

# FAQs - ADMINISTRATIVE ISSUES

Reference	Question	UNHCR Reply
A001	May suppliers submit their bids by fax?	Bids are NOT to be submitted by fax, only by e-mail to the designated e-mail box as explained in the tender document
A002	Should vendors already registered with UNHCR submit their Vendor Registration Form?	If a supplier is registered with UNHCR and has received a purchase order from UNHCR during the past two years, it is not required to resubmit this form
A003	If a company is registered on UNGM, is it still required to submit the Vendor Registration Form?	Being registered on UNGM is not equal to being registered with UNHCR. The Vendor Registration Form is a specific UNHCR document which is to be submitted with the bid
A004	Following the tendering procedure, does UNHCR plan to establish several frame agreements or just one?	In order to secure the supply, UNHCR usually awards multiple frame agreements per tender
A005	When suppliers can expect the first purchase order after the contract award?	It depends mainly on organizational requirements and funds available. In case of a Frame Agreement, there is no commitment from UNHCR to place any purchase order
A006	If the tender indicates a certain quantity of required goods, can the final purchase order differ from this quantity?	The ordered quantity of goods may be equal or less than indicated in the tender, pending funds availability. In addition, UNHCR reserves the right to accept only part of the offer received. In case of Frame Agreements, there is no commitment to purchase any minimum quantity. In any case, suppliers are required to keep unit prices fixed regardless of the quantity ordered. Transport cost can be modified accordingly
A007	Which countries/ cities will be covered by a particular Frame Agreement?	UNHCR procurement Service sources at Global level with operations mainly in Africa and the Middle East. Normally Global Frame Agreements cover worldwide demand. In the tender documents under the paragraph "Requirements"
A008	Is there any estimated budget for Purchase Orders following a particular tender?	All Tenders include an estimated (not bidding) demand volume
A009	What are customs procedures in Switzerland?	See ANNEX H Transportation and Clearance of goods
A010	What is the billing address for items procured by UNHCR office in Budapest?	UNHCR Budapest, 5/B,C,D Ipoly utca, 1133-Budapest, Hungary
A011	Does UNHCR office in Geneva or Budapest have a Hungarian VAT number?	UNHCR is VAT excluded. As a result, UNHCR has no VAT number and VAT shall not be apply in invoices to UNHCR
A012	Is it possible to bid for alternative items? (different brands, packaging, etc...)	When alternative solutions are allowed this is clearly mentioned in the text of the tender document
A013	In regards to pricing lists, can excel spreadsheets be modified by adding/splitting/deleting columns?	Where a specific Financial Form is provided as an Annex to the tender document, it cannot be modified. Additional data can be provided in a separate sheet, if it is the case.