

DATE: 13/05/2026

INVITATION TO BID: TUR - UNHCR ITB 2861

ESTABLISHMENT OF TWO (2) + ONE (1) YEARS FRAME AGREEMENT FOR THE PROVISION OF PHARMACEUTICALS AND DRUGS TO FORCIBLY DISPLACED AND STATELESS PERSONS (FDSP) IN TÜRKİYE

CLOSING DATE AND TIME: 03/06/2026 – 17:00 HRS LOCAL TIME (GMT+3)

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,300 people in more than 135 countries continues to help about 89 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

UNHCR ACTIVITIES IN TURKIYE

UNHCR has been present in Türkiye for almost 50 years providing support and assistance to Forcibly Displaced and Stateless Persons (FDSP). It is the lead UN agency in the current response to the crisis in Syria, providing support to both the national and local authorities in the provision of core relief items to Syrians in camps and in urban centers.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Country Office, Ankara, invites qualified pharmacies who are locally registered in Türkiye to make a firm offer for the establishment of a frame agreement for the provision of Pharmaceuticals and Drugs to Forcibly Displaced and Stateless Persons (FDSP) in Turkiye.

IMPORTANT:

Exact technical specifications/requirements of the items are detailed in Annex A of this document.

UNHCR may award **Frame Agreement(s) with initial duration of two (2) years, potentially extendable for a further period of one (1) year**. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated annual requirement of UNHCR is specified on Annex C.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will require minimum quantity of goods. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** “settlement of disputes” of the UNHCR General Conditions of Contracts for supply and delivery of Goods shall not be deemed to be a “cause” for or otherwise to be in itself a termination clause.

It is strongly recommended that this Invitation to Bid and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 4 of the attached General Conditions of Contracts for the Provision of Goods (Annex E).

Note: This document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. ITB DOCUMENTS

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

- Annex A: Technical Specifications / Requirement
- Annex B: Technical Offer Form
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods 2018 version.
- Annex F: UNHCR Code of Conduct
- Annex G: UNHCR’s “Policy on the Protection of Personal Data of Persons of Concern to UNHCR”
- Annex H: UN Supplier Code of Conduct

2.2 INTENTION TO BID

Bidders intending to participate in this tender are requested to create a draft response to this ITB in the C-ERP system.

2.2 ACKNOWLEDGEMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to turansup@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

2.3 BIDDERS CONFERENCE AND REQUESTS FOR CLARIFICATION

2.3.1. Online Bidders Conference

UNHCR will organize a supplier pre-bid conference on **20 May 2026, 14:30 hrs, local time via Microsoft Teams. In order to participate in the pre-bid conference, bidders are required to express their interest by sending a message using the messaging functionality in this ERP system.** A maximum of two representatives per company is allowed. Names and contact details of the company’s representatives must be provided in the message.

Participation to the pre-bid conference is strongly recommended. However, after the supplier conference, a Questions & Answers document will be prepared, shared via the messaging functionality and added to the list of attached documents in the ERP portal.

Questions and answers (Q&A) file including the site visit clarifications shall also be uploaded to UNHCR website at the following link: <https://www.unhcr.org/tr/en/duyurular/tenders>

2.3.2. Requests for Clarification

Bidders are required to submit any request for clarification or any question in respect of this ITB directly in this ERP portal using the messaging functionality. **The deadline for receipt of written questions is 24 May 2026, 23:59 local time.** Bidders are requested to keep all questions concise. UNHCR will reply to the received questions as soon as possible using the messaging functionality in this ERP portal **and/or by attaching the list of Questions and Answers to this ITB in this ERP portal.**

Questions and answers (Q&A) file included shall be uploaded to UNHCR website at the following link: <http://www.unhcr.org/tr/en/tenders>, shortly after the closure of the query deadline.

IMPORTANT

Please note that offers are **NOT** to be sent using the messaging functionality. Offers sent using the messaging functionality will result in disqualification of the offer.

2.4 **YOUR OFFER**

Your offer shall be prepared in English. Please submit your offer using the forms provided under the requirement section. Offers not conforming to the requested formats may not be taken into consideration.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff will result in disqualification of the offer. Please upload your bid directly to the UNHCR Tender Portal provided in the "Submission of Bid" section 2.6 of this ITB.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 **Content of the TECHNICAL OFFER**

IMPORTANT:

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The technical details of the product(s) requested by UNHCR can be found in **Annex A**.

Your technical offer should clearly state whether or not the goods you are offering are fully conforming to the product specifications given. Clearly state and disclose any discrepancies with the specifications given.

The technical offer shall include all the information requested in the Technical Offer Form, Annex B and documents listed in Annex A. The following supporting documents / information shall also be provided in the Technical Offer.

Certificate of Registration: The bidder shall provide a valid copy of the company's certificate of registration as a Pharmacy issued **by the Ministry of Health or Chamber of Pharmacies in Türkiye.**

Company's registration documents, including:

- Company's trade gazette registration
- Company's Tax Registration Documents
- Company's last 3* year Financial Report (2023-2024-2025 - Duly certified by chartered accountant if/as applicable)
- Last Audit report (if applicable)

The bidders are required to be established no less than three (3) years from the closing date of the tender. Bidders who do not comply with this requirement shall be disqualified.

Packing utilization details: The technical offer shall clearly indicate the packing and transport options (e.g. weight, volume, etc.) in compliance with the packing and transport requirements part of **Annex A** to this ITB.

Vendor Registration Form: If your company is already registered with UNHCR and received a Purchase Order within the past two (2) years, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID. If your company has not been registered yet with UNHCR or has not received a valid Purchase Order for the past two (2) years, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**).

UNHCR General Conditions for Provision of Goods: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods by signing **Annex E**.

Please note that submitting an offer is deemed as acceptance of UNHCR's General Conditions for Provision of Goods.

UNHCR Code of Conduct: Your technical offer should contain your acknowledgement of the UNHCR Code of Conduct by signing and stamping each page of **Annex F**.

UNHCR's "Policy on the Protection of Personal Data of Persons of Concern to UNHCR": Your technical offer should contain your acknowledgement of the UNHCR's "Policy on the Protection of Personal Data of Persons of Concern to UNHCR" by signing and stamping each page of **Annex G**.

UN Supplier Code of Conduct: Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct by signing **Annex H**.

You are requested to hold your offer **valid for 90 days from the deadline for submission**. UNHCR will make its best effort to select a company within this period.

2.4.2 Content of the FINANCIAL OFFER

Signed, stamped and completed Financial Offer Form. Your **financial offer** must be in a single currency and contain an overall offer in Turkish Lira (TRY).

The Financial offer is to be submitted as per the **Financial Offer Form** (**Annex C**). Bids that have a different price structure may not be accepted.

The following details shall be provided for each item:

Unit costs: The bidder shall quote the unit price on a DAP (Delivery at Place) at the location specified in Annex A (Technical Specifications / Requirement).

UNHCR is exempt from all direct taxes and customs duties. With this regard, **price has to be given without VAT** or any other tax.

It is acknowledged that drug prices are regulated by the government of Türkiye and prices will vary throughout the Frame Agreement duration due to fluctuation of the medicine prices in Türkiye. Although unit prices of medicines might be variable at the time of actual delivery, the discount rates quoted in the Supplier's offer will be maintained for the duration of the Frame Agreement(s). UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 BID EVALUATION:

2.5.1 Supplier Registration:

The qualified suppliers will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form, most recent Audit Financial Statement / last Audit report and other 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:

- Ability to respond quickly to Agency's needs,
- Timely delivery,
- Dependability of products and services,
- Lead time for delivery.

2.5.2 Technical evaluation:

The technical component of the submission will be evaluated using the criteria **PASS or FAIL by using the exact same structure as outlined in Annex B, and based on the requirements from Annex A.**

2.5.3 Financial evaluation:

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

All bids from pre-qualified suppliers will be evaluated based on:

- Compliance with the established UNHCR specifications (Annex-A). The technical component of the submission will be evaluated using the criteria **PASS or FAIL by using the exact same structure as outlined in Annex B, and based on the requirements from Annex A.**
- Availability of all required documents
- Unit cost DAP
- Delivery capacity

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.

UN Global Compact and other factors: 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 the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

Bid Submission Deadline: Wednesday, 03 June 2026, 17:00 local time (GMT+3)

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is your responsibility to verify that your submission have been received properly before the deadline.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

2.6 SUBMISSION OF OFFER:

Offers should be submitted directly in the portal and all attachments should be uploaded in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.). The Technical and Financial offers shall be submitted in the specified sections. Failure to do so may result in disqualification.

The offer submission deadline is specified in the Overview section. Any offer received after this deadline or outside of the online portal may be rejected. UNHCR may at its discretion, extend the offer submission deadline and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

It is your responsibility to verify that your offer has been submitted properly in the portal before the deadline. **Please be aware that the system requirements employed by UNHCR limit the size of attachments to a maximum of 23 Mb in each required field, as specified in the Requirements Section.**

UNHCR will not be responsible for locating or securing any information that is not identified in the offer. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the offer, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.7 ACCEPTANCE OF OFFER:

UNHCR reserves the right to accept the whole or part of your proposal or allow split or partial awards on this project.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders.

For this specific ITB, contract award will be based on the technically acceptable offer that is the overall lowest priced. At its discretion, UNHCR might award multiple bidders as a result of this tender.

2.8 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). The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance by UNHCR. Payment will be made in accordance with the General Conditions for the Purchase of Goods in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

Payments shall only be initiated after confirmation of successful completion by UNHCR business owner. **UNHCR reserves the right not to retain bid(s) submitted by a vendor that has performed poorly in the past 12 calendar months in terms of quality defaults, late deliveries and/or non-compliance with the contractual terms and conditions.**

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS

Please note that the General Conditions of Contracts (**Annex E**) 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.

Senior Supply Officer

UNHCR Country Office, Ankara/Türkiye

