

Scaling Impact

AI-Driven Procurement at UNHCR

Transformation at UNHCR is not just about better systems; it is first and foremost about better lives.

By integrating Artificial Intelligence into our procurement processes, we are making it easier to deliver quality goods and services to people forced to flee and across UNHCR functions in a simple, swift, and sustainable manner.

This helps us free up limited time and resources so we can focus on what matters most: timely support, protection, and solutions.



Transforming the tendering lifecycle

Current AI Integration

- **Precision drafting:** We use AI to help prepare tender packages and technical requirements, ensuring our needs are clear and reducing errors from the start.
- **Unified evaluation:** Our tools provide intelligent screening of technical and financial offers, enabling fast, fair, and objective evaluation.
- **Stronger compliance checks:** We use advanced AI to check vendor compliance and evaluate risk, making sure that everyone we work with meets the highest global standards.

Next phase

- **Predictive planning:** We are augmenting our existing planning processes with AI to better forecast global needs using historical data trends. This will allow us to stay ahead of emerging crises.
- **Performance monitoring:** We are building real-time AI analytics to track contract milestones and foster transparent, high-performing vendor partnerships.
- **End-to-end optimization:** We will continue to integrate smart tools across the entire procurement journey to ensure maximum efficiency from start to finish.

What this means in practice

OPERATIONAL BENEFITS

- Faster procurement of essential goods and services
- Better decisions based on data
- Less time spent on manual tasks
- More consistent and reliable processes
- Stronger transparency, accountability and risk control

HUMANITARIAN IMPACT

More time and resources directed to supporting and protecting people forced to flee

