

Invitation to Bid

Danish Refugee Council
Syria – Damascus -Abu Rumaneh.
Mahdi Ben Barakeh Street – Building 28.

24 September 2026

To: contractor

Invitation to Bid No.: ITB.SYR-007021 Providing IT equipment to DRC office.

Dear Sir/Madam:

The Danish Refugee Council (DRC) has received a grant from various donors for the implementation of the humanitarian aid operation entitled DRC Syria. Part of this operation is providing IT equipment. Therefore, the DRC requests you to submit price bid(s) for the supply of the item(s) listed on the attached DRC Bid Form Annex A.

I. TENDER DETAILS

The Tender details are as follows:

Line	Item	Time, date, address as appropriate
1	ITB published	24-September-2026
2	Closing date for clarifications	08-October-2026 at 13:30 PM UTC (04:30 PM Syria Time)
3	Closing date and time for receipt of Tenders	15-October-2026 at 13:30 PM UTC (04:30 PM Syria Time)
4	Tender Opening Location	DRC main office -Syria – Damascus – Abu Rumaneh – Mahdi Ben Barakeh Street, Building 28, first floor
5	Tender Opening Date and time	18-October-2026 at 07:00 AM UTC 10:00 AM. Local time

PLEASE NOTE: NO BIDS WILL BE ACCEPTED AFTER THE ABOVE CLOSING TIME AND DATE

II. IMPORTANT INFORMATION REGARDING THIS ITB:

- The expected delivery time for providing the mentioned items is maximum 30 Days after signing the purchase order.
- DRC may terminate the agreement or impose other penalties if the supplier fails to deliver within this period.
- All supplies shall be delivered as per DDP INCOTERMS 2020 to DRC Syria Offices in (Damascus abu Rumaneh).
- DRC may choose to split the awarding.
- The selection will be per Lot.
- The potential supplier must be commercially registered in Syria and have an active Syrian bank account, and payments will be made in New SYP in accordance with the instructions and regulations issued by the Central Bank of Syria.
- No advance payment will be paid to the awarded contractor. The awarded contractor is expected to mobilize its own resources to deliver the agreed service.
- The payments will be made after receiving the items and invoice from the supplier through bank transfer within 10 days as maximum.
- Due to current circumstances, the opening sessions will be closed. DRC will inform respective bidders with awarding results at a later stage.
- If there is any difference between the financial bid form and calculation sheet, DRC will evaluate the financial bid form.

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- DRC may ask the bidders to provide a photo or data sheet, catalogue for the items if the submitted brand or description is not known or clear
 - Supplier should provide a clear photo/ Specification/catalog for items offered to be evaluated.
 - Offer without specification/catalog will be excluded from evaluation.
 - All the material prices include the tax & delivery fees for each Item.
 - All required Documents from supplier related to this tender should deliver with the offer signed and stamped.
 - Financial contracting will be made in New SYP and the payment will be in New SYP also.
- **This tender is only 7 Lots including many items and all the specifications mentioned in Annex C, the supplier can submit on one lot or more depending on his capacity without splitting the same Lot.**

Lot 1 :

Item	Description	QTY	Unit	Delivery location
1	Laptop-14	21	PIEC	Damascus
2	Laptop-16	42	PIEC	Damascus
3	Laptop-h-14	2	PIEC	Damascus
4	Laptop-h-16	25	PIEC	Damascus
5	Laptop-charger	28	PIEC	Damascus

Lot 2:

Item	Description	QTY	Unit	Delivery location
1	battery-AAA	80	PIEC	Damascus
2	battery-charger	6	PIEC	Damascus
3	Docking-St	11	PIEC	Damascus
4	EX-SSD-1	1	PIEC	Damascus
5	EX-SSD-4	6	PIEC	Damascus
6	HDMI-Cable	20	PIEC	Damascus
7	Headphone	40	PIEC	Damascus
8	lap-stand/	10	PIEC	Damascus
9	Mouse-WIFI	26	PIEC	Damascus
10	Power-bank	3	PIEC	Damascus
11	power-Strip	40	PIEC	Damascus
12	Shredder	6	PIEC	Damascus
13	Type-C cable	15	PIEC	Damascus
14	USB-flash	56	PIEC	Damascus
15	USB-HUB	16	PIEC	Damascus
16	WiFi-K-M	73	PIEC	Damascus
17	Wifi-keyboard	5	PIEC	Damascus
18	SSD-box/	3	PIEC	Damascus

Lot 3:

Item	Description	QTY	Unit	Delivery location
1	screen-65	1	PIEC	Damascus
2	camera-dig	2	PIEC	Damascus
3	GSM -repeater	1	PIEC	Damascus
4	Laser-pointer	2	PIEC	Damascus
5	Monitor-24	36	PIEC	Damascus
6	Monitor-27	13	PIEC	Damascus
7	MonitorQ-27-R	3	PIEC	Damascus
8	Projector	5	PIEC	Damascus
9	router-4G-wifi	4	PIEC	Damascus
10	screen-55	3	PIEC	Damascus
11	Video-Conference	4	PIEC	Damascus
12	Tone-generator	1	PIEC	Damascus

Lot 4:

Item	Description	QTY	Unit	Delivery location
1	Smartphone	48	PIEC	Damascus
2	mobile-charger	15	PIEC	Damascus

Lot 5:

Item	Description	QTY	Unit	Delivery location
1	tablet/	18	PIEC	Damascus

Lot 6:

Item	Description	QTY	Unit	Delivery location
1	printer-A	1	PIEC	Damascus
2	printer-B	4	PIEC	Damascus
3	printer-C	1	PIEC	Damascus
4	scanner	3	PIEC	Damascus
5	toner	44	Set	Damascus

Lot7:

Item	Description	QTY	Unit	Delivery location
1	Satellite-phones	14	PIEC	Damascus

III. SELECTION AND AWARD CRITERIA

This tender will be awarded to the lowest cost technically compliant bid. The technical evaluation criteria are as per the specifications stated in Annex A 1

A. Administrative Evaluation

A bid shall pass the administrative evaluation stage before being considered for technical and financial evaluation. Bids that are deemed administratively non-compliant may be rejected. The documents listed below shall be submitted with your bid.

#	Annex #	Document	Instructions
1	A1.1 A1.2 A1.3 A1.4 A1.5 A1.6 A1.7	Bid Form (Technical bid, lot 1) Bid Form (Technical bid, lot 2) Bid Form (Technical bid, lot 3) Bid Form (Technical bid, lot 4) Bid Form (Technical bid, lot 5) Bid Form (Technical bid, lot 6) Bid Form (Technical bid, lot 7)	Mandatory and essential. Please complete, sign, stamp and submit.
2	A2.1 A2.2 A2.3 A2.4 A2.5 A2.6 A2.7	Bid Form (Financial bid, lot 1) Bid Form (Financial bid, lot 2) Bid Form (Financial bid, lot 3) Bid Form (Financial bid, lot 4) Bid Form (Financial bid, lot 5) Bid Form (Financial bid, lot 6) Bid Form (Financial bid, lot 7)	Mandatory and essential (In Separate envelope). Please complete, sign, stamp and submit.
3	B	Tender and Contract Award Acknowledgement Certificate	Mandatory and essential. Please complete, sign, stamp and submit.
4	C	Technical specification for all items	For reference purpose only
5	D	DRC General Conditions of Contract	Mandatory and essential. Please sign, stamp and submit.
6	E	DRC Supplier Code of Conduct	Mandatory and essential. Please sign, stamp and submit.
7	F	Supplier Profile and Registration Form	Mandatory Complete ALL sections in full, sign, stamp and submit
8	-	Commercial registration valid in 2026 and Any official letter and/or document approves that bidder is an authorized official distributor / dealer / reseller or manufacturer of the goods offered.	Mandatory and essential. Please submit a copy.
9	-	Tax Registration	Mandatory and essential. Please submit a copy.
10	-	➤ -Company Profile including the Company's sectoral areas, supplier portfolio, sales volume for the similar items requested in this tender, previous experience (copies of contracts for similar procurement with references (preferable))	Mandatory Please submit. Bidder's templates are acceptable.
11	-	<u>Proof of financial capacity</u> Financial and Professional capability record with financial annual turnover reports for at least last three years.	Mandatory Bidder should be in continuous business of manufacturing / supplying the similar goods during the last 3 (three) years prior to bid opening date. Confirmation should be provided

If any information required during the administrative evaluation is not provided by the bidders, DRC may choose to request bidders to provide this information within 48 hours of the tender opening. Please note that this is only applicable for documentation that does not alter the details in the bid, such as price/technical information.

B. Technical Evaluation

All Bids received will undergo a Technical Evaluation based on 'Best value for money'. Bids that comply with the requested items, specifications, and delivery conditions will be classed as 'responsive' (acceptable). Only Bids classed as 'responsive' (acceptable) will progress onto the 'Financial Evaluation'. 'Non-responsive' bids (not-acceptable Bids) will no longer be under consideration at this stage.

The technical evaluation will be based on the submitted technical offer including (brand, specs, catalogue, data sheet or any other supporting documents) which meet DRC requirement.

C. Financial Evaluation

All bids that pass the Technical Evaluation will proceed to the Financial Evaluation. Bids that are deemed technically non-compliant will not be financially evaluated.

This tender will be awarded to the lowest cost technically compliant technical bid. The technical evaluation criteria are as per the specifications stated in Annexes A 1.

IV. TENDER PROCESS

The following processes will be applied to this Tender:

- Tender Period
- Tender Closing
- Tender Opening
- Administrative Evaluation
- Technical Evaluation
- Financial Evaluation
- Contract Award
- Notification of Contract Award

V. NEGOTIATION AND BEST AND FINAL OFFER (BAFO)

The Purchaser reserves the right to enter into negotiations with one or more bidders following the initial evaluation of proposals. Negotiations may include, but are not limited to, clarification of the proposal, and discussion of commercial terms.

Where deemed necessary, the Purchaser may request a **Best and Final Offer (BAFO)** from one or all shortlisted bidders. Bidders invited to submit a BAFO will be given a defined deadline and instructions for submission. The BAFO shall supersede all previous offers and will form the basis for the final evaluation and award recommendation.

Participation in negotiations or submission of a BAFO does not constitute a commitment by the Purchaser to award a contract.

VI. SUBMISSION OF BIDS

Bidders are solely responsible for ensuring that the full bid is received by DRC in accordance with the ITB requirements, prior to the specified date and time mentioned above. DRC will consider only those portions of the bids received prior to the closing date and time specified.

All responsive Bids shall be written on the **DRC Bid Form (Annex A)**

Beyond the DRC Bid Form, the following documents shall be contained with the bid:

- Tender & Contract Award Acknowledgment Certificate (Annex B), and if required the Supplier Profile and Registration form (Annex F), plus any other documents required as outlined in this invitation letter.
- Copy of valid Commercial Registration document.

Bids not submitted on Annex A, or not received before the indicated time and date as set forth on page 1, or delivered to any other email address, or physical address will be disqualified.

Bids submitted by mail, email or courier by so is at the Bidders risk and DRC takes no responsibility for the receipt of such Bids.

Bidders are solely responsible for ensuring that the full Bid is received by DRC in accordance with the ITB requirements.

A. Hard Copy:

Hard copy Bids shall be separated into 'Financial Bid' and 'Administrative and Technical Bid':

- The Financial Bid shall only contain the financial bid form
- The Administrative and Technical Bid shall contain all other documents required by the tender as mentioned in section A. Administrative Evaluation and section B Technical Evaluation, but excluding any pricing information

Each part shall be placed in a **sealed** envelope, marked as follows:

ITB No.: **ITB-SYR-007021**
TECHNICAL BID
Bidder Name:

ITB No.: **ITB-SYR-007021**
FINANCIAL BID
Bidder Name:

Both envelopes shall be placed in an outer **sealed** envelope, addressed and delivered to:

ITB No.: **ITB-SYR-007021**

Damascus – Abu Rumaneh – Mahdi Ben
Barakeh Street – Barakat Building

Bidder should indicate the LOT number applied in envelop outer.

B. Email submission

Bids can be submitted by email to the following dedicated, controlled, & secure email address:

tender.syr@drc.ngo

When Bids are emailed the following conditions shall be complied with:

- **The ITB number shall be inserted in the Subject Heading of the email**
- Bid documents required, shall be included as an attachment to the email in PDF, JPEG, TIF format, or the same type of files provided as a ZIP file. Documents in MS Word or excel formats, will result in the bid being disqualified.
- Email attachments shall not exceed 4MB; otherwise the bidder shall send his bid in multiple emails.

Failure to comply with the above may disqualify the Bid.

DRC is not responsible for the failure of the Internet, network, server, or any other hardware, or software, used by either the Bidder or DRC in the processing of emails.

DRC is not responsible for the non-receipt of Bids submitted by email as part of the e-Tendering process.

Bids can be submitted in one of two ways; hardcopy or electronically. If the Bidder submits a Bid in both Hardcopy and electronically, DRC will choose the version that is the most advantageous to DRC.

VII. SUBMISSION OF SAMPLES: N/A

VIII. COMPLETION OF BID FORM

A. Prices Quoted

Any discount offered shall be included in the Bid price.

Unless otherwise requested all Bids shall state if the prices quoted are not DDP (Incoterms 2020).

B. Currency

The currency of the Bid shall be in **New SYP**. No other currencies are acceptable.

C. Language

The Bid Form, and all correspondence and documents related to this ITB shall be in English or Arabic/ both are accepted

D. Packaging

Packaging shall be suitable for IT equipment, providing adequate protection against damage, moisture, dust, and impact during handling, storage, and transportation. Equipment shall be securely packed and clearly labelled.

E. Origin

Country of origin of the items shall be clearly stated.

F. Presentation

Bids should be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations shall be initialed by the signatory to the Bid. Do not submit blank pages of the Bid Form and/or schedules which are unnecessary for your offer. All documentation shall be written in English or Arabic. All Bids shall be signed by a duly authorized representative of the Bidder.

G. Split Awards

DRC reserves the right to split awards.

H. Validity Period

Bids shall be valid for at least the minimum number of days specified in the ITB from the date of Bid closure. DRC reserves the right to determine, at its sole discretion, the validity period in respect of Bids which do not specify any such maximum or minimum limitation.

IX. ACCEPTANCE

DRC reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete in any material detail such as specification, terms delivery, quantity etc.; or c) not presented on the Bid Form – and to accept or reject any amendments, withdraws and/or supplementary information submitted after the time and date of the ITB Closure.

X. AWARD OF CONTRACTS

This ITB does not commit DRC to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. Any bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by DRC. No contractual relationship will exist except pursuant to a written contract document signed by a duly authorized official of DRC and the successful Bidder.

DRC may award contracts for part quantities or individual items. DRC will notify successful Bidders of its decision with respect to their Bids as soon as possible after the Bids are opened. DRC reserves the right to cancel any ITB, to reject any or all Bids in whole or in part, and to award any contract.

Suppliers who do not comply with the contractual terms and conditions including delivering different products and of different origin than stipulated in their Bid and covering contract may be excluded from future DRC ITBs.

XI. CONFIDENTIALITY

This ITB or any part hereof, and all copies hereof shall be returned to DRC upon request. This ITB is confidential and proprietary to DRC, contains privileged information, part of which may be copyrighted, and is communicated to and received by Bidders on the condition that no part thereof, or any information concerning it may be copied, exhibited, or furnished to others without the prior written consent of DRC, except that Bidders may exhibit the specifications to prospective subcontractors for the sole purpose of obtaining offers from them. Notwithstanding the other provisions of the ITB, Bidders will be bound by the contents of this paragraph whether or not their company submits a Bid or responds in any other way to this ITB.

XII. COLLUSIVE BIDDING AND ANTI-COMPETITIVE CONDUCT

Bidders and their employees, officers, advisers, agent or sub-contractors shall not engage in any collusive bidding or other anti-competitive conduct or any other similar conduct, in relations to:

- The preparation of submission of Bids,
- The clarification of Bids,
- The conduct and content of negotiations,
- Including final contract negotiations,

In respect of this ITB or procurement process, or any other procurement process being conducted by DRC in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to DRC, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

XIII. IMPROPER ASSISTANCE

Bids that, in the sole opinion of DRC, have been compiled:

- With the assistance of current or former employees of DRC, or current or former contractors of DRC in violation of confidentiality obligations or by using information not otherwise available to the general public or which would provide a non-competitive benefit,
- With the utilization of confidential and/or internal DRC information not made available to the public or to the other Bidders,
- In breach of an obligation of confidentiality to DRC, or contrary to these terms and conditions for submission of a Bid, shall be excluded from further consideration.

Without limiting the operation of the above clause, a Bidder shall not, in the absence of prior written approval from DRC, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person has at any time during the 6 months immediately preceding the date of issue of this ITB was an official, agent, functionary, or employee of, or otherwise engaged by, DRC and was engaged directly, or indirectly, in the planning or performance of the requirement, project, or activity to which this ITB relates.

XIV. CORRUPT PRACTICES

DRC has zero tolerance for corruption.

The Bidder represents and warrants that neither it nor any of its potential subcontractors are engaged in any form of corruption, defined by DRC as the misuse of entrusted power for private gain.

This definition is not limited to interactions with public officials and covers both attempted and actual corruption, as well as monetary and non-monetary corruption. The definition includes, but is not limited to, corruption in the form of: facilitation payments, bribery, gifts constituting an undue influence, kickbacks, favouritism, cronyism, nepotism, extortion, embezzlement, misuse of confidential information, theft, and various forms of fraud, such as forgery or falsification of documents, and financial or procurement fraud. No offer, payment, consideration or benefit of any kind, which could be regarded as an illegal or corrupt practice, shall be made, promised, sought or accepted – directly or indirectly – as an inducement or reward in relation to activities funded by DRC, including tendering, award or execution of contracts. DRC reserves the right, without prejudice to any other right or remedy available to it, according to any violation of this clause to immediately reject the submitted offer, and to take such additional action, civil and/or criminal, as may be appropriate.

The Bidder agrees to accurately communicate DRC's policy with regards to Anti- Corruption to Third Parties. The Bidder furthermore agrees to inform DRC immediately of any suspicion or information it receives from any source alleging a violation of this policy to the contact details of the specific DRC country operations via <https://drc.ngo/where-we-work>, or via DRC's

Code of Conduct Reporting Mechanism: <http://drc.ngo/relief-work/concerns-complaints/code-of-conduct-reporting-mechanism> . Reports of suspected corruption can also be reported directly to DRC HQ at c.o.conduct@drc.ngo.

XV. CONFLICT OF INTEREST

A Bidder shall not, and shall ensure that its employees, officers, advisers, agents or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of DRC and the Bidder's interests during the procurement process.

If during any stage of the procurement process or performance of any DRC contract a conflict of interest arises, or appears likely to arise, the Bidder shall notify DRC immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of DRC, or cases in which any DRC official, employee or person under contract with DRC may have, or appear to have, an interest of any kind in the Bidder's business or any kind of economic ties with the Bidder. The Bidder shall take steps as DRC may reasonably require, to resolve or otherwise deal with the conflict to the satisfaction of DRC.

XVI. WITHDRAWAL/MODIFICATION OF BIDS

Requests to withdraw a Bid after the Bid closure time shall not be honoured.

Withdrawal of a Bid may result in your suspension or removal from the DRC suppliers List.

A Bidder may modify its Bid prior to the ITB closure. Any such modification shall be submitted in writing and in a sealed envelope, marked with the original Bid number. No modification shall be allowed after the ITB closure.

XVII. LATE BIDS

All Bids received after the ITB closure will be rejected.

XVIII. OPENING OF THE ITB

The Tender Opening will take place at the time and location stated above.

Any attempt by a Bidder to influence the Evaluation Committee in the process of examination, clarification, evaluation and comparison of tenders, to obtain information on how the procedure is progressing or to influence DRC in its decision concerning the award of the contract will result in the immediate rejection of the tender.

XIX. CONDITIONS OF CONTRACT

All Bidders shall acknowledge that the DRC General Conditions of Contract for the Procurement of Goods, or Services, or the Special Conditions of Contract, as applicable, are acceptable.

XX. CANCELLATION OF THE ITB

In the event of an ITB cancellation, Bidders will be notified by DRC. If the ITB is cancelled before the outer envelope of any Bid has been opened, the sealed envelopes will be returned, unopened, to the Bidders

The ITB may be cancelled in the following situations:

- where no qualitatively or financially worthwhile Bid has been received or there has been no response at all;
- the economic or technical parameters of the project have been fundamentally altered.
- exceptional circumstances or force majeure render normal performance of the project impossible.
- all technically compliant Bids exceed the financial resources available; or
- there have been irregularities in the procedure, in particular where these have prevented fair competition.

DRC shall not be liable for damages, whatever their nature (in particular damages for loss of profits) or relationship to the cancellation of an ITB, even if DRC has been advised of the possibility of damages. The publication of a procurement notice does not commit DRC to implement the programme or project announced.

XXI. QUERIES ABOUT THIS ITB

For queries on this ITB, please contact the Procurement Manger, SYR-Procurement@drc.ngo

All questions regarding this ITB shall be submitted in writing to the above. On the subject line, please indicate the ITB number.

Bids shall not be sent to the above email.

All questions during the tender period, as well as the associated answers, will be shared with all suppliers invited, or for open tenders published at: <https://www.sytenders.com/> **Syria tenders** & <https://your-tender.com/ar> and [://drc.ngo/en/tenders/](https://drc.ngo/en/tenders/)

XXII. ITB DOCUMENTS

This ITB document contains the following:

1. This covering Letter
2. Annex A1.1 DRC Bid Form (Technical bid, lot 1)
3. Annex A1.2 DRC Bid Form (Technical bid, lot 2)
4. Annex A1.3 DRC Bid Form (Technical bid, lot 3)
5. Annex A1.4 DRC Bid Form (Technical bid, lot 4)
6. Annex A1.5 DRC Bid Form (Technical bid, lot 5)
7. Annex A1.6 DRC Bid Form (Technical bid, lot 6)
8. Annex A1.7 DRC Bid Form (Technical bid, lot 7)
9. Annex A2.1 DRC Bid Form (Financial bid, Lot 1)
10. Annex A2.2 DRC Bid Form (Financial bid, Lot 2)
11. Annex A2.3 DRC Bid Form (Financial bid, Lot 3)
12. Annex A2.4 DRC Bid Form (Financial bid, Lot 4)
13. Annex A2.5 DRC Bid Form (Financial bid, Lot 5)
14. Annex A2.6 DRC Bid Form (Financial bid, Lot 6)
15. Annex A2.7 DRC Bid Form (Financial bid, Lot 7)
16. Annex B Tender and Contract Award Acknowledgment Certificate
17. Annex C Technical specification for all items
18. Annex D DRC General Conditions of Contract
19. Annex E DRC Supplier Code of Conduct
20. Annex F Supplier Profile and Registration.

Under DRC's Anticorruption Policy Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

Yours sincerely,

Supply Chain Department – Procurement

24 Sep 2026