

# Introduction to UNHCR and Supply Management





**UNHCR**

The UN Refugee Agency

聯合國難民署

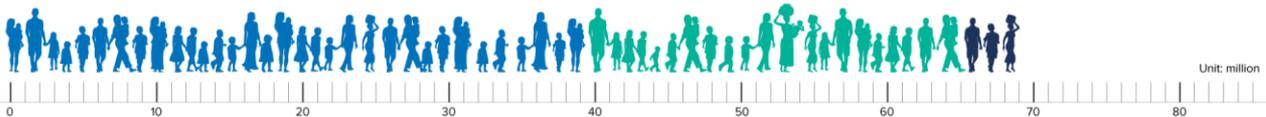


<https://www.youtube.com/watch?v=5ymxq7D2DfA>

**Our Story**



# 68.5 million

 forcibly displaced people worldwide

Internally Displaced People  
**40 million**

Refugees  
**25.4 million**

Asylum-seekers  
**3.1 million**

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

## 11,517 staff

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

Where the world's displaced people are being hosted

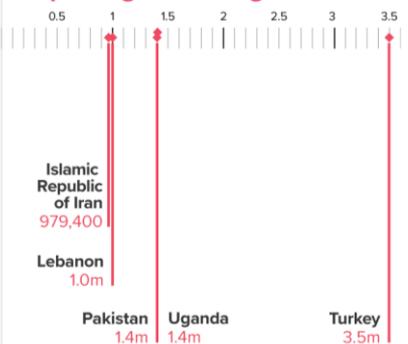


85 per cent of the world's displaced people are in developing countries

**57%** of refugees worldwide came from three countries



Top refugee-hosting countries



## 128 countries

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

**10 million** stateless people

**102,800** Refugees resettled

**44,400** people  
a day forced to flee their homes because of conflict and persecution

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

# Figures at a Glance





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

MAIN RESPONSIBILITIES



Ensuring a timely and complete protection response in support of refugees 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

© UNHCR/Jiro Ose





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):
    - Locally
    - Regionally
    - Globally

## ❖ One-off or through Long Term Frame Agreement on competitive tendering basis

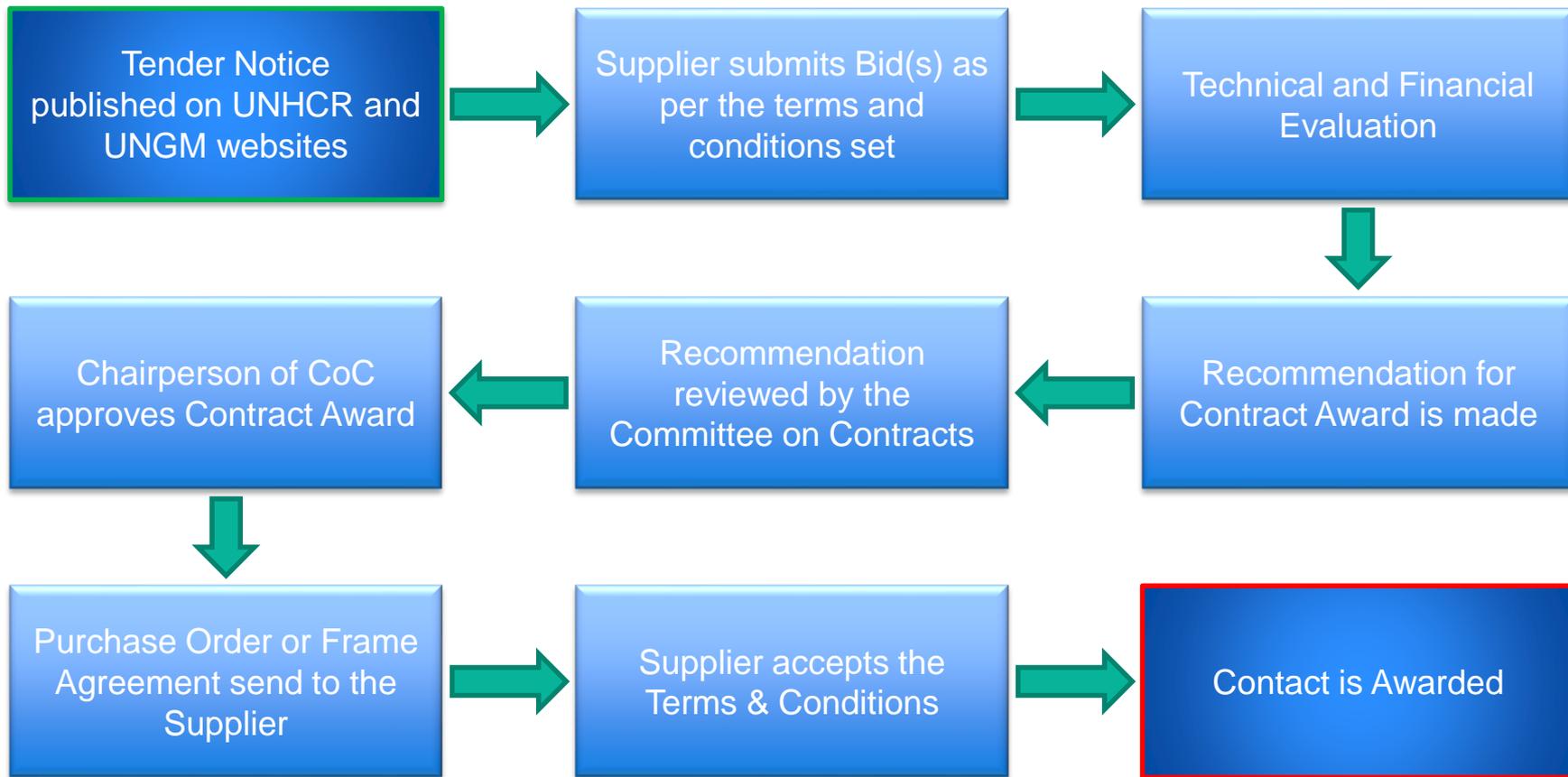
Request for Quotation (RFQ)	Invitation to Bid (ITB)	Request for Proposal (RFP)
Turnaround time depends on value	Turn around time depends on value, requested offer validity usually 120 days	Turn around time depends on value, requested offer validity usually 120 days
Direct invites	Open competition (Publication by advertising), and/or direct invites	Open competition (Publication by advertising) and/or direct invites
<ul style="list-style-type: none"> <li>✓ Value &lt; USD 40,000 in field and HQ</li> <li>✓ Contract awarded to the lowest price offered                             <ul style="list-style-type: none"> <li>✓ Informal procedure</li> </ul> </li> <li>✓ Deadline: any stage of the process                             <ul style="list-style-type: none"> <li>✓ Minimum of 3 vendors</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ Value &gt; USD 40,000 in field and HQ</li> <li>✓ Contract awarded to lowest cost eligible bid                             <ul style="list-style-type: none"> <li>✓ Formal procedure</li> </ul> </li> <li>✓ Pass / fail technical criteria to determine eligible bids</li> <li>✓ Simpler requirements which can be assessed on a pass or fail basis and which can be clearly stated</li> </ul>	<ul style="list-style-type: none"> <li>✓ Value &gt; USD 40,000 in field and HQ</li> <li>✓ Contract awarded to most responsive proposal                             <ul style="list-style-type: none"> <li>✓ Weighted scores to determine most responsive proposal taking account of both technical and commercial / financial aspects                                     <ul style="list-style-type: none"> <li>✓ Formal procedure</li> </ul> </li> </ul> </li> <li>✓ More complex requirements where ideas and input are sought from the proposer</li> </ul>

- ❖ 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

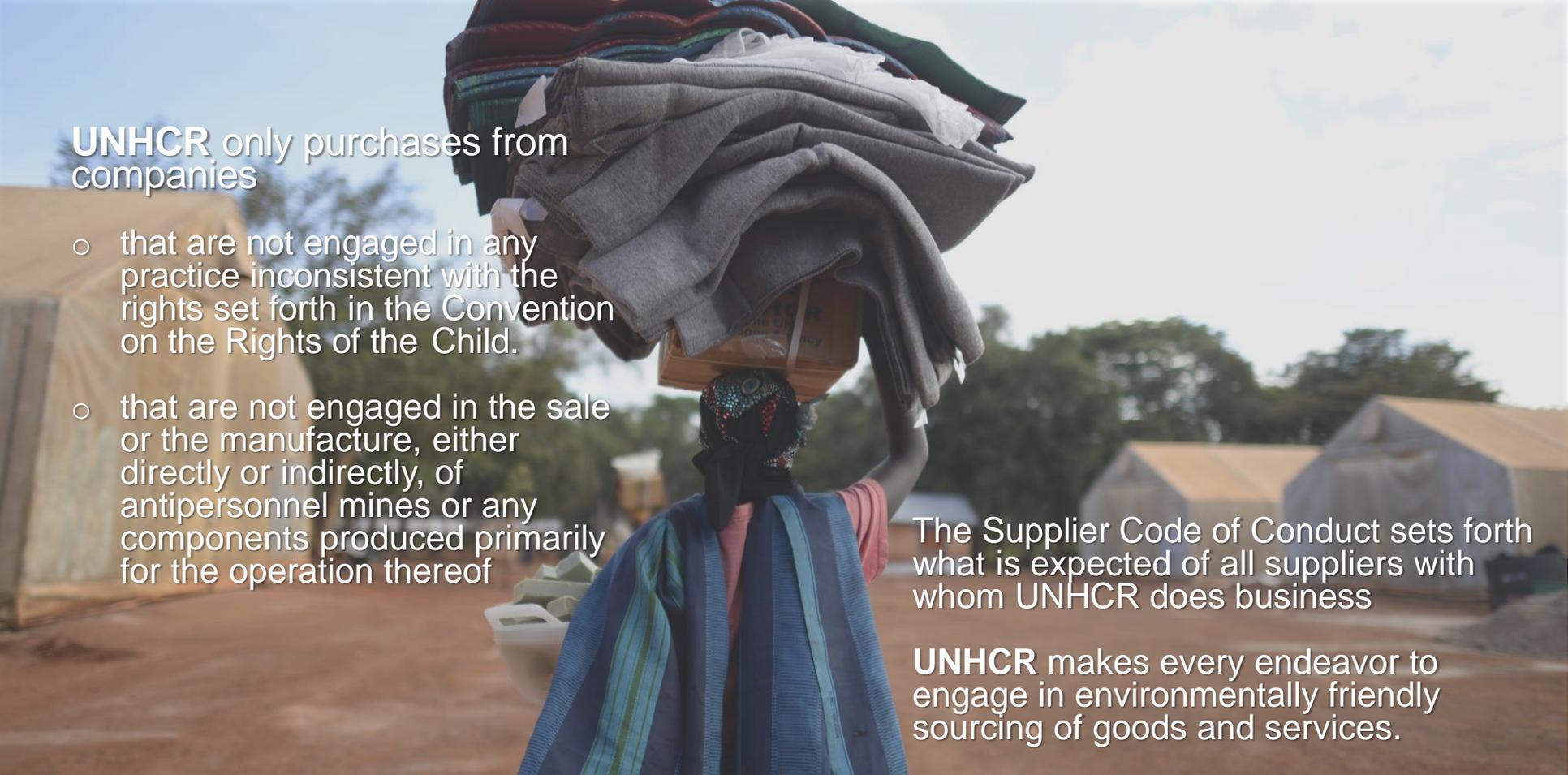
- ❖ Register your company by completing UNHCR Vendor Registration Form or through UNHCR's **eSupplier portal**
- ❖ Register your company with United Nations Global Marketplace (**UNGM**)
- ❖ Subscribe to receive **automatic alerts** of relevant business opportunities
- ❖ Send your **bids in full compliance** with the tenders announced



**How to Become a Potential Supplier?**



## How are Contracts 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](https://www.unhcr.org/supply)

# Annexes

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

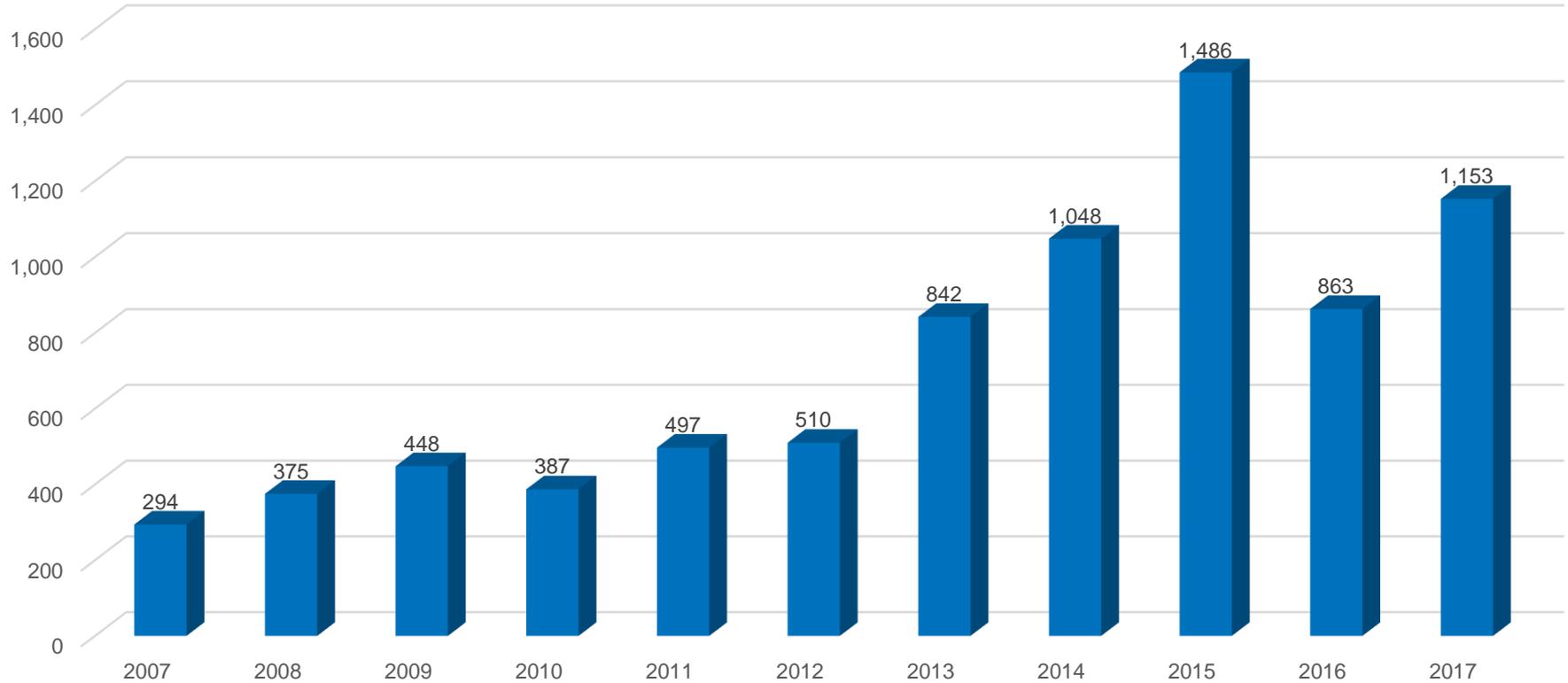
- HQ support
  - SMLS
  - DPSM
  - DIST
  - Management Services
- Vendor & Contract Administration

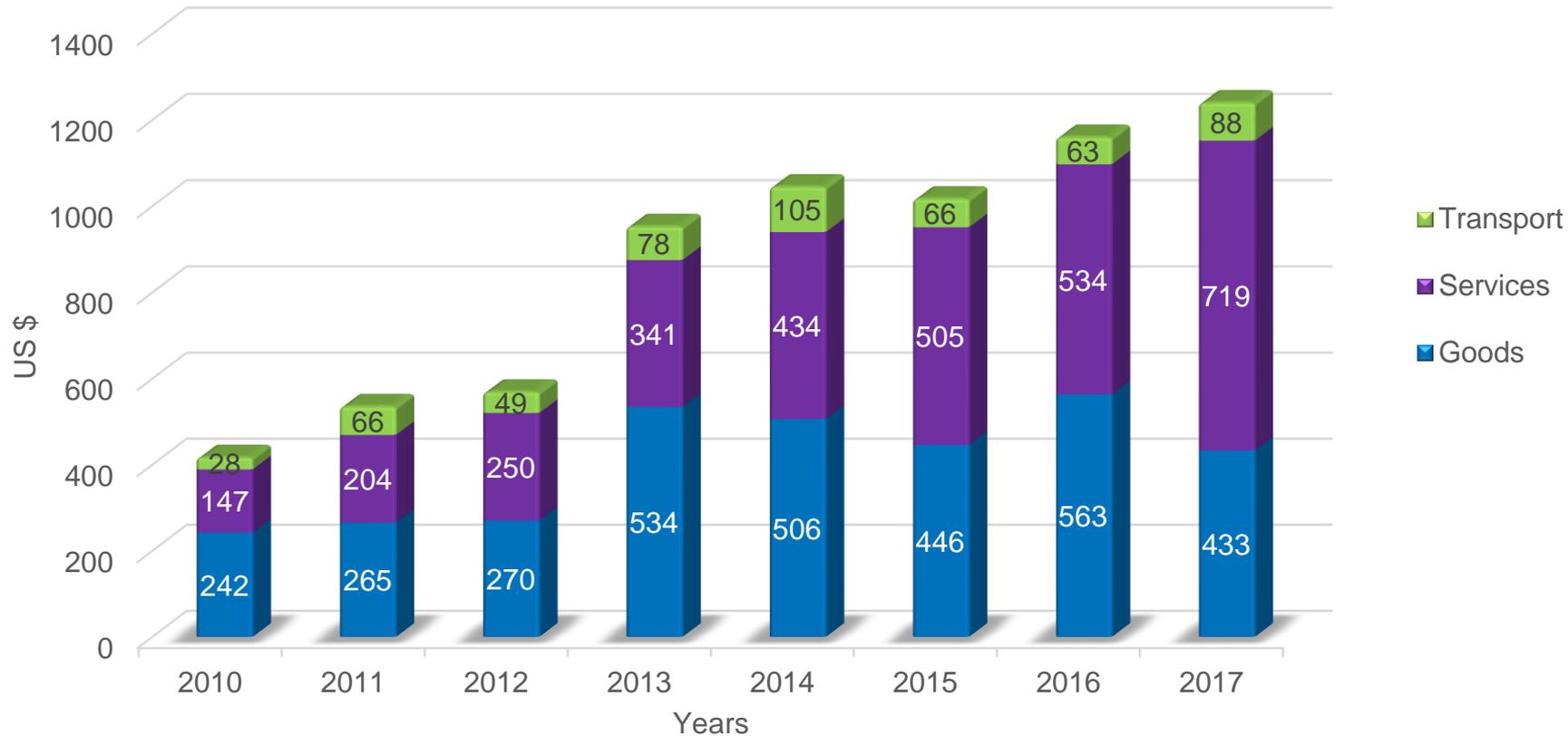
Field  
Procurement

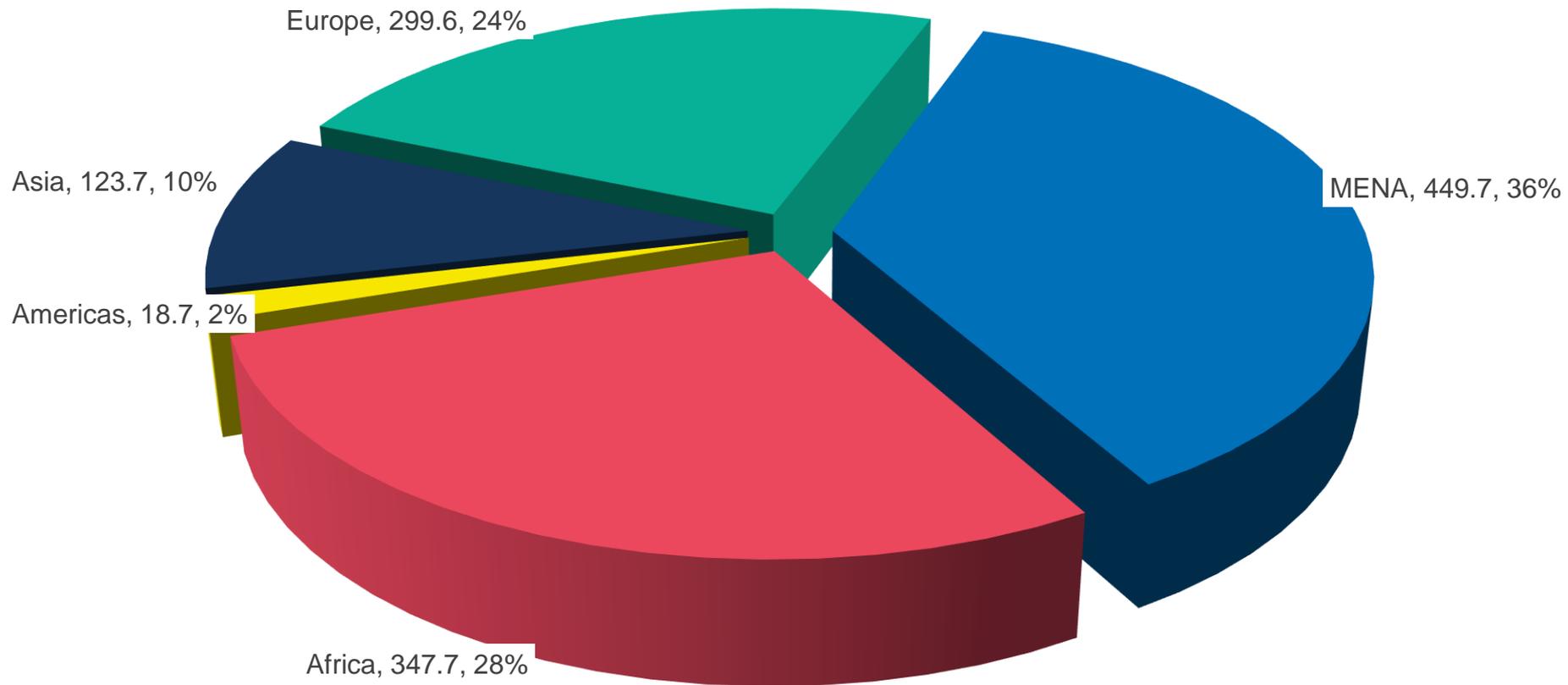
- Field Support
  - Africa
  - MENA
  - Europe
  - Asia
  - Americas
- CBIs
- Support & Capacity Building

Land &  
Buildings

Total Value of Procurement (US\$ million)







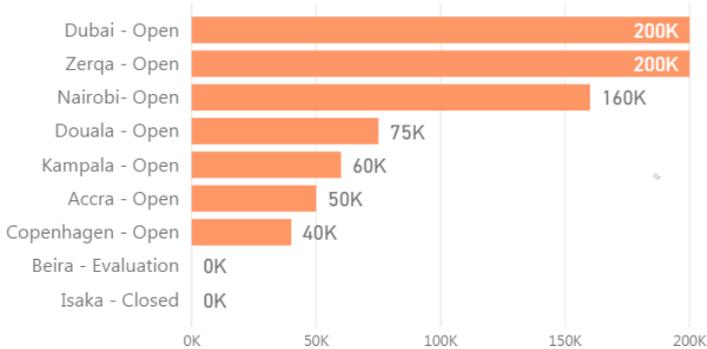
## Procurement by region of delivery

# Top 10 Item Categories purchased in 2017

## based on their value in million USD

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

# GSM Locations & PoC Coverage (785k)



- Open 7  v
- Closed 1  v
- Under consideration 1  v

# CORE RELIEF ITEMS CRIs

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Basics needs  
of people

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## 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

/ unhcr /

# CORE RELIEF ITEMS CRIs

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Basics needs  
of people

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## 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 CRIs

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Basics needs  
of people

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## 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

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Basics needs  
of people

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## Jerry Cans

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



## Solar Lamps

Super Typhoon Haiyan survivor, Motocross Village,  
Tacloban, Philippines – May 2014

# CORE RELIEF ITEMS

## CRIs

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Basics needs  
of people

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### 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](http://www.unhcr.org)
- ❖ For provision of Goods - <http://www.unhcr.org/admin/sts/4c28a3169/general-terms-conditions-goods.html>
- ❖ 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>
- ❖ UN Business Guidelines - <http://www.unhcr.org/admin/sts/4b4af4979/guidelines-cooperation-united-nations-business-sector.html>
- ❖ United Nations Global Marketplace - <https://www.ungm.org/>