INVITATION TO BID NO.: 08/SMS/PCS/0007
FOR THE SUPPLY AND DELIVERY OF
MEDICAL EQUIPMENT FOR SYRIA

CLOSING DATE AND TIME: 15 OCTOBER 2008 – 17.00 HRS CET

1. GENERAL INFORMATION

The Office of the United Nations High Commissioner for Refugees (UNHCR), Global Service Center, Budapest, invites qualified suppliers and manufacturers to submit a firm offer for the supply and delivery of Medical Equipment for its Office in Syria as listed below:

MEDICAL EQUIPMENT FOR SYRIA

<table>
<thead>
<tr>
<th>No</th>
<th>Description</th>
<th>Quantity</th>
<th>Remarks</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>RO water treatment and softener system for dialyses machine</td>
<td>5</td>
<td></td>
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<tr>
<td>2</td>
<td>Adult and Pediatric Ventilators</td>
<td>14</td>
<td></td>
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<td>3</td>
<td>Hem dialyses machine</td>
<td>20</td>
<td>Please see attached Annex A for detailed specifications for each item</td>
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<td>4</td>
<td>Electrocardiograph, Multi Channel</td>
<td>20</td>
<td></td>
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<tr>
<td>5</td>
<td>Mobile Mammography X-Ray</td>
<td>14</td>
<td></td>
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<tr>
<td>6</td>
<td>Ophthalmology Examination Unit</td>
<td>9</td>
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2. BIDDING INFORMATION

a) BIDDING DOCUMENTS

The following annexes form integral part of this Invitation to Bid:

Annex A: Technical Specifications of Medical Equipment
Annex B: Vendor Registration Form
Annex C: UNHCR General Terms and Conditions for Purchase of Goods (December 2003 version)

b) QUERIES

Bidders are required to submit all their enquiries in respect of this invitation to bid by e-mail to mambu@unhcr.org. The query closing date is 30 September 2008. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders.

IMPORTANT: Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer (supply assistant) will result in disqualification of the offer. Please send your offer directly to the address provided in the “SUBMISSION OF BIDS” section of this ITB.
c) **YOUR OFFER** – The following details are to be provided for each item with your offer

1) **UNIT COSTS:**
   - Unit price EXW (name)
   - Unit price FOB/FCA (name port)
   - Unit price CPT/DDU Damascus, Syria
   - Place of manufacture.
   - Place of inspection.
   - Defects, liability and guarantee period.
   - Detailed specifications. Should your specifications differ from that called for, a full technical description must be provided.

2) **PACKING AND TRANSPORT DETAILS:**
   - Suggested packaging methods for shipment
   - Net and gross Weight in Kilos
   - Gross volume in cubic meters

3) **PRODUCTION/ DELIVERY CAPACITY:**
   - Set up time:
   - Ex-stock (if no set up time is required)
   - Total lead time.

4) **CURRENCY:** Your proposal must be prepared in a single currency, either in US Dollars, in the currency of your home country or in the currency of your choice. If you opt for the latter and for evaluation purposes only, your proposal will be converted into US Dollars using the United Nations rate of exchange in effect on the date submissions are due.

5) **LANGUAGE:** Bids shall be prepared in English

6) **INCOTERMS:** The International Chamber of Commerce Incoterms 2000 shall apply for this ITB and for any resulting purchase order(s).

7) **INSPECTION:** if necessary, inspection of goods may be applicable and will be advised at the time of purchase. The inspection will be arranged and paid for by UNHCR. Please note that inspection charges resulting from the supplier’s default will be charged directly to the supplier.

8) **PLACE OF INSPECTION:** The Bidder shall state the place of inspection.

9) **COUNTRY OF ORIGIN OF THE SUPPLIER AND PLACE OF MANUFACTURE:**
   The bid shall state the country in which the supplier is registered, as well as the country and place of manufacture of the products. This information in needed for statistical purposes.

10) **WARRANTY:** The bid will include defects and liability period with terms of warranty.

11) **CERTIFICATE:** If available, the bidder should submit a copy of internationally recognized quality certificate of the manufacturing company together with copy of quality certificate for the finished product.

12) **BID VALIDITY:** The bid submitted must remain valid for acceptance for at least 60 days from the Invitation to Bid closing date.

13) **VENDOR REGISTRATION:** The suppliers are requested to complete and submit with their offer the Vendor Registration Form (Annex B), together with the necessary supporting documentation.

d) **BID EVALUATION**

d.1) Supplier Registration
The qualified suppliers will be added to the Vendor Register 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.

This will be followed later by performance evaluation as a supplier such as:

- Periodic testing of the supplier's products,
- Ability to respond quickly to Agency’s needs,
- Timely delivery,
- Dependability of products and services.

d.2) Financial and Technical evaluation
All bids will be evaluated based on:
- Compliance with the established UNHCR specifications,
- Unit cost EXW,
- Unit cost FOB/FCA,
- Unit cost CPT/DDU
- Delivery capacity.

IMPORTANT: For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

e) SUBMISSION OF BIDS
Bids must be submitted in 2 (two) separately sealed envelopes as follows:

1 (one) sealed envelope containing technical part of the offer (which includes also the Vendor Registration Form – Annex B)
1 (one) sealed envelope containing commercial part of the offer

and sent either by post or courier to the following address:

BID OPENING COMMITTEE
UNHCR GLOBAL SERVICE CENTRE
IPOLY U. 5./B,C,D
1133 BUDAPEST, HUNGARY
REF: ITB NO.: 08/SMS/PCS/0007

Offers submitted must be sealed in an outer and two inner envelopes as detailed below:

a) The outer envelope should be marked and addressed as above,
b) The first inside envelope will contain the vendor registration form and the relevant registration documentation,
c) The second inside envelope shall contain your financial offer and duly filled price proposal form.

IMPORTANT: Bids that are otherwise addressed and/or copied or sent to other addresses or individuals will be marked invalid and not considered for evaluation.
All bids must be received latest by: 15 October 2008 – 17:00 HRS CET.
LATE SUBMISSION OF BIDS: Bids received after the deadline for submission of bids and bids transmitted in any other manner than those indicated above will not be considered.

The offers must bear your official letter head, clearly identifying your company. Descriptive literature (catalogues, etc.) must be sent separately addressed to the attention of the responsible buyer as per the instructions contained in the publication "Doing Business with UNHCR" (available at www.unhcr.org/supply). Inclusion of copies of your offer (financial and technical) with the literature or samples will result in disqualification of the offer.

Bid Opening: Sealed envelop containing commercial part of the offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test / has been accepted by UNHCR as meeting the technical specifications.

f) BID ACCEPTANCE

UNHCR reserves the right to accept the whole or part of your bid. The lowest tender need not be accepted. Information provided by the bidder will constitute the basis for eventual award of purchase order.

UNHCR may, at its discretion, extend the deadline for the submission of proposals, 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.

g) CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this ITB will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Goods (December 2003 version) and in the currency in which the Purchase Order (PO) is issued.

h) UNHCR General Conditions for the Purchase of Goods (December 2003 version):

Please note that these terms and conditions (ANNEX C) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

i) UN Global Compact and Other Considerations

UNHCR supports the UN Global Compact Initiative - put forward on 31 January 1999, by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of human rights, labor, the environment, and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

Consequently we have included environmental factors in our pre-qualification criteria for approval of suppliers and even in our tendering and tender evaluation process. UNHCR’s policy is to purchase products and services which have the least negative impact on the environment. Environmental considerations covering manufacture, transport, packaging, use and disposal of goods may form part of UNHCR’s evaluation and selection criteria.

Yours sincerely,

Hassan Abdalla, Head
Relief Unit, Procurement & Contracts Section
UNHCR HQ Supply Management Service
ANNEX A

DETAILED SPECIFICATIONS OF MEDICAL EQUIPMENT

1. RO water treatment and softener system  Qty  /5/  station

Technical specifications :
- RO output capacity water is approx. 350 l/hr (enough for /4/ Hemodialysis units)
- Supplied with reservoir (2m³) at least made of stainless steel for collect raw water
- Supplied with two stainless steel pre -elevator Pumps with (hydromorph, prefer electronic system) and suitable power for station
- The pumps work alternatively , if one of the pumps fails the other pump takes over automatically
- The pumps should be supplied with safety system, which prevent pumps from working in the case of no water
- Supplied with sand filter approx 20 micron to remove the (plankton) which may found in water (1m³/h abundance at least) with auto control head.
- Supplied with two physical filter approx (50 micron) after sand filter , worked alternatively.
- Supplied with two physical filter approx (20 micron) after previous filter , worked alternatively.
- Supplied with activated coal filter with auto control head to reverse rinse and to remove organic and non-organic water (1m³/h abundance at least)
- Supplied with two physical filter (10 micron) after coal filter , worked alternatively.
- Supplied with softener with auto control head needed for activation (volumetric concept is preferable), with solenoid-valve to prevent water entering the RO during activation period. Note: the water hardness 60 French degree.
- The bidder should indicate the quantity of medical resin, the softener doing activate operation once every 24 hour, processed water between two activation processes and the size of salt reservoir should be indicated.
- Supplied with two physical filter (5micron) after softener , worked alternatively.
- Supplied with two pressure meter at inlet and outlet in every stage of physical filtration, and sampling after coal filter, sand filter and softener.
- Supplied with RO (with 450 l/h power at least) with conductivity meter, for in-going and out-going water, flow meter for treated and salty water, and pressure meter. the bidder should indicate the modules(type, measuring, and country of origin), and the technical specifications for high pressure pump for RO.
- The bidder should specify the available safety system used in the RO unit
- Supplied with electrical and safety control panel for RO
- Supplied with two reservoir (2m³) made of stainless steel (316) and with bacterial filter, electric float, and alarms when water level goes under ¼ reservoir capacity
- Supplied with two stainless steel rotating Pumps for treated water with (hydromorph, prefer electronic system) and suitable power
- The pumps work alternatively, if one of the pumps fails the other pump takes over automatically
- The pumps should be supplied with safety system, which prevent pumps from working in the case of no water
- Supplied with UV sterilization unit, the bidder should mention the technical specifications for UV.
- Supplied with Bacterial filter (0.2 micron) after UV sterilization with suitable abundance.
- The bidder should submit and install all needed accessories which must be made of medical PVC or stainless steel and connect it to the equipment with two spare connectors for each site.
- Supplied with electrical control panel with indicators and control device for all working stages and supplied with all safety system for (phase cut, phase reverse, main circuit breaker and separate circuit breakers for each part, power lamps for each phase, …etc), bidder should indicate the details of the control panel.
- The bidder should submit detail design for all parts of station and mention the names on it.
2. The technical conditions book for Adult and Pediatric Ventilators Qty (14)

- Patient range adult, pediatric.
- Breathe type: volume and Pressure controlled with possibility to work together...
- Supplied with trolley with four antistatic castors and the front castors supplied with brakes.
- Ability to control the following parameters:
  - Frequency range (2 to 90)/Bpm.at least, O2 concentration (21 to 100)%. at least, PEEP (0 to 35) cmH2O at least, I:E to be specified by bidder, Tidal volume (20 to 2000) ml at least, Insp. Flow (6 to 120) L/min at least, Insp. Pressure (0 to 80) cmH2O at least, Insp. Pressure limit Pmax (0 to 100) cmH2O at least, Inspiration time (0.1 to 10) s at least, Trigger sensitivity (1 to 15) L/min. at least, Pressure assist (0 to 80)mbar at least
- Supplied at least with the following essential ventilator modes:
  - IPPV or CMV, with: IPPV Assist, SIMV with assist, APRV, BIPAP, CPAP / ASB, PVC, PRVC, NIV to be used with all Ventilation modes, Spont;
- Ventilators with additional ventilation modes will be preferred.
- The device supplies an auto or manual sigh, value to be defined by bidder
- Supplied with high resolution color screen, 10 inch at least to monitor the following measured values: Paw, Volumes (MV - MVe – Vt ), Frequency, FIO2, PEEP, Computed values as (C) compliance and (R) resistance, Display the pressure, volume and flow curves, Mv leak per minute. and automatic leakage compensation., Loops: volume with pressure – volume with flow – pressure with flow, Ti:Te, Memory saving all messages and changes which take place with the possibility to recall it when needed, Pco2 display is preferred.
- Supplied with the audible and visual alarms when exceeding the limits for the following, giving on screen a message about the fault: Apnea ventilation, Low/High minute volume, Gas supply failure/gas supply pressure high, Low/High airway pressure, Low/High FIO2, Tidal volume high, Device failure, Flow measurement inop, Power failure, Low/High respiratory rate, The circuit disconnection with patient
- Supplied with humidifier with temperature range, which specified by the bidder and supplied with an alarm in case of exceeding the limits.
- Ability to add drugs to inhaled breathing air (Nebulizer System) and the bidder should submit one integrated nebulizer with each unit which works. simultaneously with inspiration only
- Auto reverse to the IPPV mode when we have an apnea alarm.
- Ability to give the patient direct 100% O2 for at least 2 minutes through a special knob supplied with manual breath.
- Power supply 220v +/- 10%, 50 Hz.
- With the ability to connect the unit to Central O2 and Air gas piping system, offering the suitable hoses.
- With the possibility to up-grade the units in future adding new ventilation modes and measurements. Bidder should specify same in his offer
- The bidder should submit with each unit the following accessories in addition to the standard accessories: Autoclavable patient circuit for adult Qty. /2/, Autoclavable patient circuit for adult Qty. /1/, Humidifier filter Qty. /30/ if exist
Set of masks in three sizes
3. Hem dialyses machine  
Qty / 20 /

Technical specifications:
- Operating on acetate and bicarbonate concept.
- Blood circuit consists of: Adjustable blood pumps with ability to display the pump speed. Adjustable inner diameter tube, operating concept of pump should be mentioned, Single and double needle. Operating concept of single needle should be mentioned, Adjustable Heparin pump (initial dose, continues operation, intermittent operation) with alarms, Air detection circuit with alarms, operating concept should be mentioned, Adjustable circuit for measuring, and monitoring arterial, and Venus pressures with alarms for high and low pressure, preferred with dioscan system, preferred with hemoscan system, circuit for auto measuring patient pressure and pulse with cuff.
- Dialyses circuit consists of: Acetate and bicarbonate pump, adjustable temperature control with monitoring and alarms for high and low temp, Conductivity range determined by the bidder according to international medical standards, with alarm and ability to control and monitor the mixing ratio, With negative pressure system for the removal of excessive liquids from the patient, the bidder should be indicated the control concept of removal of excessive liquids, prefer volumetric control concept, Dialysate flow rate meter/indicator, Elapsed treatment time, and patient, lost weight monitoring, Supplied with alarms for low water pressure or water supply failure.
- All alarms should be audio – visual
- Used Disinfection method for the unit and its components to be specified by the bidder (Chemical, Heat disinfection, etc). The bidder should mention the used sterilizing material quantity documented by technical reports, disinfection place and times (front – back).
- Supplied with built-in screen, prefer Arabic language beside another mail language.
- The bidder should describe the essential on screen/display fault/alarm messages, (stages of treatment, curves, error message ………..etc).
- Supplied with built-in rechargeable battery, operation time should be specified by the bidder.
- The system should be an open one accepting different types of patient circuits from several international sources.
- Supplied with self test system (test before treatment)
- Breakable casters with lock
- Supplied with infusion-rod
4. Electrocardiograph, Multi Channel  Qty / 20 /.

Technical specifications:

- Number of recording channel: 6 at least
- Ability to record the standard 12 leads
  
  acquisition:
  
  I, II, III, AVR, AVL, AVF
  
  V1, V2, V3, V4, V5, V6.

- Chart speeds: 25 and 50 mm/s (at least).
- Sensitivity: 5, 10, and 20 mm/mV
- The common mode rejection (CMRR) should be specified by the bidder.

- Supplied with notch filter (50 Hz), the bidder shall indicate the availability of any additional filtration circuits (muscles artifact, etc--).

- Overall frequency response should be from 0.05 to 100 HZ at least.

- Leads selection switching: Manual and Automatic
- The bidder should specify the standard safety (leakage current, ....).
- Input Impedance: 10 MΩ at least.
- With defibrillation protection means. The bidder should specify the protection circuit position (cable or device).
- Recording method: High resolution thermal array recorder and the bidder should specify paper size, all six leads should be clear, without any interfere.
- All recording data (heart rate, filters, recording speed, sensitivity, etc--) to be specified by the bidder.
- Ability to do self test is preferred
- Supplied by screen to display data programming (paper speed, sensitivity, recording mode\manual, auto\, patient data....) with ability to display ECG waves.
5. Mobile Mammography X-Ray Qty /14/

Technical specifications:

1-Power supply:
- Single phase operation, 220 volt ±10% 50 Hz, Generator power to be defined by the bidder.

2-X-Ray Generator:
- High frequency generator, High voltage range: from 35 at least, (mAs) range is (5-500) mAs at least, Overload protection system.

3-X-Ray Tube:
- Rotating anode the bidder should specify the number of cycles per second, dual Focal spot tube size (0.2-0.6) mm, Heat capacity as high as possible to be specified by the bidder, High cooling rate: (specified by the bidder), Overheat protection.

4-Collimator:
- Manually / automatic collimator with light source and timer, The bidder should specify the distance between the source and the film, for 18x24 cm and 30x24 cm, size film, Automatic cassette size sensing

5-Arm:
- Vertical movement: 60 cm at least, Automatic Rotating: the bidder should specify the Angular range, Display unit for Angle, extremity (left/right), applied pressure force and breast thickness, Automatic & Manual compressor system the bidder should specify its movements. The compressor has protection system for the patient and the doctor, Electromagnetic brakes for all movements.

6-Bucky:
- Accepts standard sizes 24x18 and 30x24 cm, Grid: The bidder should specify Bucky rat, its type and number of lines /cm.

7-Control Panel:
- Choosing all the parameters as automatic (according with breast thickness & density), manual and half automatic, Microprocessor controlled, Touch buttons for selecting the exposure factors, Light indicator for preparation. Light and sound, indicators for exposure, KV selecting steps: as small as possible (specified by the bidder), mAs selecting steps: as close as possible (specified by the bidder), Time exposure (specified by the bidder), Automatic exposure control (AEC), Digital display for all parameters and error messages, Supplied with Controlling zoom image reverse

8-Accessories:
- Footswitch or Handswitch for compressor control, Two set of x-ray cassette, All accessories for the compressor, Lead target has lead glass, the bidder should specify its dimensions and thickness.

9-Notices:
- The equipment should be of recent design, and the first production year and its origin should be mentioned by the bidder, the bidder should mention any additional specifications of the equipment.
6. Ophthalmology Examination Unit Qty / 9 /

Technical Specifications:
- Tabletop: can accommodate 2 ophthalmic instruments at least (Slit Lamp & AR/Keratometer).
- Easy to move, easy to use.
- Two low voltage output at least, and one 220V output.
- Suitable storage place.
- Column for carrying equipment.
- Additional writing desk attached to the table.
- Suitable No. of drawers.
- Place for the projector.
- Control panel for all equipment on it, and would prefer control of room illumination
- Supplied with Halogen illumination.
- With electric mobile patient chair capable of movement to up & down, and back section from vertical to horizontal.
- Suitable doctor chair, easy of movement on castors, with hydraulic height adjustment.
### Section 1: Company Details and General Information

1. Name of Company: 

2. Street Address:  
   - Postal Code:  
   - City:  
   - Country: 

3. P.O. Box and Mailing Address:  
   - City:  
   - Country: 

4. Tel:  
5. Fax: 
6. Email:  
7. WWW Address: 
8. Contact Name and Title:  
9. Email: 

10. Parent Company (Full legal Name): 

11. Subsidiaries, Associates - name, city, country (attach a List if necessary):

12. International Offices/Representation (Countries where the Company has local Offices/Representation):

13. Type of Business (Mark one only):
   - Corporate/ Limited:  
   - Partnership: 
   - Other (specify): 

14. Nature of Business:
   - Manufacturer: 
   - Authorised Agent:  
   - Trader:  
   - Consulting Company:  
   - Other (specify): 

15. Year Established:  
16. Number of Full-time Employees: 

17. Licence no./State where registered:  
18. VAT No./Tax I.D: 

19. Technical Documents available in:
   - English 
   - French 
   - Spanish 
   - Russian  
   - Arabic  
   - Chinese  
   - Other (specify) _________________

20. Working Languages:
   - English  
   - French  
   - Spanish  
   - Russian  
   - Arabic  
   - Chinese  
   - Other (specify) _________________

### Section 2: Banking Information

21. Bank Name:  
22. Branch Name:  
23. Branch Address:  
24. Tel. number: 
25. Fax number: 

26. Bank Account Number:  
27. Account Name:  
28. Account currency: 
29. Swift/Bank Identifier Code (BIC): 

30. International Bank Account Number (IBAN): 

31. Routing Bank details (if applicable): full details to be provided as per above 

If multiple bank accounts exist that may be relevant to UNHCR, please provide details for each account.
### Section 3: Technical Capability and Information on Goods / Services Offered

32. Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (please provide a copy of your latest certificate):

33. For Goods only, do those offered for supply conform to National/International Quality Standards?

   - Yes [ ]
   - No [ ]

34. List below up to a maximum of ten (10) of your core Goods/Services offered:

<table>
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<tr>
<th>Description (one Line for each Item)</th>
<th>National/International Quality Standard to which Item conforms</th>
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### Section 4: Experience

35. Annual Value of Total Sales for the last 3 Years:

   - Year _____: USD___________
   - Year _____: USD___________
   - Year _____: USD___________

36. Annual Value of Export Sales for the last 3 Years:

   - Year _____: USD___________
   - Year _____: USD___________
   - Year _____: USD___________

37. If available, please provide a copy of the company’s latest annual or audited Financial Report. Please note that the latest audited financial report may be requested in case of a contract with UNHCR.

If available, please provide Credit Rating by Dun and Bradstreet or equivalent:
38. Recent Contracts with the UN and/or other International Aid Organizations:

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<tr>
<th>Organization</th>
<th>Value</th>
<th>Year</th>
<th>Goods/Services Supplied</th>
<th>Destination</th>
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39. To which Countries has your Company exported and/or managed Projects over the last 3 Years?

Section 5: Environment

40. Does your Company have a written Statement of its Environmental Policy? (If yes, please attach a Copy)

Yes [ ] No [ ]

41. List down the name, qualification and contact details of your company's representative responsible for the environment

Name: ______________________  Qualification: ____________  Telephone: ____________  Email: _________________

42. Does your organisation hold any accreditation such as ISO 14001 related to the environment?

Yes [ ] No [ ]

If yes, please attach a copy.

Section 6: Anti Personnel Mine

43. By signing this VRF, potential vendor warrants and represents that neither it, its parent entities (if any), nor any of its subsidiary or affiliated entities (if any) is engaged in the sale or manufacture, either directly or indirectly, of anti-personnel mines or any components produced primarily for the operation thereof. Do you agree with this?

Yes [ ] No [ ]

If yes, please attach a copy of written statement. Any breach of this clause will lead to the termination of all contracts your Company may have with UNHCR and removal from the approved vendor database.

Section 7: Child Labour

44. By signing this VRF, potential vendor warrants and represents that it is not engaged in any practice inconsistent with the Rights set forth in the Convention on the Rights of Child which requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child’s education or to be harmful to the child’s health and physical, mental, spiritual, moral or social development. Do you agree with this?

Yes [ ] No [ ]

If yes, please attach a copy of written statement. Any breach of this clause will result in the termination of all contracts your Company may have with UNHCR and removal from the approved vendor database.

Section 8: Others

45. Please list any Disputes your Company has been involved in with UN Organizations over the last 3 Years:

46. List any National or International Trade or Professional Organizations of which your Company is a Member.

47. Is your company already registered with the United Nations Global Marketplace (UNGM)? If so, please provide registration number.

48. Certification:

I, the undersigned, hereby accept the UNHCR General Conditions, a copy of which has been provided to me, and warrant that the information provided in this form is correct and, in the event of changes, details will be provided as soon as possible:

Name: ______________________  Functional Title: ____________  Date: ____________

NOTE: UNHCR has decided not to do business with companies that do not respect the United Nations policy of zero tolerance that strictly prohibits the acceptance of any type of gift and/or hospitality by UN staff member participating in the procurement process.
INSTRUCTIONS FOR COMPLETION

The form should be typewritten in uppercase and completed clearly and accurately ensuring that all questions are answered. The numbers below correspond to item numbers on the registration form:

Section 1:
1. Full name of company.
2. Full street address.
3. Full mailing address (including P.O. Box, if any).
4. Telephone number, including correct country and area codes.
5. Fax number, including country and area codes.
6. Email address.
7. WWW Address.
8. Provide name of person (including title) or department to whom correspondence should be addressed.
9. Provide email address of contact person.
10. Full legal name of parent company, if any.
11. Please provide, on a separate sheet if necessary, names and addresses of all subsidiaries & associates if any.
12. Please provide countries where the company has local offices or representation.
13. Please tick one box. If the last box is ticked, please specify.
14. Please tick one box. If the last box is ticked, please specify. If the company is a manufacturer of some products and a trader/agent of others which they do not manufacture, both boxes should be ticked.
15. Indicate the year in which the organization was established under the name shown in Item 1.
16. Indicate the total number of full-time personnel in the company.
17. Provide the license number under which the company is registered, or the State where it is registered.
18. Provide the VAT number or Tax I.D. of the company.
19. Please tick the boxes for which languages the company is able to provide technical documents. Please specify other languages.
20. Please tick the boxes for which languages the company is able to work in. Please specify other languages.

Section 2:
21. Full name of bank.
22. Name of branch.
23. Address where branch is located.
24. Telephone number, including correct country and area codes.
25. Fax number, including country and area codes.
26. Number of the company account.
27. Name in which the account is held (this should be the company name).
28. Currency of the account.
29. Swift code for the account.

30. International Bank Account Number (IBAN).

31. Should a routing be required for international payments, please provide full details of intermediate bank(s).

Section 3:

32. List any Quality Assurance Certificates (e.g. ISO 9000 series) that have been issued to your company and provide a copy of the latest certificates.

33. Indicate whether the company's products conform to national/international standards. If yes please attach copies of the certificates.

34. Please list up to 15 of the core goods/services offered. For each item, list the National/International Quality Standard to which it conforms.

Section 4:

35. Provide the total annual sales for the organization for the last 3 financial years in USD.

36. Provide the total export sales for the organization for the last 3 financial years in USD.

37. Please provide a copy of your most recent annual report or audited financial report. If available, provide a rating by Dun and Bradstreet or equivalent (specify which).

38. Enter the name(s) of UN organizations which your company has dealt with recently. Provide the value and the year of the contract, the goods/services supplied and the country of destination of each contract. If you have had more than 5 of such contracts, please attach a separate sheet indicating the others. Documentary evidence of such contracts may be required, e.g. copies of purchase orders. Organizations in the UN system are: UN; UNCTAD; UNEP; UNCHS(Habitat); UNICEF; UNDP; WFP; UNHCR; UNRWA; UNFPA; UNOPS; UNU; ILO; FAO; UNESCO; ICAO; WHO; WB; IMF; UPU; ITU; WMO; IMO; WTO; WIPO; IAPSO; IFAD; UNIDO; IAEA; ECA; ECE; ECLAC; ESCAP; ESCWA.

39. List export markets, in particular, all developing countries to which your company has exported over the last 3 years.

Section 5:

40. The Earth Summit, held in Rio de Janeiro in 1992, emphasised the necessity to protect and renew the earth's limited resources. Agenda 21 was adopted by 178 governments and lays an emphasis for the UN to exercise leadership, i.a. towards promoting environmental sensitive procurement policies for goods and services. Please indicate whether your company has a written statement of its Environmental Policy and, if so, please provide a copy.

45. List all disputes with UN organizations which your organization has been involved in over the last 3 years. If more space is required, please use a separate sheet.

46. Provide details of all national and international trade or professional organizations to which your company belongs.

47. UNHCR accepts UNGM-registered companies into its database. The registration number provided by UNGM should be given.

48. Please read carefully the enclosed UNHCR General Term and Conditions, as signing of the form signifies acceptance. The form should be signed by the person completing it and their name and title should be typed, along with the date.
I. ACCEPTANCE OF THE PURCHASE ORDER
This Purchase Order may only be accepted by the Supplier signing and returning an acknowledgement copy of it or by timely delivery of the goods in accordance with the terms of this Purchase Order as herein specified. Acceptance of this Purchase Order shall effect a contract between the Parties under which the rights and Obligations of the Parties shall be governed solely by the terms and conditions of this Purchase Order including these General Conditions. No additional or inconsistent provision proposed by the Supplier shall bind UNHCR unless agreed to in writing by a duly authorised UNHCR official.

II. LEGAL STATUS
The Supplier shall be considered as having the legal status of an independent contractor vis-à-vis UNHCR. The Supplier, its personnel and subcontractors shall not be considered in any respect as being the employees of UNHCR. The Supplier shall be fully responsible for all work and services performed by its employees, and for all acts and omissions of such employees.

III. SOURCE OF INSTRUCTIONS
The Supplier shall neither seek nor accept instructions from any authority external to UNHCR in connection with the performance under this Contract. The Supplier shall refrain from any action which may adversely affect UNHCR and shall fulfill its commitments with the fullest regard to the interests of UNHCR.

IV. EXPLOITATION AND ABUSE OF REFUGEES AND OTHER PERSONS OF CONCERN
The Supplier represents and warrants that it has instructed its personnel to refrain from any conduct that would adversely reflect on UNHCR and/or the United Nations and from any activity which is incompatible with the aims and objectives of the United Nations or the mandate of UNHCR to ensure the protection of refugees and other persons of concern to UNHCR. The Supplier hereby undertakes all possible measures to prevent its personnel from exploiting and abusing refugees and other persons of concern to UNHCR. The failure of the Supplier to investigate allegations of exploitation and abuse against its personnel or related to its activities or to take corrective action when exploitation or abuse has occurred, shall entitle UNHCR to terminate this Purchase Order immediately upon notice to the Supplier, at no cost to UNHCR.

V. ANTI-PERSONNEL MINES
The Supplier guarantees that it is not engaged in the sale or manufacture, either directly or indirectly, of anti-personnel mines or any components produced primarily for the operation thereof. Any breach of this representation and warranty shall entitle UNHCR to terminate this Purchase Order immediately upon notice to the Supplier, at no cost to UNHCR.

VI. CHILD LABOUR
The Supplier represents and warrants that neither it, nor any of its suppliers, is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, required that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health and physical, mental, spiritual, moral or social development. Any breach of this representation and warranty shall entitle UNHCR to terminate this Purchase Order immediately upon notice to the Supplier, at no cost to UNHCR.

VII. SUB-CONTRACTING
In the event the Supplier requires the services of a sub-contractor, the Supplier shall obtain the prior written approval of UNHCR for all sub-contractors. The Supplier shall be fully responsible for all work and services performed by its sub-contractors and suppliers, and for all acts and/or omissions of such sub-contractors and suppliers and their personnel. The approval of UNHCR of a sub-contractor shall not relieve the Supplier of any of its obligations under this Purchase Order. The terms of any sub-contract shall be subject to and conform with the provisions of this Purchase Order.

VIII. ASSIGNMENTS
The Supplier shall not assign, transfer, pledge or make other disposition of this Purchase Order or any part thereof or of any of the Supplier's rights, claims or obligations under this Purchase Order except with the prior written consent of UNHCR.

IX. OFFICIALS NOT TO BENEFIT
The Supplier represents and warrants that no official of UNHCR has been, or shall be, offered by the Supplier any direct or indirect benefit arising from this Purchase Order or the award thereof. The Supplier agrees that breach of this provision is breach of an essential term of this Purchase Order.

X. ENCUMBRANCES/LIENS
The Supplier shall not cause or permit any lien, attachment or other encumbrance by any person or entity to be placed or to remain in any public office or with UNHCR against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Supplier.

XI. EXPORT LICENCE
The Purchase Order is subject to the obtaining of any export licence or other governmental authorisation that may be required. It shall be the responsibility of the Supplier to obtain such licence or authorisation. Should the Supplier encounter difficulties in obtaining the required export licence or governmental authorisation, it shall immediately bring this to the attention of UNHCR. UNHCR will, at its discretion, use its best endeavours to assist.
XII. WARRANTY
The Supplier warrants the goods, including the packaging, furnished under this Purchase Order conforms to the specifications of the Purchase Order and is free from damage and defects in workmanship or materials. This warranty is without prejudice to any further guarantees that the Supplier provides to purchasers. Such guarantees shall apply to the goods subject to this Purchase Order.

XIII. LIQUIDATED DAMAGES
Late delivery, or dispatch outside the agreed schedule, shall be subject, without notice, to an assessment of liquidated damages equivalent to 0.1 percent of the Purchase Order value per day or part thereof. The assessment will not exceed 10 percent of the Purchase Order value. UNHCR has the right to deduct this amount from the Supplier's outstanding invoices, if any. This remedy is without prejudice to any others that may be available to UNHCR, including cancellation, for the Supplier's non-performance, breach and/or violation of any term or condition of the Purchase Order. Acceptance of goods delivered late shall not be deemed a waiver of UNHCR's rights to hold the Supplier liable for any loss and/or damage resulted therefrom, nor shall it act as a modification of the Supplier's obligation to make future deliveries in accordance with the delivery schedule.

XIV. REJECTION
Under the Purchase Order, UNHCR shall have the right to reject the goods or any part thereof if they do not conform to specifications.

XV. INSPECTION
UNHCR or its duly accredited representatives shall have the right to inspect the goods ordered for under this Purchase Order at Supplier's stores, during manufacture, in the ports or places of shipment, and the Supplier shall provide all facilitates for such inspection. UNHCR may issue a written waiver of inspection at its discretion. Any inspection carried out by representatives of UNHCR or any waiver thereof shall not prejudice the implementation of the other relevant provisions of this Purchase Order concerning obligations subscribed by the Supplier, such as warranty or specifications.

XVI. INTELLECTUAL PROPERTY INFRINGEMENT
The Supplier warrants that the use or supply by UNHCR of the goods sold under this Purchase order does not infringe on any patent, design, trade-name or trade-mark. In addition, the Supplier shall, pursuant to this warranty, indemnify and hold UNHCR and the United Nations harmless from any actions or claims brought against UNHCR and/or the United Nations pertaining to the alleged infringement of a patent, design, trade-name or trade-mark arising in connection with the goods sold under this Purchase Order.

XVII. TITLE TO EQUIPMENT
Title to any equipment and supplies that may be furnished by UNHCR shall rest with UNHCR and any such equipment shall be returned to the UNHCR at the conclusion of this Contract or when no longer needed by the Supplier. Such equipment, when returned to UNHCR, shall be in the same condition as when delivered to the Supplier, subject to normal wear and tear. The Supplier shall be liable to compensate UNHCR for equipment determined to be damaged or degraded beyond normal wear and tear.

XVIII. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNHCR OR THE UNITED
Unless authorised in writing by UNHCR, the Supplier shall not advertise or otherwise make public the fact that it is a Supplier to UNHCR and/or the United Nations, or use any manner whatsoever the name, emblem or official seal of UNHCR and/or the United Nations or any abbreviation of the name of UNHCR and/or United Nations for in connection with its business or otherwise.

XIX. PRIVILEGES AND IMMUNITIES
Nothing contained in this Purchase Order shall be deemed a waiver, express or implied, of any privilege or immunity which UNHCR may enjoy, whether pursuant to the Convention on the Privileges and Immunities of the United Nations, or any other convention or agreement.

XX. TAX EXEMPTION
Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter alia, that the United Nations, of which UNHCR is an integral part, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize UNHCR exemption from such taxes, duties or charges, the Supplier shall immediately consult with UNHCR to determine a mutually acceptable procedure. Accordingly, the Supplier authorises UNHCR to deduct from the Supplier's invoice any amount representing such taxes, duties or charges, unless the Supplier has consulted with UNHCR before the payment thereof and UNHCR has, in each instance, specifically authorised the Supplier to pay such taxes, duties or charges under protest. In that event, the Supplier shall provide UNHCR with written evidence that payment of such taxes, duties or charges has been made and appropriately authorised.

XXI. PRIOR NEGOTIATIONS SUPERSEDED BY PURCHASE ORDER
This Purchase Order supersedes all communications, representations, arrangements, negotiations, requests for proposals and proposals related to the subject matter of this Purchase Order.

XXII. OVERRIDING CLAUSE
In the event of any conflict or inconsistencies between these -General Terms and Conditions for Goods or any other document which forms part of the Purchase Order these Conditions shall prevail except where they have been amended (by specific reference to the relevant clause and paragraph of these Conditions) as provided for herein.

XXIII. AUTHORITY TO MODIFY
Pursuant to the Financial Regulations and Rules of the United Nations, only the Head of Supply Management Service possesses the authority to agree on behalf of UNHCR to any modification of or change in this Purchase Order, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Supplier. Accordingly, no modification or change in this Purchase Order shall be valid and enforceable against UNHCR unless provided by an amendment to this Purchase Order signed by the Supplier and the Head of the Supply Management Service.
In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Supplier shall give notice and full particulars in writing to UNHCR, of such occurrence or change if the Supplier is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Purchase Order. The Supplier shall also notify UNHCR of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of this Purchase Order. On receipt of the notice required under this Article, UNHCR shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Supplier of a reasonable extension of time in which to perform its obligations under this Purchase Order.

If the Supplier is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Purchase Order, UNHCR shall have the right to suspend or terminate this Purchase Order on the same terms and conditions as are provided for in Article 26, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

Force majeure as used in this provision means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force. Notwithstanding anything to the contrary in this Purchase Order, the Supplier recognises that the work and services will be performed under harsh or hostile conditions caused by civil unrest. Consequently, delays or failure to perform caused by events arising out of, or in connection with, such civil unrest shall not, in and of itself, constitute force majeure under this Purchase Order.

Amicable Settlement The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Purchase Order or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

Arbitration Any dispute, controversy or claim between the Parties arising out of this Purchase Order or the breach, termination or invalidity thereof, unless settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The place of arbitration shall be Geneva. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in this Purchase Order, the arbitral tribunal shall have no authority to award interest. The parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

In the case of failure by the Supplier to fulfil its obligations under the terms and conditions of this Purchase Order including but not limited to failure to provide necessary export licences, or failure or refusal to make delivery of all or part of the goods by the agreed delivery date or dates, UNHCR may, after giving the Supplier reasonable notice to perform without prejudice to any other rights or remedies, exercise one or more of the following rights:

- Procure all or part of the goods from other sources, in which event UNHCR may hold the Supplier responsible for any excess cost occasioned thereby,
- Refuse to accept delivery of all or part of the goods,
- Cancel this Purchase Order without any liability for termination charges or any other liability of any kind to UNHCR.

UNHCR may terminate forthwith this Purchase Order at any time should the mandate or the funding of UNHCR be curtailed or terminated, in which case the Supplier shall be reimbursed by UNHCR for all reasonable costs incurred by the Supplier prior to receipt of the notice of termination.

Should the Supplier become insolvent or should control of the Supplier change by virtue of insolvency, UNHCR may, without prejudice to any other rights and remedies, terminate this Purchase Order by giving the Supplier written notice of termination.

Should the Supplier be adjudged bankrupt, or should the Supplier make a general assignment for the benefit of its creditors, or should a receiver be appointed on account of the Supplier's insolvency, UNHCR may under the terms of this Purchase Order, terminate this Purchase Order forthwith by giving the Supplier written notice of termination.

UNHCR shall, on the fulfillment of the Delivery Terms, unless otherwise provided in this Purchase Order, make payment by bank transfer within thirty days of receipt of the Suppliers invoice for the goods and copies of any other documentation specified in the Purchase Order.

Payment against the invoice referred to above will reflect any discount shown under the payment terms of this Purchase Order, provided payment is made within the period required by such payment terms. The prices shown in this Purchase Order may not be increased except by express written agreement of UNHCR.