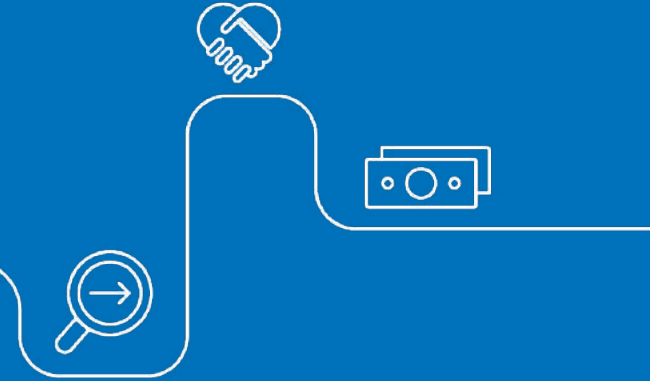


# Procurement in **UNHCR**



# UNHCR's Mandate



© UNHCR/Andrew McConnell

## Responding with life-saving support

safeguard the rights and well-being of people who have been forced to flee

## Safeguarding fundamental human rights

ensure that everybody has the right to seek asylum and find safe refuge in another country

## Building better futures

secure lasting solutions

# Who we help

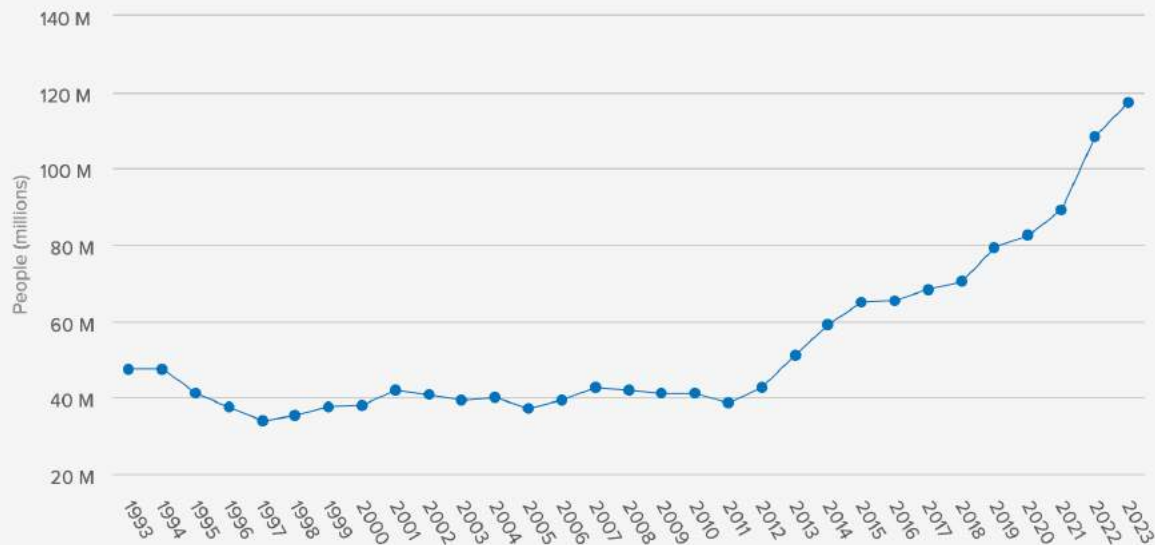
For over 70 years, UNHCR has helped millions of people to restart their lives.

They include refugees, returnees, stateless people, the internally displaced and asylum-seekers.



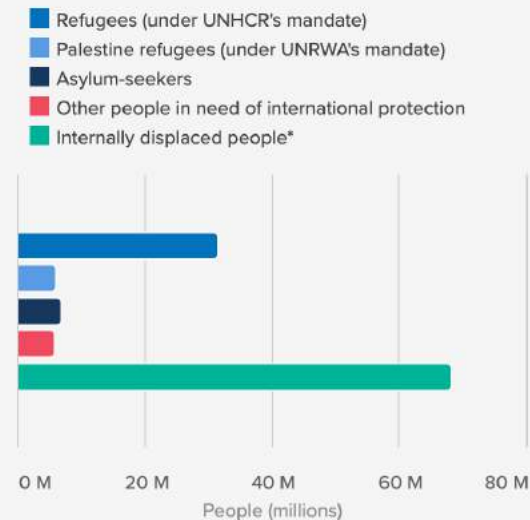
© UNHCR/Andrew McConnell

# Statistics on Forced Displacement



13 June 2024  
Source: UNHCR Global Trends 2023

This total represents an enormous number of people needing protection worldwide.



13 June 2024  
\* Some Palestine refugees under UNRWA's mandate in Gaza have also been internally displaced. In this graph, they have been included in both the figures for 'Palestine refugees under UNRWA's mandate' and for 'IDPs'. In the global forcibly displaced total these internally displaced refugees under UNRWA's mandate are only counted once.  
\*\* Source: Internal Displacement Monitoring Centre  
Source: UNHCR Global Trends 2023

# The Role of Supply

Supply is an integral part of UNHCR's Operations, Protection and Solutions.

We aim to deliver **quality goods and services** better and faster across UNHCR and to people forced to flee, by making our supply chain **simple, swift and sustainable.**



©UNHCR/Colin Delfosse

# UNHCR VISION

for Supply Chain Management

A **SIMPLE, SWIFT**  
& **SUSTAINABLE**  
service across  
UNHCR  
and to people  
forced to flee



## **SIMPLE**

- for our colleagues

**Streamlined processes,  
better collaboration**



## **SWIFT**

- for people we work for

**Enhanced response,  
high delivery capacity**



## **SUSTAINABLE**

- for our planet

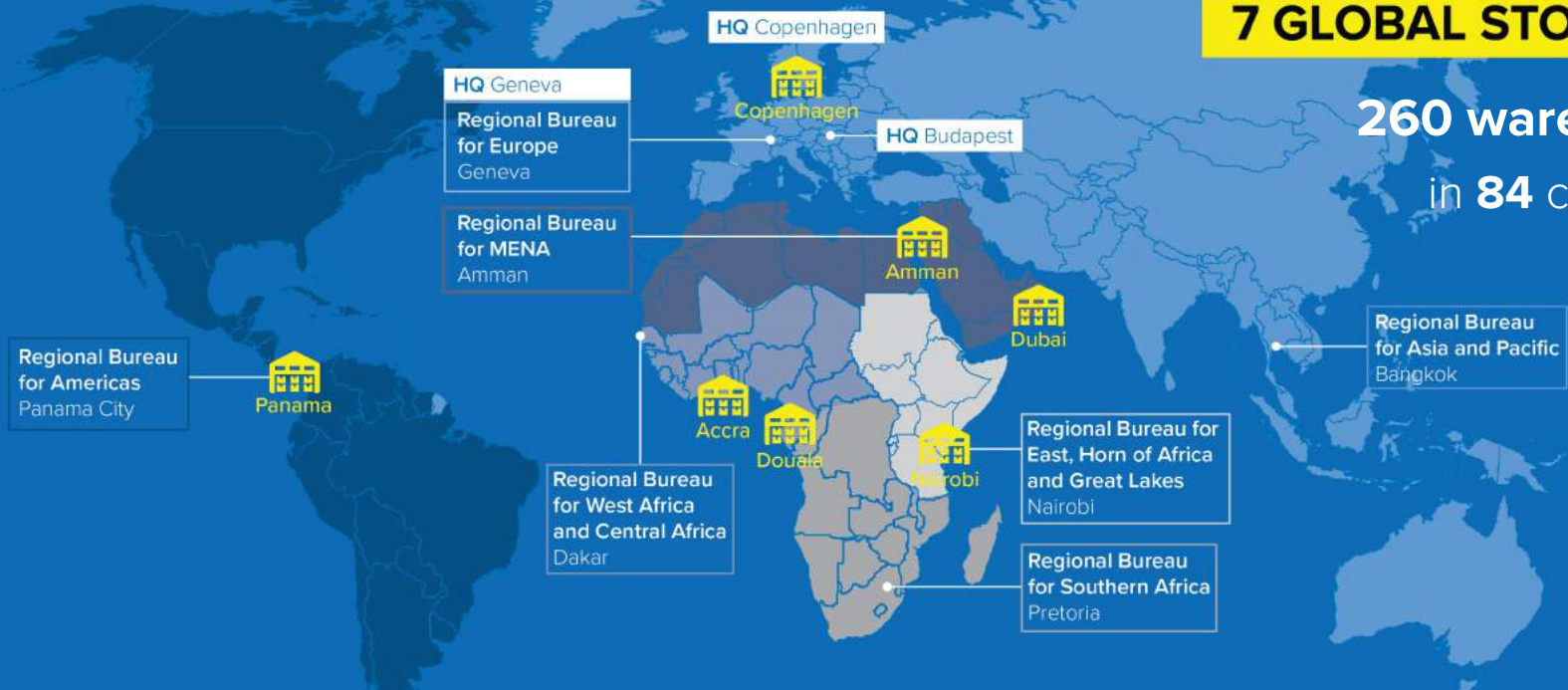
**Reduced environmental  
footprint  
Positive economic  
and social impact**

# Supply Structure

7 REGIONAL BUREAUX

7 GLOBAL STOCKPILES

260 warehouses  
in 84 countries



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

# Procurement in UNHCR



© UNHCR/Oxygen Empire Media Production

To protect some of the world's most vulnerable people in so many different places and types of environment, **UNHCR must purchase goods and services worldwide.**

This might range from buying fleets of heavy duty vehicles needed in the most inaccessible parts of the African continent to purchasing needles and thread for a self-help project in Pakistan.



# Procurement Principles

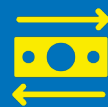
In line with the UN Financial Regulations and Rules, UNHCR's procurement system is based on the following principles:



Fairness, Integrity and  
Transparency (FIT)



Effective  
International Competition



Best Value For Money



The Interest of the  
United Nations

# The UN Supplier Code of Conduct

It sets forth [what is expected of all suppliers](#) with whom UNHCR does business.

Furthermore, Vendors are expected to demonstrate a commitment to the [Ten Principles](#) set out in the UN Global Compact that underlies the UNSCC.



©UNHCR/Colin Delfosse

# Tendering process

There are three types of solicitation documents issued by the UNHCR to fulfill a procurement requirement. While each of the documents referred below contain the information necessary to submit a suitable offer, they vary in accordance with the nature of the requirement and the estimated monetary value.

## Request for Quotation (RFQ)

An informal invitation to submit a quotation for requirements of relatively low monetary value. Prices and other commercial terms and conditions are requested, and an award is usually made to the lowest priced technically compliant offer.

## Request for Proposal (RFP)

A formal request to submit a proposal against requirements that have higher dollar value but are not fully definable at the time of solicitation and where the innovation and specific expertise of the proposer is sought to better meet the procurement requirement. Price is only one of the several factors comprising the evaluation criteria, which are determined before the RFP is released. The offer from a supplier is submitted in two sets of documents: a Technical offer and a Financial offer.

## Invitation to Bid (ITB)

A formal invitation to submit a bid usually associated with the requirements that are clearly or concisely defined and have a monetary value above the RFQ threshold. Award recommendations are based on the lowest cost technically compliant offer.

# Tendering process

## Request for Quotation (RFQ)

- Turnaround time depends on value
- Direct Invitation of potential suppliers
- Value < USD 250,000 in field and HQ
- Contract awarded to the lowest price offered
- Informal procedure
- Deadline: any stage of the process
- Minimum of 3 vendors

## Invitation to Bid (ITB)

- Turnaround time depends on value, requested offer validity usually 120 days
- Open competition (Publication by advertising, and/or direct invites)
- Value > USD 250,000 in field and HQ
- Contract awarded to lowest cost eligible bid
- Formal procedure
- Pass / fail technical criteria to determine eligible bids
- Simpler requirements which can be assessed on a pass or fail basis and which can be clearly stated

## Request for Proposal (RFP)

- Turnaround time depends on value, requested offer validity usually 120 days
- Open competition (Publication by advertising and/or direct invites)
- Value > USD 250,000 in field and HQ
- Contract awarded to most responsive proposal
- Weighted scores to determine most responsive proposal taking account of both technical and commercial / financial aspects
- Formal procedure
- More complex requirements where ideas and input are sought from the proposer



© UNHCR/Will Swanson

# Procurement conditions



Building on the philosophy and achievements of the UN Global Compact, UNHCR envisions a world in which the private sector plays a constructive role in **finding durable solutions** for people forced to flee their homes.



To achieve this, we proactively engage with corporations and foundations eager to help drive change and find innovative solutions to refugee issues. UNHCR also endeavours to undertake **environmentally responsible** sourcing of goods and services.

# Procurement conditions



UNHCR does not purchase from companies engaged in the sale or manufacture, either directly or indirectly, of antipersonnel mines or any components produced primarily for the operation thereof. UNHCR does not purchase from companies engaged in any practice inconsistent with the rights set forth in Convention on the Rights of the Child.



Any unethical practice, including sexual exploitation and abuse, is antithetical to the policies and principles of UNHCR. Particular reference is made to the UN Supplier Code of Conduct (UNSCC) which is mandatory for all UNHCR vendors.



© UNHCR/Kamrul Hasan

# Frame Agreements



© UNHCR/Diego Ibarra Sánchez

## The Role of Frame Agreements:

- Agreed terms and conditions for a fixed period, particularly with regard to items, price, quality, quantity and delivery
- Frame Agreement holders are mostly selected through open tenders
- Most frequently required goods and services are purchased by UNHCR using FAs
- Examples: core relief items\* (CRIs), freight forwarding services, IT equipment, light vehicles, inspection services, medical supplies

## Advantages for UNHCR:

- Shorter lead time
- Flexibility (quantities)
- Better quality control / supply security
- Not exclusive to single supplier (however: procurement principles apply)
- Binds suppliers to ex-stock deliveries and agreed quantities
- Competitive prices

*Core Relief Items: such as tents, kitchen sets, plastic tarpaulins, blankets and solar lanterns*

# Sustainability provisions



To provide international protection and humanitarian assistance to people forced to flee, UNHCR purchases, stores, transports, and distributes a wide range of goods through international and local markets.



However, this can have a detrimental impact on the environment. An initial evaluation indicates that **core relief items** collectively **represent some 60% of UNHCR's total greenhouse gas emissions**.

Considering this, we are undertaking major initiatives to **improve the sustainability of our end-to-end supply chain**, including planning, sourcing, contents, manufacturing processes, procurement, delivery and lifecycle management of core relief items and other goods.

## OUR TARGETS BY 2025

**Reduce by 20%** the aggregate average greenhouse gas emissions from the production and delivery of CRIs

**Increase by 20%** the biodegradable or recycled content of core relief items & packaging.

**Reduce by 10%** the CO2 emissions from international freight

**Reduce by 25%** the average duration of stock on hand

**Ensure** supply waste management services in 70 country operations

Find out more:

- [Sustainable supply initiatives \(webpage\)](#)
- [Operational Strategy for Climate Resilience and Environmental Sustainability 2022-2025 \(pdf\)](#)
- [Progress report 2023 :Operational strategy for climate resilience and environmental sustainability 2022-2025](#)



# Goods & services we procure

## Goods

Agricultural tools  
Blankets  
Buckets  
Clothing  
Computers  
Drugs and medical supplies  
Fuel  
Generators, pumps  
Hygiene parcel  
IT and Telecom equipment  
Jerry cans  
Kitchen sets, stoves  
Mattresses  
Mosquito nets  
Office equipment  
Plastic tarpaulins, rolls  
Prefabricated houses  
Sanitary materials  
Sleeping mats  
Solar lamp  
Tents  
Vehicles, trucks

## Services

Audit service  
Cash Based Intervention related financial services  
Cleaning  
Construction  
Corporate Consultancy  
Education / Training  
Engineering services  
Evaluation  
Health administration service  
Inspection  
Insurance  
IT, Telecom  
Lease or rental of property/building  
Mailing services  
Medical services, Evacuation  
Meeting facilities  
Printing  
Road maintenance service  
Security  
SAT Communication service  
Training/workshops  
Translation / Interpretation  
Transportation  
(Cargo /Passenger)



# How to become a supplier to UNHCR



© UNHCR/Ola Anan

# How to participate in the selection process?

The UN Supplier Code of Conduct (UNSCC) sets forth what is expected of all suppliers with whom UNHCR does business. Furthermore, Vendors are expected to demonstrate a commitment to the Ten Principles set out in the UN Global Compact that underlies the UNSCC.



Register at [www.ungm.org](http://www.ungm.org) to learn about all the opportunities to be a supplier to UNHCR. You can subscribe to the Tender Alert Service to make sure you are notified of all opportunities.



If you are interested in being a supplier for **UNHCR** please visit the [unhcr.org](http://unhcr.org) [How to Become a Supplier](#) portal for more information and registration guidelines.



If you are interested in being a supplier for a **specific country or region**, you are recommended **to contact the local UNHCR operation** for registration, as they might use different channels to advertise their tenders.




In all cases, **creating a profile in the [UNHCR supplier portal](#)** and providing supporting documents\* is mandatory.

*\*Certificate of registration, Bank statement or letter of confirmation from the bank demonstrating ownership of bank account declared (including Account number, IBAN, SWIFT code).*

# Selection Process





Thank you for your  
interest in becoming  
a supplier to **UNHCR**

Visit our website:

[unhcr.org/supply](https://unhcr.org/supply)

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