

RAIN STOP NO. 1

COVER PAGE

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Invitation to Bid: UNHCR ITB/HCR/SYR/2026/2836

Establishment of a Frame Agreement for Provision of Refilling Propane Gas Cylinders Service for Roj Camp in Hassekeh Governorate in Northeast Syria for the Duration of (6) six months extendable for additional six (6) months

ITB DOCUMENTS:

- Annex A: Technical Specifications/Terms of Reference
- Annex B: Technical Offer Form
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form *(to be filled in, stamped and signed)*
- Annex E: UNHCR's General Conditions of Contracts for the provision of goods *(to be acknowledged by the stamped and signed Declaration of Eligibility)*
- Annex F: UN Supplier Code of Conduct *(to be acknowledged by the stamped and signed Declaration of Eligibility)*
- Annex G: Declaration of Eligibility
- Annex H: Eligibility of Joint Ventures for Suppliers *(to be filled in, stamped and signed if applicable)*
- Annex I: Guidelines ERP Manual for Suppliers to use the online portal.
- Annex J: Guidelines on how to join teams

ITB KEY DATES:

Issue Date	6 <sup>th</sup> May 2026
Pre-bid conference date	12 <sup>th</sup> May 2026 at 11:00 Syrian standard time
Clarifications Submission deadline	13 <sup>th</sup> May 2026 at 23:59 Syrian standard time
ITB Submission deadline	20 <sup>th</sup> May 2026 at 14:00 Syrian standard time

## TRAIN STOP NO. 2

### OVERVIEW

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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 coordinate 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 Operations, invites qualified companies to make a firm offer for the establishment of Frame Agreement(s) for the Provision of Refilling Propane Gas Cylinders service to Roj camp in North East Syria as mentioned in the financial offer form (Annex C) and terms of reference (Annex A).

**IMPORTANT:** The Exact technical specifications of the items are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with an initial duration of six (6) months extendable for additional six (6) months. The successful bidder(s) will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated annual requirement is approx. refilling of cylinders (800 cylinders/ month) (9,600) cylinder for 12 months.

Please note that the above figures have been stated in order to enable bidders to have an indication of the projected requirements. **It does not represent a commitment that UNHCR will refilling of cylinders the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by the issuance of individual Purchase Orders against the Frame Agreement.** Other United Nations Agencies, Funds and Programs shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a frame agreement with other UN Agencies.

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

When a Frame Agreement is awarded, either party can terminate the agreement only upon 60 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with article 18 "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

Please take careful note of article 4 (Subcontracting), 15 (Termination) and 18 (Settlement of Disputes) of the attached General Terms and Conditions (Annex E).

#### Quality Control Throughout the Frame Agreement:

UNHCR will carry random quality inspections and factory/contractor's storage visits, including specific selected criteria for laboratory test of products or items selected by UNHCR or by an independent surveyor appointed by UNHCR from samples selected during production, upon departure, loading, unloading, arrival to destination or from any storage location. The cost of quality control inspections, factory visits and laboratory tests will be covered by UNHCR.

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

Deliver term: **DDP Roj camp- Hasskeah governorate, Syria**

## ITB SUBMISSION

We would appreciate receiving your submission on or before the deadline specified in this overview section. Please note that bidding must be submitted directly to 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. You may need to use a VPN if you are trying to check the online portal from Syria.

You may check the tender documents via **Cloud ERP** portal.

Ensure that your bidding remains valid for **at least 120 days** after the bid closing date. The standard payment terms of UNHCR are NET 45 days upon satisfactory delivery of goods or services and acceptance by UNHCR.

**Important Note: “Notwithstanding the payment terms set forth in Clause 29 of the General Conditions of Contract for the Provision of (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 29.”**

It is strongly recommended that this Invitation to Bid and its annexes be read thoroughly.

## **SUBMISSION DEADLINE 20<sup>th</sup> May 2026 at 14:00 Syrian standard time**

## REQUEST FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this ITB by the Cloud ERP portal using messaging functionality **before 13<sup>th</sup> May 2026 at 23:59 Syrian standard time**. Bidders are requested to keep all questions concise. UNHCR will reply to the questions received as soon as possible by the system. Answering the queries or resolving the technical issue would take time and UNHCR will not be held liable for any delays. UNHCR will respond during official business hours.

All Clarifications must be sent to the subject tender via Cloud ERP

**UNHCR is not entitled to answer any clarification(s) received after the deadline as set above.**

## PRE-BID CONFERENCE:

UNHCR will organize a supplier pre-bid conference on MS Teams, **on 12<sup>th</sup> May 2026 at 11:00 hrs. (Syria Standard Time)**. A maximum of **one** representative per company is allowed. Name and contact details of the company's representatives must be provided by sending message via online portal cloud ERP, the meeting link shall be shared with all interested bidders by the set pre-bid conference date.

Following the supplier conference, a Questions & Answers document will be prepared and posted on UNGM, UNHCR Syria web site, Facebook tender announcement page. Confirmation of participation in the submission might be sent via cloud ERP no longer than 12<sup>th</sup> May 2026 at 10:30:00 hrs. (Syria Standard Time) in order to allow UNHCR to share the invitation link by all participants in a proper time before the bidders' conference meeting date/time.

**IMPORTANT: Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.**

## 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%2FjRWRhyK2OPZqgQH%2BUqHNkavrH1nblHIQeKZxJ%2BRw%3D%3D>

and follow the instructions in guides available on the UNHCR website: [How to become a supplier | UNHCR](#). Make sure to connect to the VPN before logging.

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. In case your company is not registered in UNHCR online portal, kindly send an email to [syrdasogproc@unhcr.org](mailto:syrdasogproc@unhcr.org) as soon as you are aware of this invitation and UNHCR can assist in creating your company profile in the online portal so you can submit your offer with no delay. If you are already registered and you can't determine your company supplier ID, please send a notification to [syrdasogproc@unhcr.org](mailto:syrdasogproc@unhcr.org) and we shall inform you.

**Important:** UNHCR can guarantee support for any technical issue you might have during the submission of your offer if requested one or two days before the closing date, we encourage all bidders to make sure all technical requirements are fulfilled for sufficient days before the bid closing date **20<sup>th</sup> May 2026 – 14:00 Syrian standard time**.

## **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, including but not limited to prohibitions derived from the Consolidated United Nations Security Council Sanctions List, available at: <https://www.un.org/securitycouncil/#entities>.

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (**Annex D**) and supporting documents.

### **Supplier Registration:**

The qualified company (s) 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;

## **COMMERCIAL/REGISTRATION DOCUMENTS:**

As part of the formal verification on your company's eligibility for registration as a UNHCR vendor, your offer must contain:

• **Annex D:** Your Company should complete, sign, and submit the Vendor Registration Form must include information on company's business bank account.

• **Annex E:** UNHCR's General Conditions of Contracts for the provision of goods and services.

• **Annex F:** UN Supplier Code of Conduct.

• **Annex G:** Declaration of Vendor's Eligibility - accept all mandatory requirements by fixing signature and company stamp;

• **Sanctions List:** Your submission checklist in the [Declaration of eligibility \(Annex G\)](#) should also contain your confirmation that your company is not on the United Nations Security Council Sanctions List; the UN Secretariat Procurement Division list of suspended or removed vendors; UNGM/World Bank list of suspended or debarred vendor; EU sanctioned vendors.

- Valid Business/Commercial Registration Certificate with English translation (valid during 2026). Three (3) years of operation is a minimum, counted from the closing deadline of this tender.  
*In case of submission relying on experience of a company being part of Joint Venture the UNHCR will to the date of incorporation for the supplier/company which assumes the role of the lead supplier/company. It is important to note that any potential contract UNHCR will use the credential of the lead company firm under the JV attangement for registration, issuance contract/frame agreements and subsequent purchase from its ERP (CERP) System.*

- Bank Account Statement, 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. If applicable.
  - ✓ Tax statement /Tax proof clearly showing the taxpayer ID/ tax registration number under Attachments. If applicable.
- Financial statements or audit report in the country of registration for minimum of two (2) years of the last three (3) fiscal years (i.e. 2022, 2023, and 2024), duly certified by an accredited accountant or the relevant tax office as per the rules of the country of registration.  
These financial documents should clearly demonstrate the company's financial standing capacity over the stated period, providing insight into its monetary stability throughout the duration of the contract, (regret letters and bank statement are not accepted and will result in disqualification of the bidder).
- If your company is applying as a joint venture: kindly fill in the signed and stamped Annex H - Eligibility on Joint Ventures for Suppliers.

#### **BID ACCEPTANCE**

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers 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 supplier.

Please note that UNHCR is not bound to select any of the firm submitting bids 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 **Meeting UNHCR requirements in terms of technical specs provided and price competitiveness** to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

**IMPORTANT: 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.**

## TRAIN STOP NO. 3

### REQUIREMENTS

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

#### **TECHNICAL PROPOSAL:**

##### **I) PRODUCT SPECIFICATIONS:**

Technical Item Description: Detailed description of the technical specifications of the offered items has to be included in Annex B.

##### **II) PRODUCTION AND DELIVERY CAPACITY:**

The technical offer shall clearly indicate the weight of the filled cylinders

Delivery Capacity (Ready to ship): The bidder shall state the monthly delivery capacity, meaning the number of cylinders that can be ready to be shipped every month.

The minimum acceptable delivery capacity should not be less than 800 cylinders/month, upon the purchase order's issuance. Offers with a delivery capacity which is less than 800 cylinder/month might not be further assessed.

The bidder shall confirm the preparation time required to start the delivery i.e. the period between the purchase order award and the start of the delivery process noting that the delivery schedule shall be confirmed with the awarded company after the issuance of the purchase order.

##### **III) DELIVERY TERM:**

**DDP** : Roj camp- (inside the camp)

##### **Liquidated Damages:**

Please note that - during the implementation of the Frame Agreement 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 0.1% of the value of the delayed quantity/Services for each hour of delay beyond the date upon which the Services were due to be delivered.

#### **Technical Evaluation Stage #1 (Mandatory Pre-Qualification Requirements):**

No.	Mandatory Criterion	Requirement	Evaluation Basis
1	Valid Business Registration Certificate submitted	The bidder shall upload a copy of the valid commercial registration document, three (3) years of operation is a minimum, counted from the closing deadline of this tender. The registration document shall be valid for the year 2026.	Pass / Fail
2	Filled and signed Vendor Registration Form submitted (Annex D)	The bidder shall upload a signed and stamped copy of the Vendor Registration Form (Annex D) if submitting as a new supplier. Suppliers already registered with UNHCR are not required to upload Annex D; instead, they shall submit their UNHCR vendor ID registration number via the UNHCR ERP portal.	Pass / Fail
3	Valid company business bank account (Annex D)	The bidder shall confirm their banking details in their uploaded copy of the vendor registration form (Annex D).	Pass / Fail
4	Submitted Financial Statements of two years for the past three years	Financial statements or audit report in the country of registration for minimum of two (2) years of the last three (3) fiscal years (i.e.2022, 2023, and 2024), duly certified by an accredited accountant or the relevant tax office as per	Pass / Fail

		the rules of the country of registration. Minimum cumulative turnover of USD 50,000 (or Equivalent).	
5	Acknowledgement of UNHCR General Conditions of Contract provided (Annex E)	Please acknowledge your acceptance by providing the declaration of eligibility (Annex G) signed and stamped.	Pass / Fail
6	Acknowledgement of UN Supplier Code of Conduct provided (Annex F)	Please acknowledge your acceptance by providing the declaration of eligibility (Annex G) signed and stamped.	Pass / Fail
7	Company is not on the Sanctions List (Annex G)	Please acknowledge your acceptance by providing the declaration of eligibility (Annex G) signed and stamped.	Pass / Fail

#### Technical Evaluation Stage#2- Technical Requirements:

No.	Technical Criterion	Requirement	Evaluation Basis
1	Compliance with the established UNHCR specifications as mentioned in the technical specifications /Terms of reference in Annex A.	The bidder shall confirm in the technical offer form (Annex B)	Pass / Fail
2	The minimum acceptable monthly delivery capacity is 800 cylinders/month	The bidder shall confirm the delivery capacity in Annex B.	Pass / Fail
3	Delivery term	DDP Roj camp (inside the camp), Hasskeh governorate	Pass / Fail

#### **IMPORTANT Notes:**

- **The bidder shall meet all Mandatory Pre-Qualification Requirements to be eligible for technical evaluation.**
- **The bidder shall meet all technical Requirements to be eligible for financial evaluation.**

#### FINANCIAL PROPOSAL:

Your separate Financial Offer must contain an overall offer in a single currency, (preferably the Syrian Pound or EURO).

The Financial Offer is to be submitted as per the Financial Proposal Form (Annex C). Bids that have a different price structure may not be accepted.

The Financial Offer must cover all the services to be provided (price “all-inclusive”).

For evaluation purposes only, the offers submitted will be converted using the United Nations rate of exchange in effect on the date the submissions are due.

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

#### BANK ACCOUNT

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

- Commercial bank account
- Name of the company should match with 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

Please Note: UNHCR only accepts Commercial Bank Account. Bids with Personal bank account will not be accepted.

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

You are requested to hold your **offer valid for 120 days** from the deadline for submission. UNHCR will make its best effort to select a company within this period. 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.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

The financial offer should be submitted in both PDF (stamped, dated, and signed) and EXCEL versions.

In case of any contradiction between the prices stated in the signed and stamped financial proposal form (Annex D) and the prices submitted in Cloud ERP, the prices stated in the signed and stamped financial proposal form shall be considered.

**Technical Evaluation:**

For the award of this project, UNHCR has established evaluation criteria which governs the selection of offers received.

The bidder shall meet all Mandatory Pre-Qualification Requirements to be eligible for technical evaluation.

The bidder shall meet all technical Requirements to be eligible for financial evaluation.

**Financial Evaluation:**

The Financial Proposal will be based on the lowest price offer /refilling cylinder and delivery to destination Roj camp -DDP

The details of the submission of the offers per the above-mentioned incoterms are detailed within the financial offer form (Annex C).

**Important:** Kindly upload financial proposal documents in the Financial Section (Financial Evaluation - Commercial) only. If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.