

**UNHCR**United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 07 December 2025**REQUEST FOR QUOTATION: No. RFQ-HCR-SYR-2025-33****SUPPLY, DELIVERY (DDP), AND INSTALLATION OF MISCELLANEOUS ICT ITEMS FOR THE CIVIL REGISTRIES IN HOMS AND HAMA GOVERNORATES, UNHCR's OPERATION, SYRIA****QUOTATION TO BE RECEIVED BY: 15th. December. 2025 – 23:59 hrs Syrian time.**

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950, by the United Nations General Assembly¹, requests your price quotation **For the Supply and delivery (DDP), and Installation of Miscellaneous ICT Items for the Civil Registries in Homs and Hama Governorates, UNHCR's Operation, Syria** as specified in this Request for Quotation (RFQ).

Please refer to, and use the following Annexes to prepare your response to this RFQ:

ANNEX A: Technical Specifications and TOR - *Please fill, sign, stamp, and submit.*

ANNEX B: Technical Offer Checklist and Acknowledgments - *Please fill, sign, stamp, and submit.*

ANNEX C: Financial Offer Form - *Please fill, sign, stamp, and submit.*

ANNEX D: Vendor Registration Form - *Please fill, sign, stamp, and submit.*

ANNEX E: UNHCR's General Conditions for Provision of Goods and Services - *Please indicate your acknowledgment by signing Annex-B. (Annex E1 is the Arabic version of Annex E)*

ANNEX F: UN Supplier Code of Conduct – *Please read and acknowledge acceptance by signing the Declaration of Eligibility in Annex-G.*

ANNEX G: UNHCR Declaration of Eligibility - *Please fill, sign, stamp, and submit.*

1. Requirements:

- **Required Quantity:** See As Per Annex A&C
- **Delivery Locations:** (Civil Registries) at Homs DoCA (Directory of Civil Affairs), Hassya, Al-Mishrfa, Mukharram, Hawash, Hadida, Mahin, Al- Qaryaten, Suran in Hama.
- **Delivery Terms:** DDP (Delivery Duty Paid).
- **Delivery Time (After receipt of order):** Please specify the delivery time in your offer.

The offer should include the following:

- 1) Company Contact Details (name, contact details, and title)
- 2) Company Profile
- 3) Detailed technical specifications of the materials according to **Annex A**.
- 4) Please include the following price information in your quote (without VAT):
- 5) Currency and Validity of your offer (which should be a minimum of 90 days from the offer date). Preferably SYR (Syrian Pounds) or USD or Euro.
Unit Cost: Based on Incoterm **DDP**
- 6) The Bidder shall confirm that the offered devices are new not refurbished.
- 7) **Data Sheet/Catalogues/Brochures** of the products are required to be submitted.
- 8) Confirmation of the provision of copies of the Customs Declaration (البيان الجمركي) and the Syrian competent authorities approvals upon delivery of the items.
- 9) The provision of the minimum required warranty for items as stated in Annex A.
- 10) Valid Business/Commercial Registration Certificate. In case the certificate has an expiration date, it must be valid for at least one year from the bidding closing date.
- 11) Valid commercial bank account matching the bidder's name in the offer and commercial registration.

¹ For further information on UNHCR, please see <http://www.unhcr.org>

- 12) Audited financial statements or proof of duly filled tax returns in the country of registration for the last 2 (two) fiscal years, duly 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**).
- 13) Payment terms (Standard payment terms are net 45 days upon satisfactory delivery of goods or services and acceptance by UNHCR).
- 14) Delivery Lead Time to be included in a number of days after the Purchase Order is placed, must be mentioned in the Financial Offer Form.
- 15) Please note that UNHCR has tax and duty exemption status.

2. Evaluation Criteria:

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

- Technical compliance with the required items as per Annex A “The Requirements”
- Compliance with the required incoterms: Delivered Duty Paid (**DDP**) to the Civil Registries in Homs and Hama, Syria as mentioned in the Requirements.
- Submitted Data Sheet/Catalogues/Brochures of the offered item.
- The Bidder shall confirm that the offered device is new not refurbished
- The confirmation of the minimum required warranty for items as stated in Annex A.
- The confirmation of the submission of copies of the customs clearance declaration upon delivery
- The confirmation of Installation and training upon delivery.
- All-inclusive unit price (submitted unit price and total cost), Annex C “Financial Offer Form”.
- Compliance with submitting all required and mandatory supporting documents.
- The contract will be awarded to the lowest technically evaluated and responsive offer which meets UNHCR technical requirements.
- Please fill ANNEX D- Vendor Registration Form, if you are not registered with UNHCR, or confirm your registration with UNHCR by mentioning your UNHCR Vendor ID.

3. PRICE QUOTATION:

Please use **Annex C** to prepare your price quotation and include the following information in your submission:

- Currency
- Total Cost (all inclusive) as requested in Annex-C (Financial Offer Form).
- Acceptance of standard payment terms of UNHCR are net 45 days upon satisfactory delivery and installation of goods or services and acceptance thereof by the UNHCR.

Bank Account

UNHCR will **not accept** offers from companies that do not have the following requirements in the vendor registration form (Annex D):

- a) Commercial bank account
- b) Name of the company in the commercial registration certificate should match with 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.

Award will be per item: The bidder can submit the offer per one, several or all items in the RFQ but offer shall be submitted for the complete requirements per each item i.e. each item will be awarded to one supplier only.

4. CURRENCY, PAYMENT AND OTHER TERMS FOR PURCHASE ORDERS

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 General Conditions for the Purchase of Goods and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion of the ordered goods and or services by the UNHCR business owner.

By participating in this RFQ, suppliers who submit their quotation in US Dollars acknowledge that they accept payment transferred in EURO or other major currency, upon the sole discretion of UNHCR Syria. Payment in alternative currency is affected according to the official UN exchange rate applicable at the time of the

payment. The current UN exchange rate can be accessed on <https://treasury.un.org/operationalrates/OperationalRates.php>

For evaluation purposes only, if offers are received in various currencies, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

Your quotation must be valid at least for 90 days. The standard payment terms of UNHCR are net 30 days upon satisfactory delivery of goods or services, receipt of the invoice and acceptance thereof by UNHCR.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT.

Liquidated Damages:

Please note that - during the implementation of the Contract or 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% of the value of the delayed quantity/Services for each day of delay beyond the date upon which the Goods/Services were due to be delivered.

5. SUPPLIER ELIGIBILITY AND REGISTRATION:

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/sc/suborg/en/sanctions/un-sc-consolidated-list#entities>

The qualified suppliers 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.

6. REQUEST FOR CLARIFICATION:

Bidders are required to submit any request for clarification in respect of this RFQ by e-mail before **10 December 2025 – 23:59 hrs. Syrian time** by e-mail² in PDF format to syrhosupply@unhcr.org

7. RFQ SUBMISSION:

We would appreciate receiving your quotation on or before **15 December 2025 – 23:59 hrs. Syrian time** by e-mail³ in PDF format to syrhosupply@unhcr.org

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.

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/2025/33
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

8. 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.

9. 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.

10. 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.

Thank you for your kind attention.

Mahmoud Odeh
Supply Officer