



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

**CORRIGENDUM TO THE  
REQUEST FOR EXPRESSION OF INTEREST: No. UNHCR/PS/2016/SERVICES/FU  
EOI/004**

**TO BE INCLUDED IN A ROSTER OF VENDORS FOR THE PROVISION OF VARIOUS  
SERVICES IN SELECTED COUNTRIES**

**CLOSING DATE AND TIME: 15/01/2017 – 23:59 hrs CET**

Please note that in regards to the company experience, the related pre-qualification criteria has been modified as follows:

10. Description of previous or current similar contracts, *including (but not limited)* with any of the UN agencies/ Governmental bodies;

The corresponding section in Annex III (Vendor Response Form) has been amended accordingly. Please use the revised Annex III for the submission of an expression of interest.

Thank you for your kind attention.



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United Nations High Commissioner for Refugees  
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**1. 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 six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 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>.

**2. BACKGROUND:**

The emergency situations around the world have significantly increased in number and severity in the last few years. The livelihood of millions of person of concern is constantly threatened. In particular, there is a remarkable demand of various goods and services to be timely supplied by qualified vendors capable to meet UNHCR needs.

UNCHR must be prepared to timely meet such a high demand from its country operations worldwide. In this framework, as part of its core mandate, UNHCR intends to secure the provision of certain services, through the establishment of rosters of pre-qualified vendors to be invited to tender when the need should arise.

Precisely, UNHCR's goal is to establish rosters, valid for three years, of qualified vendors with which UNHCR may carry out closed tendering processes aimed to place purchase orders or establish Regional Frame Agreements (FAs) for the provision of the services listed under paragraph 3 (Requirements) in one or more of the following Countries:

South Africa  
Botswana  
Zimbabwe  
Zambia  
Namibia

This is therefore an invitation for vendors to express their interest (EOI) in providing the requested services in one or more of the countries mentioned above. Suppliers interested in participating in the EOI process shall find herewith the necessary requirements for registration with UNHCR, services and qualification information.

UNHCR invites all interested suppliers to carefully follow the instructions described below.

**IMPORTANT:**

Please be aware that this Expression of Interest is an initiative carried out at global level. It does not affect in any manner, existing contracts/frame agreements or ongoing tendering processes at a local level for the provision of the same requirements.

### **3. REQUIREMENTS**

The United Nations High Commissioner for Refugees (UNHCR) is seeking for Expression of Interest (EOI) from reputable vendors primarily for the provision of the following services. The relevant estimated requirements per service will be duly indicated in each and every request for proposal which will follow this EOI during the period of validity of the qualified vendor roster.

1. Interpretation and Translation
2. Cleaning
3. Gardening
4. Printing
5. Messenger services
6. Road Cargo Transportation
7. Passenger Transportation
8. Customs clearance

Attached you will find for your information, not binding, a description of each service to be provided (Annex I). Detailed and binding Terms of Reference for each service will be included in the solicitation documents and will only be shared with the pre-qualified vendors included in the roster.

In the Annex II, you will find UNHCR General Terms and Conditions of contract.

Vendors may indicate that they are interested to be considered for the provision of one or more of the requested services in one or more of the selected countries, using the attached Vendor Response Form (Annex III).

This EOI does not constitute a solicitation. UNHCR reserves the right to change or cancel the requirement at any time during the EOI and/or solicitation process. UNHCR also reserves the right to require compliance with additional conditions as and when issuing the final solicitation documents. Submitting a reply to the EOI does not automatically guarantee receipt of the solicitation when issued.

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#### **4. REQUEST FOR CLARIFICATION**

Vendors are required to submit any request for clarification in respect of this EOI by e-mail to **HQQUERY@unhcr.org**. **The deadline for receipt of questions is 23:59 hrs CET on 02/01/2017.**

**IMPORTANT:**

Please note that EOI Submissions are **not** to be sent to the staff members and e-mail addresses above.

UNHCR plans to reply to all questions shortly after they are received. UNHCR may, at its discretion, post the list of compiled questions on-line on UNGM and UNHCR websites.

#### **5. QUALIFICATION PROCESS:**

Interested suppliers should send the below listed qualification documents and information as indicated in section 8.

**IMPORTANT:**

Only vendors who will be pre-qualified will receive the solicitation documents if a purchase needs to be carried out during the period of validity of the vendor roster.

#### **5.1 PRE-QUALIFICATION CRITERIA:**

All valid EOIs will be comprehensively evaluated against the following pre-established criteria for pre-qualification decision. This implies that the criteria below are not collectively binding. UNHCR will be the sole judge as to the pre-qualification of the companies, based on the following criteria:

**i) Professional qualifications**

- Year of establishment
- Primary/core business
- Registration Certificate
- Compliance with the applicable labour law of the sourcing area and UN international standards<sup>1</sup>
- ISO Certificate(s)
- Environmental policy

**ii) Technical qualifications\***

- Company Profile which demonstrates the capacity to deliver the services
- Years of experience in the sector concerned
- Previous or current similar contracts, including (but not limited) with any of the UN agencies/ Governmental bodies
- Quality control and assurance plans

**iii) Financial standing\*\***

- Copy of audited financial statements for the last 1 year for which the accounts have been closed

\*\*UNHCR reserves the right to request for additional documents.

\*\*UNHCR reserves the right to verify the statements.

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<sup>1</sup> UN international standards are summarized in the UN Global Compact's ten principles, which can be found in the following link: <http://www.unglobalcompact.org/AboutTheGC/TheTenPrinciples/index.html>

**IMPORTANT:**

Please note that disqualification in relation to a service does not automatically entail that the vendor is disqualified for all the other services for which may have submitted its candidature.

**6. REGISTRATION WITH UNGM:**

Vendors are encouraged to register their companies with United Nation Global Marketplace at ([www.ungm.org](http://www.ungm.org)).

**7. SUBMISSION CONTENT:**

The following documents must be submitted as part of your EOI submission using the vendor response form attached to this invitation as Annex III:

***Professional qualifications***

1. Duly filled in and signed UNHCR Vendor Registration form (The form is attached to this invitation as Annex IV. The registration form must be submitted duly filled out even in the event that the vendor is already registered with UNHCR in one of our Country Office);
2. Declaration of acceptance of UNHCR General Terms and Conditions;
3. Declaration on the primary/core business
4. Copy of your company's registration certificate;
5. Declaration on the compliance with the applicable labour law of the sourcing area and UN international standards;
6. Copy of ISO certificates (if any);
7. Copy of your company's environmental policy or thorough description of the manufacturing process to ensure environmentally friendly production (if any);

***Technical qualifications***

8. Description of company profile which demonstrates the capacity to deliver the services;
9. Declaration of years of experience in the sector concerned;
10. Description of previous or current similar contracts, including (but not limited) with any of the UN agencies/ Governmental bodies;
11. Copy of quality control and assurance plans or a narrative description of quality control and quality assurance processes concerning the equipment, material, etc. used for the performance of the required services (if any);

***Financial standing***

12. Copy of audited financial statements for the last 1 year for which the accounts have been closed;

**Submission of the requested documents at points 1, 2, 3, 4, 5, 8, 9, 10 and 12 above is mandatory.**

**IMPORTANT:**

Prices are not required at this stage. Submission of any price proposal with the EOI may lead to disqualification of prospective vendor.

UNHCR will not be responsible for locating or securing any information that is not identified in your submission. Accordingly, to ensure that sufficient information is available, the vendor shall provide, as part of the EOI, any descriptive material such as extracts, descriptions, and other necessary information that could enhance the comprehension of the submission.

**IMPORTANT:**

Any false, incomplete or defective information may result in the rejection of the application or cancellation of an already existing registration.

**8. EOI SUBMISSION:**

Interested suppliers should send the required **qualification documents** in PDF format<sup>2</sup> no later than 15/01/2017, **23:59 hrs CET by e-mail ONLY to: HQPSFU@unhcr.org**

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **5 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in the e-mail subject field:

- EOI No. UNHCR/PS/2016/SERVICES/FU EOI/004
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2).

Thank you for your Interest.

Annexes:

Annex I: Terms of Reference of the required services

Annex II: UNHCR General Terms and Conditions of contract

Annex III: Vendor response form

Annex IV: UNHCR Vendor registration form

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<sup>2</sup> Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.

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