Procurement in UNHCR

UNHCR Supply Management Service, July 2024
UNHCR’s Mandate

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.
Statistics on Forced Displacement

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

13 June 2024
Source: UNHCR Global Trends 2023

* 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 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

260 warehouses in 84 countries

7 REGIONAL BUREAUX
7 GLOBAL STOCKPILES
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.
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.
## 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.

<table>
<thead>
<tr>
<th>Request for Quotation (RFQ)</th>
<th>Request for Proposal (RFP)</th>
<th>Invitation to Bid (ITB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>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.</td>
<td>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.</td>
</tr>
</tbody>
</table>
## Tendering process

<table>
<thead>
<tr>
<th>Request for Quotation (RFQ)</th>
<th>Invitation to Bid (ITB)</th>
<th>Request for Proposal (RFP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Turnaround time depends on value</td>
<td>• Turnaround time depends on value, requested offer validity usually 120 days</td>
<td>• Turnaround time depends on value, requested offer validity usually 120 days</td>
</tr>
<tr>
<td>• Direct Invitation of potential suppliers</td>
<td>• Open competition (Publication by advertising, and/or direct invites)</td>
<td>• Open competition (Publication by advertising and/or direct invites)</td>
</tr>
<tr>
<td>• Value &lt; USD 250,000 in field and HQ</td>
<td>• Value &gt; USD 250,000 in field and HQ</td>
<td>• Value &gt; USD 250,000 in field and HQ</td>
</tr>
<tr>
<td>• Contract awarded to the lowest price offered</td>
<td>• Contract awarded to lowest cost eligible bid</td>
<td>• Contract awarded to most responsive proposal</td>
</tr>
<tr>
<td>• Informal procedure</td>
<td>• Formal procedure</td>
<td>• Weighted scores to determine most responsive proposal taking account of both technical and commercial / financial aspects</td>
</tr>
<tr>
<td>• Deadline: any stage of the process</td>
<td>• Pass / fail technical criteria to determine eligible bids</td>
<td>• Formal procedure</td>
</tr>
<tr>
<td>• Minimum of 3 vendors</td>
<td>• Simpler requirements which can be assessed on a pass or fail basis and which can be clearly stated</td>
<td>• More complex requirements where ideas and input are sought from the proposer</td>
</tr>
</tbody>
</table>

**UNHCR carries out joint procurement activities** *(One UN)*
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.

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.
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.
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 tarps, 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 CRI
- **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 inisiatives (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
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 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 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

1. COMPETITIVE BIDDING
   Published on UNHCR and UNGM Websites

2. EVALUATION
   Technical and Financial

3. CONTRACTING
   Purchase Order or Frame Agreement
Thank you for your interest in becoming a supplier to UNHCR

Visit our website: unhcr.org/supply