

**ANNEX A****Terms of Reference**

To Establish frame agreement (s) for the  
Provision of Refilling Propane (Gas) Cylinders service for Roj Camp in Hasskeh Governorate

**i. BACKGROUND**

The UNHCR sub-Office in Qamishli is looking for suppliers, manufacturers, and service-providers specializing in provision of refilling propane gas cylinders service for the UNHCR Operation in Syria-Qamishli for a contract period of **six (6) months extendable for additional six (6) months**

**ii. TERMS OF REFERENCE**

The estimated number of propane cylinders requiring refilling for Roj Camp is approximately 800 units per month, with each cylinder having an average weight of 21 kg  $\pm$  1%. This estimation supports planning for consistent fuel availability and ensures that refilling services can be aligned with operational needs and consumption patterns within the camp

**iii. Required services.****a. Gas Refilling and Delivery**

The contractor shall refill propane gas cylinders in accordance with UNHCR operational requirements and ensure safe, secure, and timely delivery to Roj Camp. All refilling operations must comply with applicable Syrian standards for cooking gas and follow safe handling procedures throughout the process.

It is important to note that UNHCR has empty propane cylinders and supplier doesn't have to provide cylinders, the required service is only refilling of empty cylinders.

**b. Loading, Transport, and Offloading**

The contractor is fully responsible for loading empty cylinders, transporting them from Roj camp (empty cylinders) and back them fully filled to Roj Camp, and offloading refilled cylinders. Transport vehicles must be suitable for gas cylinder carriage, and all handling shall follow safety regulations to prevent damage, leakage, or accidents.

**c. Cylinder Weight and Compliance**

Refilled propane cooking gas cylinders must have a net weight of **21 kg  $\pm$  1%**, in conformity with valid Syrian standard specifications. Any cylinder found underweight will be rejected. In such cases, the contractor shall replace all rejected underweight cylinders at no additional cost to UNHCR. The inspection of weight will be conducted by UNHCR/partner at the camp (final destination-in the Warehouse during the offloading process). The contractor bears full responsibility until delivery and acceptance at site

**d. Adherence to Supply Requests**

The contractor must strictly comply with UNHCR supply requests, including delivery dates, times, quantities, and destinations. Partial deliveries, delays, or deviations from approved requests will be considered non-compliance unless formally agreed in advance.

**e. Lead Time and Service Delivery**

The contractor shall complete the service within 7 working days, starting from the day following receipt of the approved Order Letter, and in accordance with the lead time specified in each order. Timely delivery is critical to ensure continuity of operations at Roj Camp.

**f. safety procedures and staff qualifications:**

- The supplier must follow basic safety procedures during transport and delivery, including using covered trucks and always having fire extinguishers and first aid kits available.

- Cylinders must be handled, transported, and delivered in a way that protects them from damage and excessive heat, especially during the summer season.
- Supplier staff, including drivers and helpers, must be trained in safe handling of gas cylinders and in responding to fire or safety incidents.
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**iv. Delivery capacity:**

The bidder shall state the monthly delivery capacity, meaning the number of cylinders that can be refilled and can be ready to be shipped every month (the minimum acceptable monthly delivery capacity is refilling 800 cylinders /month, upon purchase order's issuance).

**v. Price offer:**

The price offer must be made in accordance with the pricing structure provided as the Financial Offer Form-Annex C. The financial offer must provide a breakdown of the unit cost into:

- 1- Gas Component (% **Variable Component**),
- 2- Transpiration/fuel (%**Variable Component**), and
- 2- Non-Gas/Transporation/fuel Component (% **Fixed Component**).

Any **changes in the price of the gas and/or fuel** will be proportionately applied to the unit price of the service to affect a corresponding increase or a decrease. The overall unit price will be a composite (sum) of the two components. If the price of gas or fuel changes 10% or more compared to the baseline prices, the unit price may be reviewed periodically (six months) and/or as and when required for consideration by UNHCR for proportionate adjustment to the fuel component in-line with circulation by the Ministry of Energy on the fuel prices or relevant entity in the area.

The rate quoted shall be ALL inclusive. Provision of necessary materials, tools, breakdown recovery services, labor force and equipment related to the provision of refilling services shall be included in the offer, which will not be paid separately by UNHCR.

All the rates are to be quoted on the proper Financial Offer **Form Annex C**. Canvassing, that include actions like lobbying, offering gifts, or making promises to gain favor, in connection with tenders is strictly prohibited and the tenders submitted by the Suppliers who resort to canvassing are liable to be rejected.