



Introduction to UNHCR Procurement

Procurement Service (PS)

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What would you do?

Violent conflict spreads in your area. You and your children prepare to flee home on foot. You have 3 minutes to decide what to bring. Do you...

- Grab your passport, identity papers and money?
- Gather clothes for the children, a blanket and an umbrella?
- Pack a cooking pot and spoon, dried beans, matches and a shawl?



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UNHCR's Role and Mandate

No one chooses to be a refugee



14 December 1950 by the UN General Assembly



Role: protect and support refugees at the request of a government or the UN itself and assists in their voluntary repatriation, local integration or resettlement to a third country.

Mandate:

- ✓ provide **protection** for refugees and other persons of concern
- ✓ provide **assistance** for refugees and other persons of concern
- ✓ pursue **durable solutions** for their problems



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UNHCR's Role and Mandate

Persons of concern

These include refugees under the 1951 Convention, persons who have been forced to leave their countries as a result of conflict or events seriously disturbing public order, returnees, stateless persons, and, in some situations, internally displaced persons. UNHCR's authority to act on behalf of persons of concern other than refugees is based on General Assembly resolutions".

UNHCR publication Protecting Refugees: A Field Guide for NGOs, #GV.E.99.0.22, 2nd edition (Dec 2001)

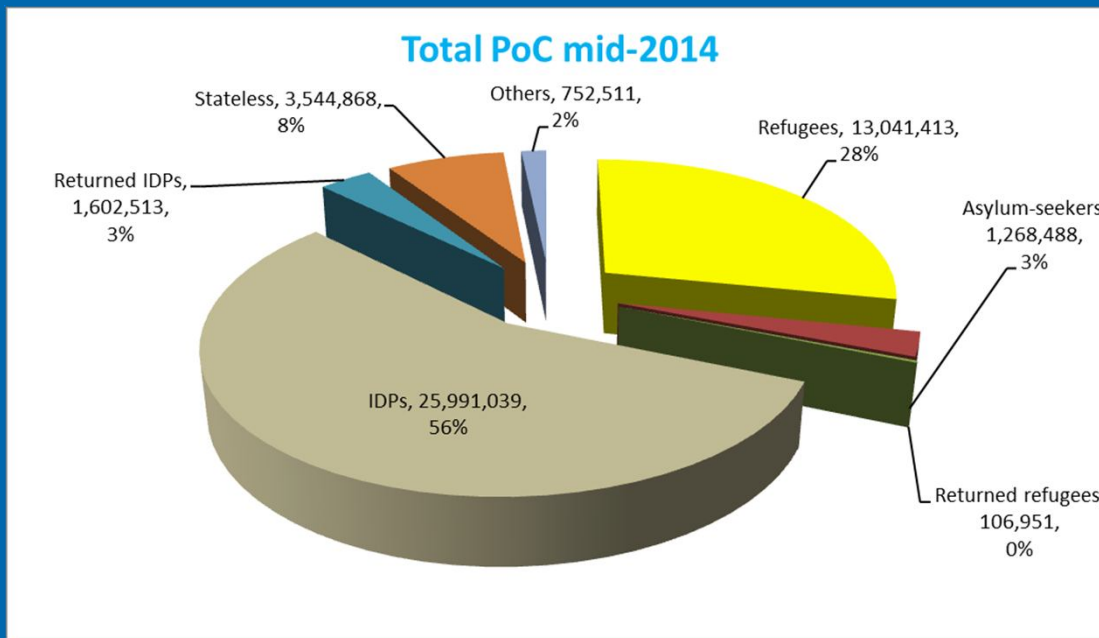


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UNHCR's Role and Mandate



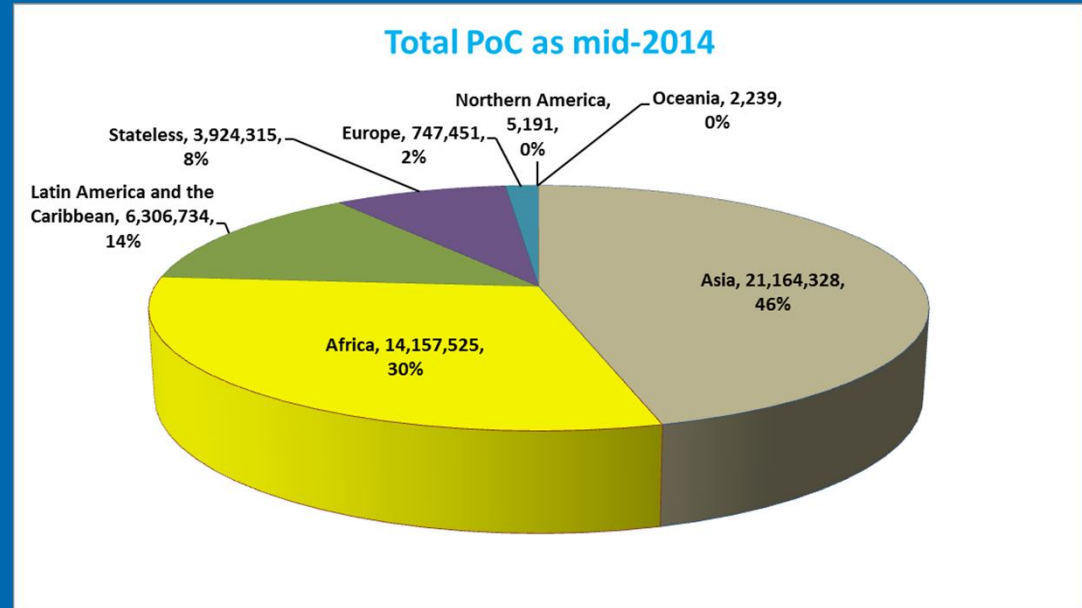
Refugee camp in Dadaab, Kenya



By 1 January 2014, the total number of refugees stood at 13 million individuals while the number of IDPs was 26 m.

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UNHCR's Role and Mandate



TOP 15 countries of origin in 2014: 1. Syrian Arab Rep. 2. Iraq 3. Afghanistan 4. Serbia 5. Eritrea 6. Pakistan 7. China 8. Nigeria 9. Iran 10. Somalia 11. Russian fed. 12. Albania 13. Stateless 14. Ukraine 15. Mexico

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UNHCR's Role and Mandate



A significant humanitarian organization

- Approximately 9,300 employees
- 88% of staff works in the field
- Present in 123 countries with a total of 455 offices
- Budget 2015: 6.8 billion dollars
- Headquarters in Geneva and Budapest

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Division of Emergency, Security and Supply



- One Division to coordinate Emergency response, Security and Supply: DESS
- Emergency response commitment: in 72 hours:
 1. Airlifts with Core Relief Items
 2. Benefit up to 500,000 refugees
 3. Deploy up to 300 staff
- The Procurement Service (PS) and the Supply Management and Logistics Service (SMLS) are located in Budapest, Hungary

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Division of Emergency, Security and Supply

Main Activities of the UNHCR Supply Services

Forecasting and planning, market research

Sourcing and procurement of goods and services

Management of contracts / frame agreements

Quality control and management

Asset management

Fleet management

Logistics and warehousing



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Division of Emergency, Security and Supply

[UNHCR Emergency Relief Mechanism](#)

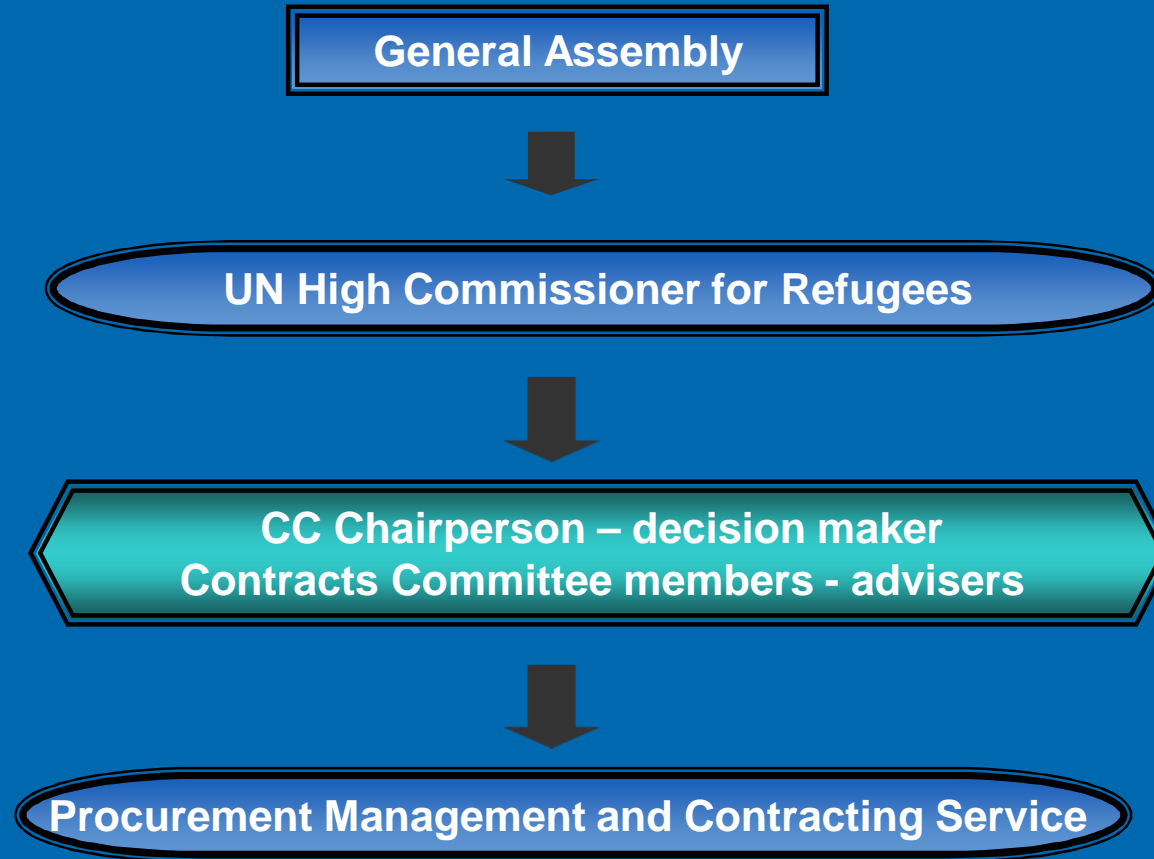
<http://www.youtube.com/watch?v=0x79ImjvW2U>



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Procurement in UNHCR

Overview: Procurement Authority, UNHCR



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Procurement in UNHCR



Procurement in UNHCR

In trying to help and 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. UNHCR also hires consultants and specialized companies and their staff for projects.



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Procurement in UNHCR

Objectives

To obtain:

- The right goods and services
- At the right prices
- To be delivered at the right time and the right place

UNHCR works for a policy of sustainable procurement, to benefit the environment, society and local economy



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Procurement in UNHCR

Example of Items procured by UNHCR

Services

- Audit service
- Cleaning
- Construction
- Electricity
- Inspection
- Insurance
- IT, Telecom
- Health administration service
- Lease or rental of property/building
- Mailing services
- Medical Services, Evacuation
- Meeting facilities
- Printing
- Road maintenance service
- Security
- SAT Communication service
- Training/workshops
- Transportation

Goods

- Fuel
- Agricultural tools
- Blankets
- Clothing
- Drugs and medical supplies
- Fuel
- Generators, pumps
- IT and Telecommunications equipment
- Jerry cans, buckets
- Kitchen sets, stoves
- Hygiene parcel
- Office equipment
- Plastic tarpaulins, rolls
- Sanitary materials
- Sleeping mats
- Solar lamp
- Tents
- Vehicles, trucks

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Procurement in UNHCR

Procurement Principles

In line with UN Financial Regulations and Rules:

UNHCR procurement is based on fairness, integrity and transparency through competition and best value for money, taking into consideration the best interest of the organization

Priority is to source in areas of operation (when prices are competitive and other conditions allow)

UNHCR uses competitive bidding to obtain goods and services
Exceptions to this are limited to a few cases only



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Procurement in UNHCR

Why Best Value for Money?

- Definition: Optimization of whole life costs and quality needed to meet the user's requirements, while taking into consideration potential risk factors and resources available
- Spend funding of UNHCR wisely
- In accordance with UN Financial Rules & Regulations
- Takes into account cost-related and non cost-related factors, risk and market environment considerations, competitive bidding

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Procurement in UNHCR

Sustainable Procurement

1. Economic considerations: best value for money, price, quality, availability, functionality;
2. Environmental aspects, i.e. green procurement: the impacts on the environment that the product and/or service has over its whole life-cycle.
3. Social aspects: effects of purchasing decisions on issues such as poverty eradication, international equity in the distribution of resources, labor conditions, human rights

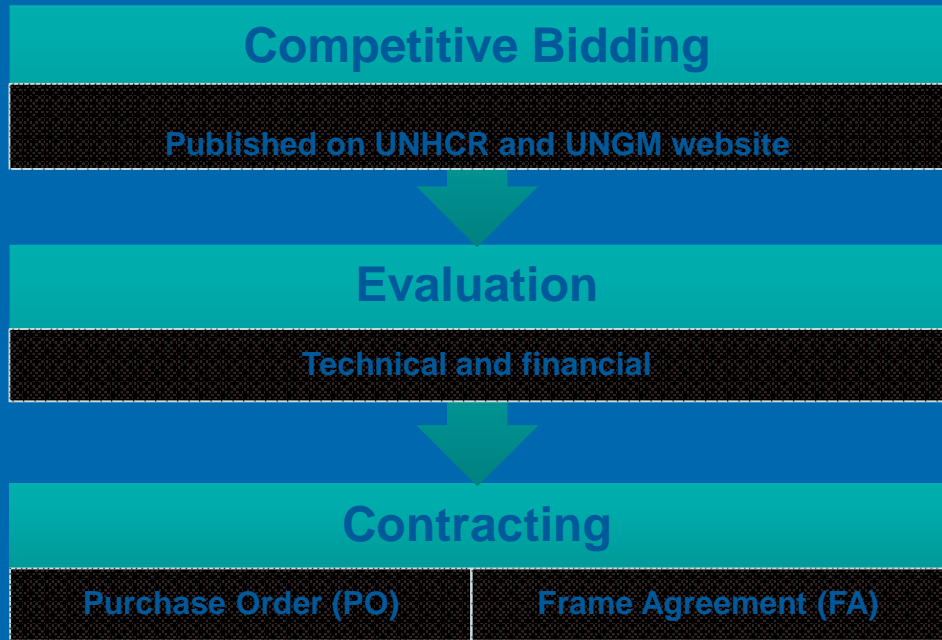
Recently purchased solar lanterns, solar street lights.



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Procurement in UNHCR

How does UNHCR procure?



- RFP (Request for Proposal)
- ITB (Invitation to Bid)
- RFQ (Request for Quotation)

Tender method takes into account complexity of the item and monetary value

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Invitation to Bid (ITB)	Request for Proposal (RFP)	Request for Quotation (RFQ)
Goods, Civil Works	Services and/or complex Goods or Works	Goods , Services
Higher value	Higher value	Low value
Turn around time depends on value, requested offer validity usually 120 days	Turn around time depends on value, requested offer validity usually 120 days	Turnaround time depends on value
Direct invites, Open competition (Publication by advertising)	Direct invites, Open competition (Publication by advertising)	Direct invites
<ul style="list-style-type: none"> ✓ Value > USD 10,000 in field ✓ Value > USD 30,000 in HQ ✓ Contract awarded to lowest cost eligible bid ✓ Pass / fail technical criteria to determine eligible bids ✓ Simpler requirements which can be assessed on a pass or fail basis and which can be clearly stated 	<ul style="list-style-type: none"> ✓ Value > USD 10,000 in field ✓ Value > USD 30,000 in HQ ✓ Contract awarded to most responsive proposal ✓ Weighted scores to determine most responsive proposal taking account of both technical and commercial / financial aspects ✓ More complex requirements where ideas and input are sought from the proposer 	<ul style="list-style-type: none"> ✓ Value < USD 10,000 in field ✓ Value < USD 30,000 in HQ ✓ Contract awarded to the lowest price offered ✓ No formal procedure ✓ Deadline: any stage of the process ✓ Minimum of 3 vendors

UNHCR carries out joint procurement activities (One UN)

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Procurement in UNHCR

In summary: Tendering methods in UNHCR

- Open international tender
- Limited international tender
- Local tender
- Informal competition
- Joint procurement activities

Visit us at www.unhcr.org/supply → DOING BUSINESS
Learn about your business opportunities at www.ungm.org → UNHCR



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Procurement in UNHCR

Strategy

- Goods: deployment from stockpiles / re-deployment of assets / goods from other operations
- Procurement under establishment of frame agreements (long term agreements)
- Direct procurement from suppliers through international, local and regional tenders

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Procurement in UNHCR

The Role of Frame Agreements

- Open tender
- Represents 70-75% of goods/services purchased by UNHCR
- Examples: core relief items, freight forwarding, IT equipment and light vehicles, inspection services
- Core relief items: tents, kitchen sets, 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

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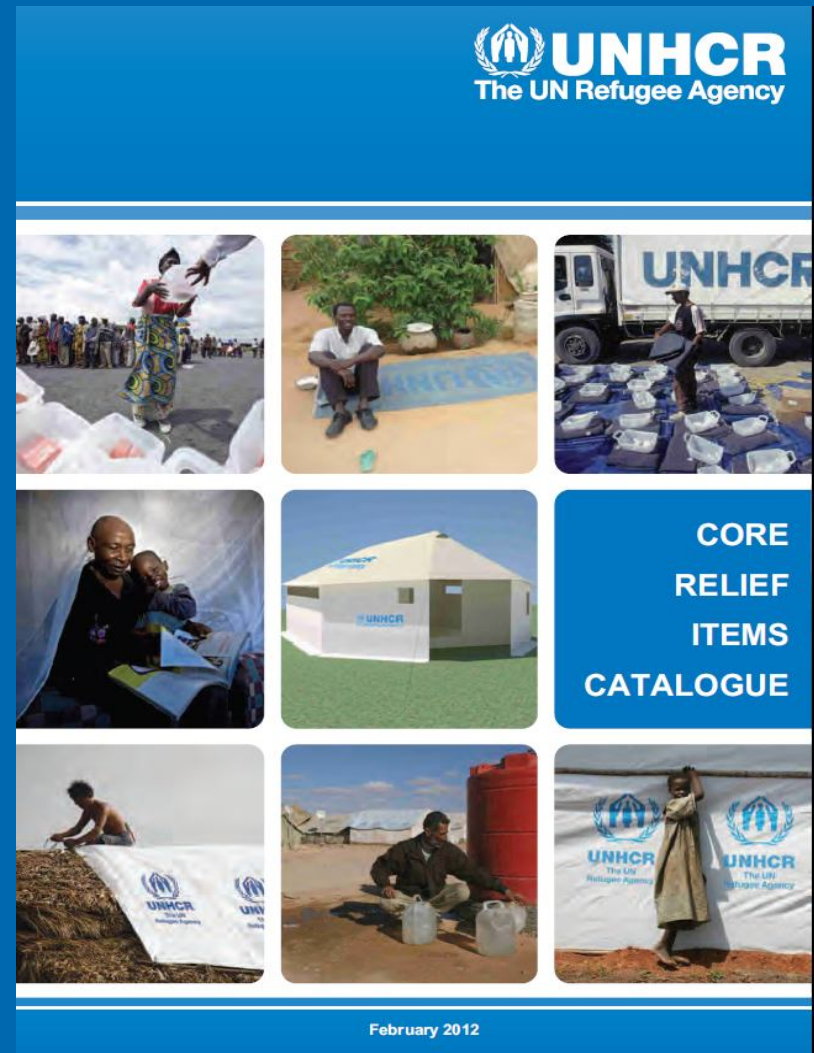
Procurement in UNHCR

UNHCR Core Relief Items Catalogue, 3rd Edition (03/2012)

<http://www.unhcr.org/4d1b34b79.htm>

Mobile Application:

- Google Play Store (for Android version):
<https://play.google.com/store/apps/details?id=com.ses.techcom.unhcr.cri>
- iTunes Store (for iPhone version):
<https://itunes.apple.com/us/app/core-relief-items-catalogue/id692083847?mt=8>



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Procurement in UNHCR

Procurement value: 1,045 billion US\$ in 2014

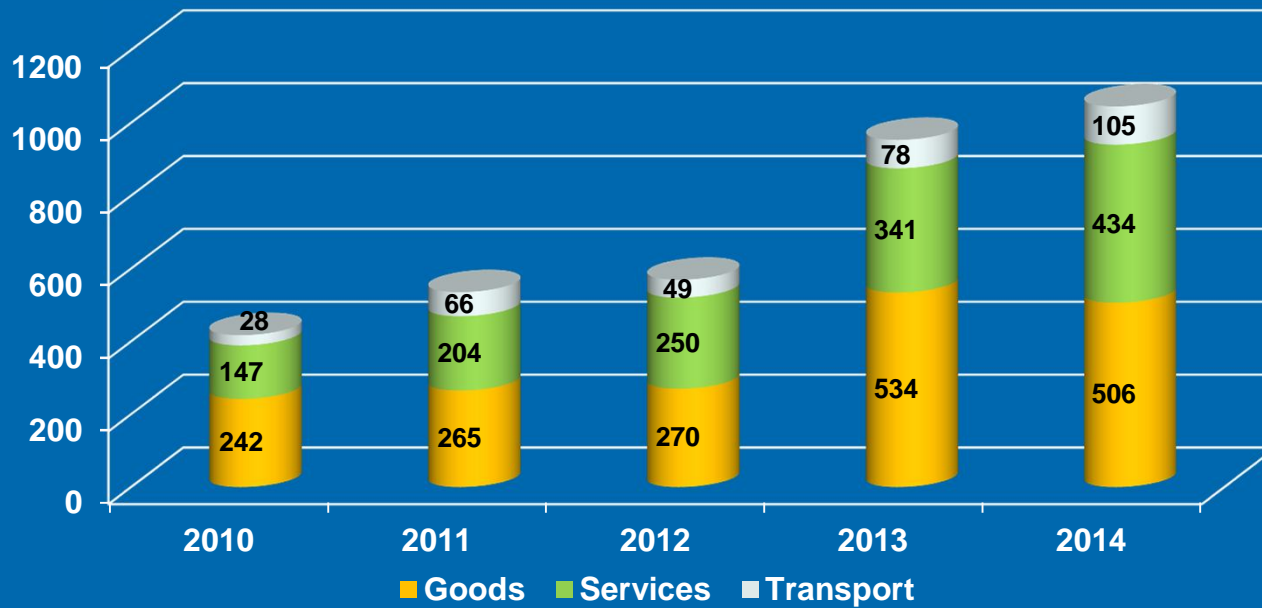


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Procurement in UNHCR

UNHCR Procurement 2010-2014 (in m.\$)



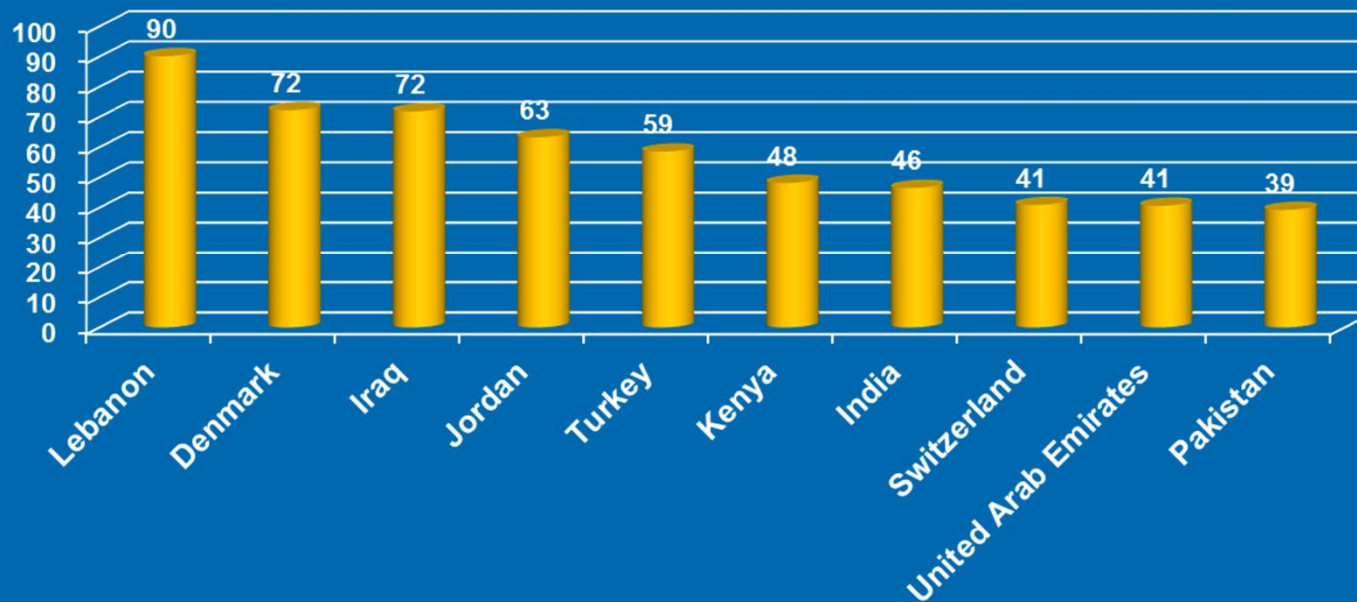
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Procurement in UNHCR

Procurement value in million USD

Top Vendors 2014



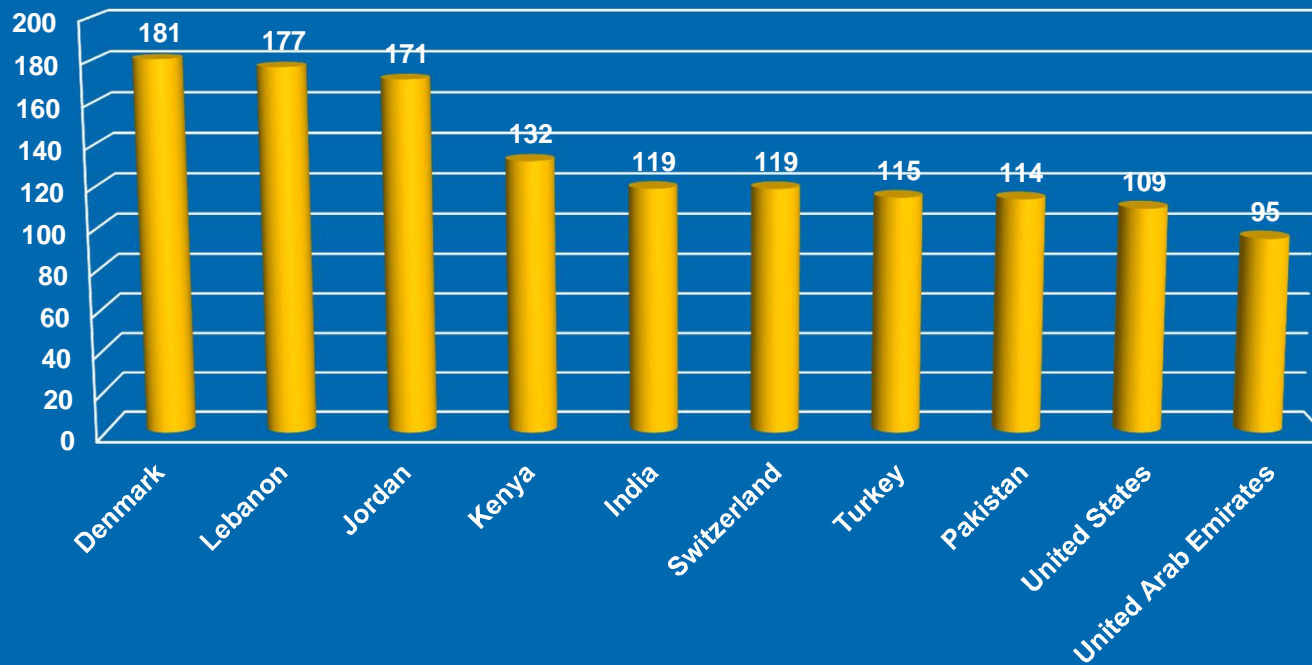
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Procurement in UNHCR

Procurement value in million USD

Top Vendors 2012 - 2014



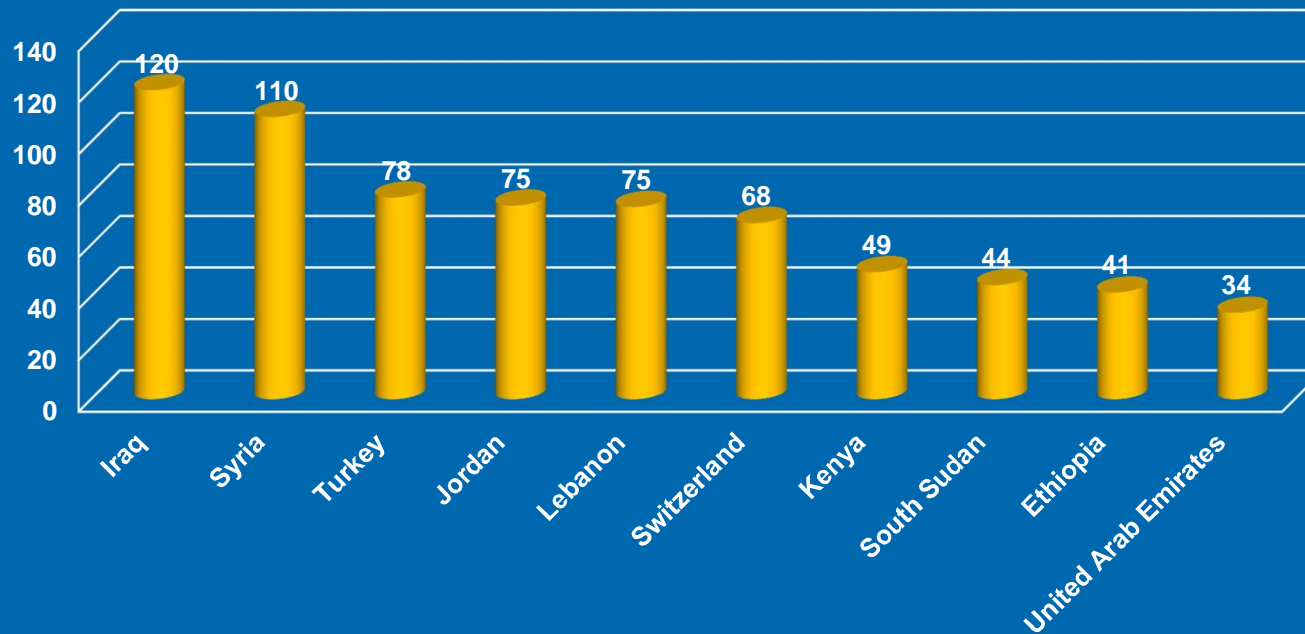
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Procurement in UNHCR

Procurement value in million USD

Top Destinations 2014



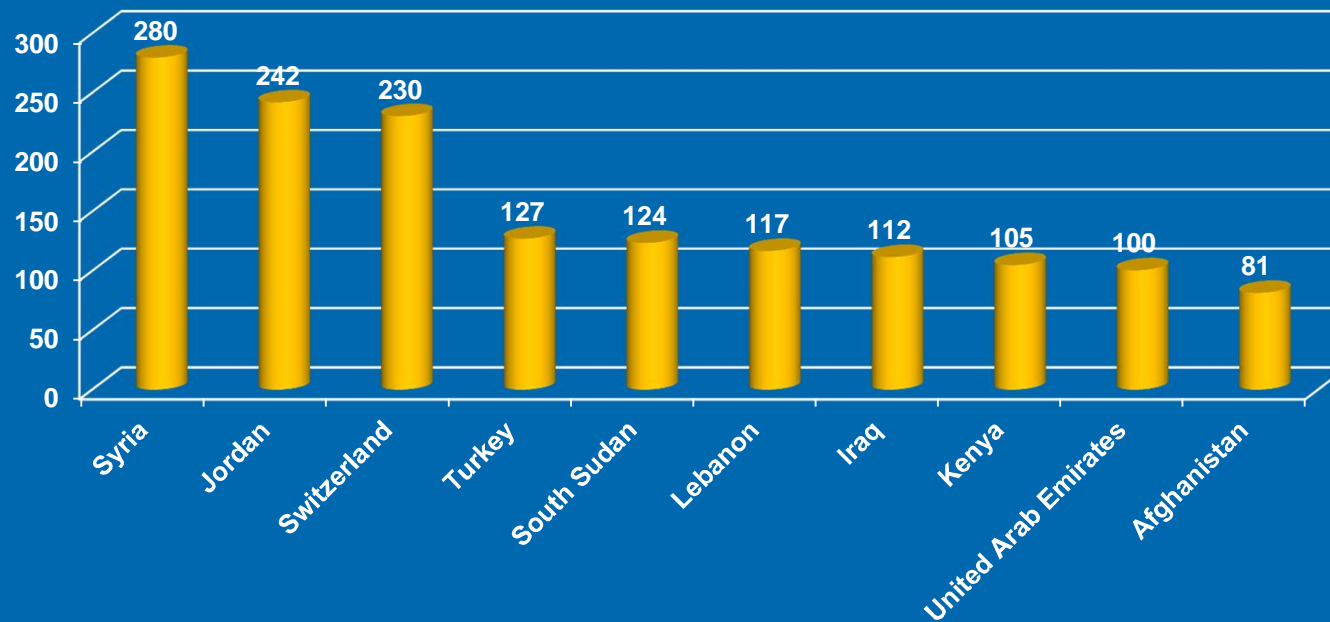
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Procurement in UNHCR

Procurement value in million USD

Top Destinations 2012 - 2014



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Procurement in UNHCR

TOP 10 items in 2014 based on value (US\$)

GOODS

SERVICES

ITEMS	VALUE (in m.\$)	ITEMS	VALUE (in m.\$)
BLANKETS	37	TRANSPORTATION	70
MATTRESS, FOAM	36	HEALTH ADMINISTRATION	41
KITCHEN SET	30	LEASE/RENTAL OF PROPERTY/BUILD	28
FUEL, DIESEL	28	OFFICE SECURITY SERVICES	22
FAMILY TENT	25	UN JOINT ADMIN CONTRIBUTIONS	15
WINTER CLOTHING	25	ELECTRICITY	13
PLASTIC TARPAULINS	24	MASS COMMUNICATION SERVICES	10
HYGIENE PARCEL	15	MEDIA CAMPAIGN SERVICES	10
PREFABRICATED WASH UNIT	12	OFFICE CONSTRUCTION	10
REFUGEE HOUSING UNIT	12	SATELITE COMMUNICATION	9

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Procurement in UNHCR

Procurement conditions

- 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 the Convention on the Rights of the Child
- 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, including refugees and the internally displaced, as well as returnees.
- To achieve this, we proactively engage with corporations and foundations eager to help drive change and find innovative solutions to refugee issues. This collaboration can take many forms ranging from special events to cause-related marketing campaigns reaching millions of people

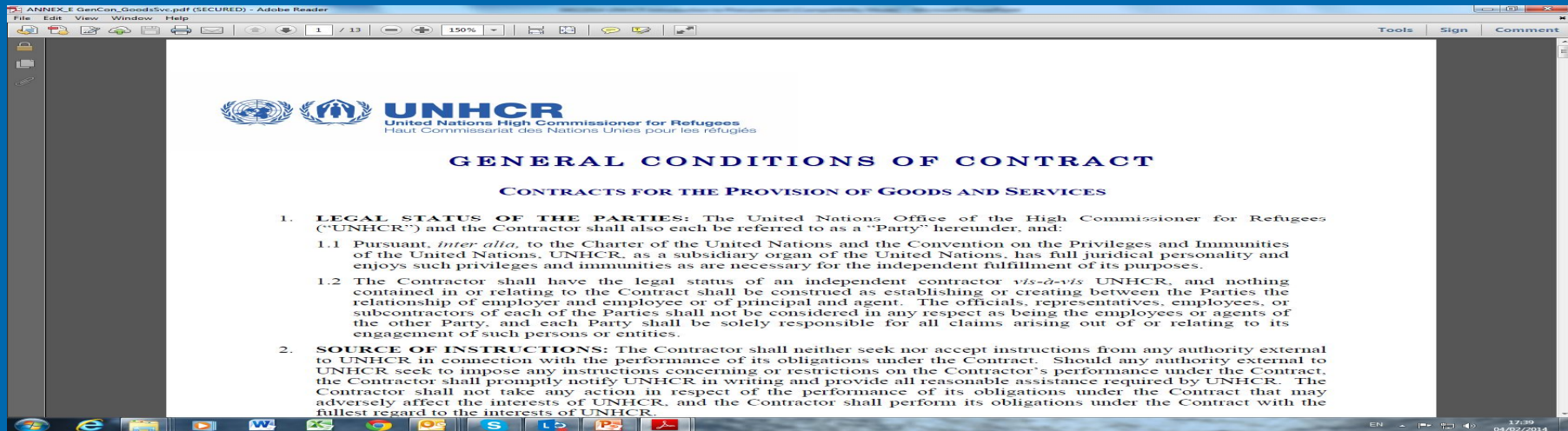


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Procurement in UNHCR

UNHCR contract terms

- UNHCR does not pay any VAT
- The Contractor shall take all appropriate measures to prevent sexual exploitation and child labor
- Invoices paid within thirty days from the date of receipt of documents in good order with the supply unit



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Procurement in UNHCR

Always read carefully the required manner of submission!

- Address all requirements as stated in the ToR
- Check that there are no prices in technical offers
- Do not send your final submission to the wrong address (i.e. buyer)
- Avoid late submissions

Be patient, the buyer will update you on any new developments. If questions arise, contact the buyer only. Do not contact other UNHCR colleagues.

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Procurement in UNHCR

UNHCR Vendor Management

Vendor portal: UN Global Market Place - UNGM

UNHCR vendor database registers all vendors to UNHCR

For the purpose of tendering and supplying to the UNHCR, filling a **Vendor Registration Form** with supporting documents is a must:

- Firm/Company/Factory registration certificate
- Registration with Tax/VAT
- Company' s annual financial report
- Audit certificate/report
- Brochures on products/services
- Environmental policy
- Quality assurance certificate

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UNHCR VENDOR REGISTRATION FORM – (Rev. Apr 09)

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:

4. Tel:

5. Fax:

6. Email:

7. WWW Address:

8. Contact Name and Title:

9. Email:

10. Parent Company (Full legal / officially registered company 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 <input type="checkbox"/> French <input type="checkbox"/> Spanish <input type="checkbox"/> Russian <input type="checkbox"/> Arabic <input type="checkbox"/> Chinese <input type="checkbox"/> Other (specify) _____	
20. Working Languages:	
English <input type="checkbox"/> French <input type="checkbox"/> Spanish <input type="checkbox"/> Russian <input type="checkbox"/> Arabic <input type="checkbox"/> Chinese <input type="checkbox"/> 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	
<p>If multiple bank accounts exist that may be relevant to UNHCR, please provide details for each account.</p>	
1	

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.

Do you have outstanding bankruptcy, judgment or pending legal action that could impair operating as a going concern? Yes No

If available, please provide Credit Rating by Dun and Bradstreet or equivalent:

38. Recent Contracts with the UN and/or other International Aid Organizations:

<u>Organization:</u>	<u>Value:</u>	<u>Year:</u>	<u>Goods/Services Supplied:</u>	<u>Destination:</u>
_____	USD _____	_____	_____	_____
_____	USD _____	_____	_____	_____
_____	USD _____	_____	_____	_____
_____	USD _____	_____	_____	_____

39. To which Countries has your Company exported and/or managed Projects over the last 3 Years?

Section 5: UN Global Compact Initiative

40. Is your company aware of the UN Secretary General's Global Compact Initiative, which can be viewed at <http://www.unglobalcompact.org>?

Yes No

If yes, have you signed up to this Initiative or are you going to sign up to? Please state:

Section 6: Environment

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

Yes No

42. Write down the name, qualification and contact details of your company's environmental focal point.

Name: _____ Qualification: _____ Telephone: _____ Email: _____

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

Yes No If yes, please attach a copy.

Section 7: Anti Personnel Mines

44. 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. Please confirm by answering Yes or No below.

Yes No Any breach of this clause may lead to the termination of all contracts your Company may have with UNHCR and removal from the approved vendor database.

Section 8: Child Labour

45. 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 Any breach of this clause may result in the termination of all contracts your Company may have with UNHCR and removal from the approved vendor database.

Section 9: Official not to benefit

46. By signing this VRF, potential vendors confirm that they have read, understood and will comply with the UNHCR policy on the "zero tolerance" that strictly prohibits the acceptance of any type of gift and/or hospitality by UN staff members participating in the procurement process. Please confirm.

Yes

No

Any breach of this clause may lead to the termination of all contracts your Company may have with UNHCR and removal from the approved vendor database.

Section 10: Others

47. Please list any Disputes your Company has been Involved In with UN Organizations over the last 3 Years:

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

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

50. 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:

51. **Self Declaration:** I, the undersigned, declare that:

(a) Our company is not involved in any fraudulent or corrupt activities and has not been in the past, and is not currently under any investigation for any such activities which would render our company unsuitable for business dealing with UNHCR.

(b) Our company is not on, or associated with a company or individual, groups, undertakings and entities that are on the consolidated list established and maintained by the committee established by the UN Resolution No. 1267 (www.un.org/sc/committees/1267/consolist.html).

(c) Our company is not on, or associated with a company or individual that are subject to the list of Independent Inquiry Committee into United Nations Oil-for-food programme (www.iic-offp.org).

(d) Our company is not currently removed, invalidated or suspended by any other UN Headquarters, or Field Offices or any other UN Agencies (including the World Bank)

Name:

Functional Title:

Signature:

Date:

Thank you for your interest in becoming a supplier to
UNHCR



Visit our website:
www.unhcr.org
www.unhcr.org/supply

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