at 23:59 HRS Syria standard time
ITB Submission deadline	10th December 2025 at 15:00 HRS Syria standard time

Train Stop No.2

Overview

INVITATION TO BID: ITB/HCR/SYR/25/2200

FOR THE SUPPLY AND DELIVERY OF BAGS FOR CLOTHING KITS FOR UNHCR OPERATION 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), Syria Operation, invites qualified companies to make a firm offer for the supply and delivery of bags of clothing kits for the UNHCR Operation in Syria in accordance with the Technical Specifications contained in Annex A attached to this ITB.

- **Description of the requirement:** bags for clothing kits.
- **Quantity required.** The total number of bags is 104,000 bags; this quantity of the bags is further broken down by the bags with different color of handle, as follows:
 - Bags with blue handle: 32,683 pcs;
 - Bags with grey handle: 15,600 pcs.;
 - Bags with white handle: 23,752 pcs.;
 - Bags with red handle: 22,965 pcs.; and
 - Bags with green handle: 9,000 pcs.
- **Delivery point:** Duty Delivery Paid (DDP) to the UNHCR Warehouse in Al-Ghassouleh, Rural Damascus, Syria.

- **Packing and Transport details:** Details of the inner and outer packaging specifications can be found in **Annex A – Technical Specifications**.
- **Samples:** Bidders must submit a duly signed and stamped Compliance Declaration Form confirming adherence to all mandatory specifications referenced in the Annex A - Technical Specifications document. *Non-compliance with any mandatory specification will result in disqualification.*
NOTE: Only the bidder(s) selected for contract award will be required to submit physical sample(s) of the bags for UNHCR's approval prior to signature of the Purchase Order.
- **Delivery time (after receipt of order):** the total quantity of the bags (i.e. 104,000 bags) must be delivered to the named location no later than ninety (90) days after signature of the related Purchase Order.
Bidders are requested to specify the realistic minimum quantities they commit to supply, itemized by bag type according to the different handle colors listed above.

More information about the goods required under this ITB can be found in Annex A – Technical Specifications.

UNHCR reserves the right to accept the whole or part of your offer, or to allow split or partial awards and to cancel this informal solicitation at any stage of the procurement process prior to final notice of award of a Contract.

UNHCR is exempt from all direct taxes and customs duties. For this ITB, the price must be given without VAT/or segregating the VAT cost.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. Stated figures do not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders.

It is strongly recommended that this Invitation to Bid (ITB) document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

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

ITB 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. Bidding 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 bidding remains valid for at least 120 days. The standard payment terms of UNHCR are net **45** 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 Note: "Notwithstanding the payment terms set forth in Clause 30 of the General Conditions of Contract for the Provision of Goods and Services (GCC), which form part of the solicitation documents, UNHCR is implementing a 45 day payment term for the duration of the current measure, temporarily superseding any conflicting provisions in the GCC, specifically Clause 30." ***All payments shall be effected within forty-five (45) calendar days upon full delivery and satisfactory performance of all contractual obligations, formal acceptance of the rendered services and works by the duly designated UNHCR representative, and submission of an invoice in proper form and duly certified as correct.***

REQUEST FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this ITB:

- Directly in this ERP portal using the messaging functionality,
- Or by sending an email to: SYRSWSUPPLY@UNHCR.ORG (Please indicate the tender reference number ITB/HCR/SYR/25/2200 in the e-mail subject field).

The deadline for receipt of questions is 23:59 hrs Syrian standard time on 3rd December 2025

Bidders are requested to keep all questions concise. UNHCR will reply to the received questions as soon as possible.

IMPORTANT: Please note that bids **MUST NOT** to be sent using the messaging functionality. Bids sent using the messaging functionality will result in disqualification of the offer.

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 have never registered before, register a profile using the registration link: <https://fa-esrv-saasfaprod1.fa.ocs.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=FrIrE9xC081OtFrzT%2FjRWRhyK2OPZggQH%2BUqHNkavrH1nbIHlQeKZxJ%2BRw%3D%3D>

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 the previous registration.

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, European Union and the US OFAC ineligibility/sanctions lists available at:

<https://www.ungm.org/UNUser/Vendor>
<https://www.sanctionsmap.eu/#/main>
<https://sanctionssearch.ofac.treas.gov>

Supplier Registration:

The qualified company(s) will be added to the UNHCR 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.

BID ACCEPTANCE

The evaluation and contract award will be made on the “all-or-nothing” basis, i.e. only if the entire offer meets all requirements in full; partial offers or partial compliance will not be accepted under this tender.

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 the successful bidder as part of the finalization of the Purchase Orders for Goods and Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing and publish on UNGM and UNHCR Syria websites. 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.

IMPORTANT: Partial or incomplete Financial Offers will not be accepted or considered for further evaluation. (Any missing cost for a line in the Financial Offer will be considered invalid).

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.

CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

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

Train Stop No.3

INVITATION TO BID: ITB/HCR/SYR/25/2200

FOR THE SUPPLY AND DELIVERY OF BAGS FOR CLOTHING KITS FOR UNHCR OPERATION IN SYRIA

Dear Supplier,

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

TECHNICAL OFFER:

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

- **Valid Business Registration Certificate.** Companies with an age of less than 3 years at the time of the submission will be disqualified.
- **Tax registration certification.** scanned copy of a valid Tax registration certificate to be submitted.
- **Vendor Registration Form (Annex G).** Your Company should complete, sign and submit the Vendor Registration Form must include information on company's business bank account.
- **Bank Account Information.** 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.
 - ✓ Tax statement /Tax proof clearly showing the taxpayer ID/ tax registration number under Attachments. If applicable.

- **Technical Offer Form (Annex B)**; *to be filled in, signed, stamped and submitted with your Technical Offer*;
- **Compliance Declaration Form (Annex C)**; *to be filled in, signed, stamped and submitted with your Technical Offer*;
- **Financial Offer Form (Annex D)**; *to be filled in, signed, stamped and submitted as part of your Financial Offer*;
- Acknowledgment of **Annex E – General Conditions of Contracts for the Provision of Goods and Services**, July 2018 revision; *(by filling in, signing and stamping Annex H – Declaration of Eligibility Form)*.
- Acknowledgment of **Annex F - UN Supplier Code of Conduct**; *(by filling in, signing and stamping Annex H – Declaration of Eligibility Form)*.
- **Annex H**: Declaration of Eligibility - accept all mandatory requirements by fixing signature and company stamp.
- **Financial Soundness**: Bidders are required to submit copies of audited financial statements or bank reference letter for last two years, i.e. for 2023 and 2024 to certify the bidding company's financial soundness. Audited financial statements may include the following documents: audit reports and/or balance sheets certified by an independent auditor and/or certified public accountant or chartered accountant.
- **UNHCR Eligibility on Joint Ventures (Annex I)** - *to be filled in, stamped and signed, if applicable, and submitted with your offer*.

Note: *Joint Ventures (JV) are only accepted in case the JV is a legal entity, with its own legal business registration and bank account in the JV's name and able to fulfill all criteria above. Any JV submission not meeting the criteria above will result in disqualification of the bid.*

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; 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 G) 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.

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.

TECHNICAL AND FINANCIAL EVALUATION

Technical evaluation:

The following are the mandatory preliminary (eligibility) and technical criteria against which all technical offers will be evaluated:

TECHNICAL EVALUATION CRITERIA	
A. Preliminary (eligibility) Evaluation Criteria	Merit
1. Valid Business Registration Certificate: Submission of valid certificate of company's registration. Companies registered less than three (3) years ago, counted from the closing deadline of this tender, will be disqualified.	Pass / Fail
2. Tax Registration Certificate: Submission of a scanned copy of a valid Tax registration certificate or provision of tax ID number	Pass / Fail
3. UNHCR Vendor Registration Form (VRF): Filled in, signed and stamped VRF submitted (Annex G); bidders registered with UNHCR should provide blank VRF Form carrying bidding company's name and UNHCR supplier ID only	Pass / Fail
4. Company's corporate bank account information: Letter from bank confirming active corporate account	Pass / Fail
5. Financial soundness: Audited financial statements or bank reference letter for last two (2) years, i.e. for 2023 and 2024 to certify the bidding company's financial soundness. <i>Audited financial statements may include the following documents: audit reports and/or balance sheets certified by an independent auditor and/or certified public accountant or chartered accountant.</i>	Pass / Fail

6. Acknowledgement of UNHCR General Conditions of Contract for the Provision of Goods and Services (Annex E) by providing Annex H: Declaration of Eligibility signed and stamped.	Pass / Fail
7. Acknowledgement of UN Supplier Code of Conduct provided (Annex F) by providing Annex H: Declaration of Eligibility signed and stamped.	Pass / Fail

B. Technical Criteria	Merit
1. Technical compliance - full compliance of the Technical Offer with tendered Technical Specifications (per Annex A)	Pass / Fail
2. Compliance Declaration Form (Annex C) – duly filled in, signed and stamped Compliance Declaration Form submitted to confirm adherence of the bidding company to all technical specifications of the bags as well as the inner and outer packaging described in Annex A - Technical Specifications	Pass / Fail
3. Delivery lead time and delivery terms – the offered delivery lead time and delivery terms are in accordance with the parameters set in the tender	Pass / Fail
4. Warranty Commitment: The supplier has confirmed the provision of a minimum one (1) year warranty period covering both the items supplied and defects liability period (for associated services / works) covering all the items and activities specified in Annex A document attached to the ITB	Pass / Fail

Evaluation of the technical offers against the above-mentioned preliminary evaluation criteria will determine their admissibility and access compliance with the related minimum requirements. Offers that receive one or several “Fail” merits against the pre-set preliminary criteria will be declared non-compliant and will be excluded from further evaluation.

Based on the results of evaluation of the technical offers against the aforementioned mandatory technical criteria, bids will be classified as technically compliant only if they meet all mandatory technical criteria (i.e. receive “Pass” merit for all listed technical criteria. Conversely, bids receiving “Fail” merit for any one or several technical criteria will be classified as technically non-compliant and shall not be considered for financial evaluation.

Financial evaluation:

All technically compliant offers will be subjected to financial evaluation with the lowest-priced technically compliant offer selected for award.

Please note that the contract will be awarded to the bid considered lowest priced technically compliant offer and confirming to UNHCR's general principles, including economy and efficiency and best value for money.

For evaluation purposes only, the offers submitted in the currency other than the United States Dollars (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.

IMPORTANT: Unless this ITB is cancelled, UNHCR will award the Purchase Order to the bidder who provided the lowest priced technically compliant offer for delivering 104,000 bags under DDP INCOTERMS to the named location, i.e. the UNHCR Warehouse – Al-Ghassouleh, Syria.

END