Introduction to UNHCR and Supply Management
68.5 million forcibly displaced people worldwide

Internally Displaced People
40 million

Refugees
25.4 million
19.9 million under UNHCR mandate
5.4 million Palestinian refugees registered by UNRWA

Asylum-seekers
3.1 million

Where the world’s displaced people are being hosted
85%
85 per cent of the world’s displaced people are in developing countries

57% of refugees worldwide came from three countries

Top refugee-hosting countries

Islamic Republic of Iran (979,400)
Lebanon (1.0m)
Pakistan (1.4m)
Uganda (1.4m)
Turkey (3.5m)

11,517 staff
UNHCR employs 11,517 staff (as of 31 May 2018)

128 countries
We work in 128 countries (as of 31 May 2018)

We are funded almost entirely by voluntary contributions, with 87 per cent from governments and the European Union and 10 per cent from private donors

10 million stateless people
102,800 Refugees resettled
44,400 people a day forced to flee their homes because of conflict and persecution

Figures at a Glance
Needs assessment
Budgeting & Planning
Sourcing
Delivery & Clearance
Inspection
Warehousing
Distribution

Monitoring & control

UNHCR Supply Chain
Supply Chain Planning and Forecasting
Sourcing and Procurement
Transport and Logistics
Warehouse and Inventory Management
Asset and Fleet Management
Acquisition, rental and engineering design of property and construction projects

UNHCR Supply Management Function
Ensuring a **timely and complete protection response** in support of refuges and PoC

Reorienting the relief items supply chain

Seeking **modern solutions** to traditional problems

Guaranteeing that UNHCR has **Supply staff in sufficient numbers** and with the **right qualifications**

Maximizing the potential of the **Supply Chain reach** by proactively engaging with **partners**
Procurement of Goods and Services
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 trucks needed in the most inaccessible parts of the African continent to purchasing needles and thread for a self-help project in Pakistan.
UNHCR procurement is based on integrity and transparency through fair competition to obtain best value for money, taking into consideration the best interest of the organization.

Due consideration is given to supporting local economies (when prices are competitive and other conditions allow).

UNHCR employs competitive bidding to obtain goods and services, with few exceptions.
❖ Order fulfilment from inventories – local or global

❖ Redeployment of surplus goods from other operations

❖ Purchasing from suppliers (traders or manufacturers):
  o Locally
  o Regionally
  o Globally
## How does UNHCR Procure?

<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>Turn around time depends on value, requested offer validity usually 120 days</td>
<td>Turn around time depends on value, requested offer validity usually 120 days</td>
</tr>
<tr>
<td>Direct invites</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 40,000 in field and HQ</td>
<td>✓ Value &gt; USD 40,000 in field and HQ</td>
<td>✓ Value &gt; USD 40,000 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>
A long-term agreement with a supplier, be it for goods or services

Set out the terms and conditions governing contracts to be awarded during specific period with regard to:
- Items
- Price
- Quality
- Quantity
- Delivery

Fixed-term agreements, usually for 3 – 5 years

Established after an open tender

Established at local, regional or global level
❖ Register your company by completing UNHCR Vendor Registration Form or through UNHCR’s eSupplier portal

❖ Register your company with United Nations Global Marketplace (UNGM)

❖ Subscribe to receive automatic alerts of relevant business opportunities

❖ Send your bids in full compliance with the tenders announced
How are Contracts Awarded?

Tender Notice published on UNHCR and UNGM websites

Supplier submits Bid(s) as per the terms and conditions set

Technical and Financial Evaluation

Recommendation for Contract Award is made

Recommendation reviewed by the Committee on Contracts

Chairperson of CoC approves Contract Award

Purchase Order or Frame Agreement send to the Supplier

Supplier accepts the Terms & Conditions

Contact is Awarded
UNHCR only purchases from companies that are not engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child.

- that are not engaged in the sale or the manufacture, either directly or indirectly, of antipersonnel mines or any components produced primarily for the operation thereof.

The Supplier Code of Conduct sets forth what is expected of all suppliers with whom UNHCR does business.

UNHCR makes every endeavor to engage in environmentally friendly sourcing of goods and services.
- **Economic considerations** of best value for money and total life cycle cost

- **Environmental considerations** of the impact on the environment that the product and/or service has over its whole life-cycle

- **Social considerations** of the effects on issues such as poverty eradication, international equity in the distribution of resources, labour conditions, etc.
Thank you!

For more information please visit our website - unhcr.org/supply
Annexes
Supply Management Organizational Structure

Head SMLS/PS

Supply and Logistics
- Emergency Supply
- GSM and Delivery
- Platforms
  - Dubai
  - Nairobi
  - Kampala
  - Douala
  - Accra
  - Amman
  - Dakar

SC Planning and Inventory
- Inventory Management
- Business Analysis

Assets and Fleet Management
- Fleet Management
- Insurance & Finance
-Asset Management

HQ Procurement
- HQ support
  - SMLS
  - DPSM
  - DIST
  - Management Services
- Vendor & Contract Administration

Field Procurement
- Field Support
  - Africa
  - MENA
  - Europe
  - Asia
  - Americas
- CBIs
- Support & Capacity Building

Land & Buildings

UNHCR
The UN Refugee Agency
UNHCR Procurement Worldwide 2007 - 2017
Procurement by region of delivery

- **MENA**: 449.7, 36%
- **Europe**: 299.6, 24%
- **Asia**: 123.7, 10%
- **Americas**: 18.7, 2%
- **Africa**: 347.7, 28%
## Top 10 Item Categories purchased in 2017 based on their value in million USD

<table>
<thead>
<tr>
<th>Goods</th>
<th>Value in m US$</th>
<th>Services</th>
<th>Value in m US$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clothing</td>
<td>29</td>
<td>Business Administrative services</td>
<td>151</td>
</tr>
<tr>
<td>Mattresses / Mats</td>
<td>28</td>
<td>Cash Based services</td>
<td>137</td>
</tr>
<tr>
<td>Solar Lamps and components</td>
<td>27</td>
<td>Civil affairs service</td>
<td>79</td>
</tr>
<tr>
<td>Fuel</td>
<td>25</td>
<td>Maintenance/ Construction service</td>
<td>72</td>
</tr>
<tr>
<td>Vehicles</td>
<td>24</td>
<td>Cargo / Passenger transport service</td>
<td>70</td>
</tr>
<tr>
<td>Plastic products (sheets &amp; rolls)</td>
<td>19</td>
<td>Financial service</td>
<td>48</td>
</tr>
<tr>
<td>Tents and accessories</td>
<td>18</td>
<td>Advertising / Information service</td>
<td>41</td>
</tr>
<tr>
<td>Kitchen Sets</td>
<td>15</td>
<td>Security / safety services</td>
<td>40</td>
</tr>
<tr>
<td>Miscellaneous medical supplies</td>
<td>14</td>
<td>Computer services</td>
<td>28</td>
</tr>
<tr>
<td>Blankets</td>
<td>13</td>
<td>Travel services</td>
<td>21</td>
</tr>
</tbody>
</table>
CORE RELIEF ITEMS

CRIs

Family Tents
Syrian refugees at the Akcakale Camp, Turkey
September 2012

Kitchen Sets
South Sudan / Sudanese refugees at the Kaya Camp, South Sudan - May 2013

Basics needs of people
CORE RELIEF ITEMS (CRIs)

Basics needs of people

Blankets
Syrian refugees at the Za’atri Camp, Jordan - November 2013

Carrying Bags
Syrian refugee children at the Za’atri Camp, Jordan November 2013
CORE
RELIEF
ITEMS

Basics needs of people

Plastic Buckets
South Sudanese refugees at the Kule Camp, Gambella, Ethiopia - April 2014

Plastic Tarpaulins
Super Typhoon Haiyan survivor, Tanauan, Leyte, Philippines – May 2014
CORE RELIEF ITEMS

**CRIs**

Basics needs of people

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**Jerry Cans**

Refugees from Ivory Coast at the Bahn Camp, Liberia – March 2011

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**Solar Lamps**

Super Typhoon Haiyan survivor, Motocross Village, Tacloban, Philippines – May 2014
Refugee woman from Nigeria in Diffa region, Niger – May 2013

IDPs at the center for women in the Garsila Camp, Darfur, Sudan

CORE RELIEF ITEMS

CRIs

Basics needs of people

Sleeping Mats

Refugee woman from Nigeria in Diffa region, Niger – May 2013

Sanitary Cloth

IDPs at the center for women in the Garsila Camp, Darfur, Sudan
❖ UNHCR website – www.unhcr.org


❖ For provision of Services - http://www.unhcr.org/admin/sts/4c28a33e9/general-terms-conditions-services.html

❖ For provision of mixed Goods and Services - http://www.unhcr.org/admin/sts/4c28a2fd6/general-terms-conditions-goods-services.html

❖ UN Supplier Code of Conduct - http://www.unhcr.org/admin/sts/4dccebd89/united-nations-supplier-code-of-conduct.html

❖ UNHCR Vendor Registration Form - http://www.unhcr.org/admin/sts/479a04502/vendor-registration-form.html
