# UNHCR RFP 3194

# ANNEX A: TERMS OF REFERENCE

# FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S)

# FOR THE PROVISION OF

# ID CARD PRINTERS, CONSUMABLES AND MAINTENANCE SERVICES

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## 1. Introduction

UNHCR seeks to establish new multi-year Frame Agreement(s) for the provision of ID card printers, consumables and maintenance services to support its global registration and documentation activities.

## 2. Background

Since 2014, UNHCR has fulfilled its ID card printer and consumable requirements through a Frame Agreement covering duplex re-transfer full-colour printers, with options for single- or double-sided lamination, including configurations with or without holographic overlays.

ExCom Conclusion No. 35 (XXXV) highlights the importance of refugees having documentation to establish their identity. In line with this, UNHCR issues refugee identity cards globally in over 80 locations as part of its mandate. These cards support protection, assistance, identification, and documentation processes, either independently or in collaboration with host governments, depending on the operational context.

The standard ID card configuration includes double-sided printing: colour on the front and black-and-white on the reverse, combined with single-sided lamination and a holographic overlay. Minor variations may apply depending on operational requirements.

To ensure continuity and modernization of UNHCR's document issuance capabilities, new Frame Agreement(s) are required.

While UNHCR's high-level requirements for throughput, print quality, durability and security have not changed significantly over the last 11 years, both the global ID issuance landscape and underlying technologies have evolved since the last procurement. UNHCR therefore requires printing solutions capable of producing high-quality, durable, and secure credentials under demanding field conditions, while maintaining interoperability with existing systems and workflows.

The new Frame Agreement(s) will ensure continued access to standardized, field-tested printer models, associated consumables, and related services for locations where printers are deployed. For clarity, references to UNHCR's global presence are provided as background context and should not be understood as requiring standing on-site maintenance capacity in every country where UNHCR operates. Remote support is expected to serve as the primary support channel. Where issues affecting deployed printers cannot reasonably be resolved remotely, the bidder should provide an escalation pathway, which may include spare parts supply, replacement units, authorized local or regional service partners, or on-site support where feasible.

The anticipated volume under the agreement is approximately 50–60 printers per year, with an estimated annual production of up to 1 million ID cards globally. These figures remain indicative and may be adjusted based on operational needs and available funding.

## 3. Statement of Purpose and Objectives

The objective of this Request for Proposals is to establish one or more multi-year Frame Agreements for the provision of ID card printers and associated consumables, maintenance, and support services that:

- Ensure uninterrupted, high-quality, and secure production of UNHCR identity cards across global operations.
- Maintain an up-to-date printer fleet, enabling UNHCR to benefit from current and future-proof technologies, support potential new features, and improve operational efficiency, while ensuring no disruption to field operations.
- Support the issuance of credentials compliant with ISO/IEC 7810 and relevant standards on durability, resistance, and security. Where applicable, solutions should also support features aligned with ICAO Doc 9303.
- Guarantee global availability of printers, consumables, and spare parts throughout the duration of the agreement.
- Provide reliable maintenance and technical support in line with agreed service levels.
- Facilitate quality assurance through appropriate testing and certification processes, ensuring compliance with applicable international standards.

The selected vendor(s) will be required to provide a comprehensive end-to-end solution, including the supply, delivery, maintenance, and after-sales support of printer equipment and consumables to UNHCR operations worldwide.

## 4. Requirements

The requirements are structured under four main categories

- Mandatory Administrative Requirements
    - Vendors are required to provide complete and detailed information for each section, supported, where applicable, by certifications, product specifications, and relevant test documentation. Any non-compliance with mandatory requirements will result in the proposal not being considered for further evaluation.
- Mandatory Technical Requirements
    - Vendors are required to provide complete and detailed information for each section, supported, where applicable, by certifications, product specifications, and relevant test documentation. Any non-compliance with mandatory requirements will result in the proposal not being considered for further evaluation.
- Scored Technical Requirements - Functional Support

  - Vendors will be scored against the specified technical requirements based on the evaluation criteria defined in Annex B.
- Scored Technical Requirements - Card Printing Solutions
  - Vendors will be scored against the specified technical requirements based on the evaluation criteria defined in Annex B.

## 4.1 Mandatory Administrative Requirements

Vendors are requested to review the following mandatory administrative requirements and upload relevant confirmations and supporting documentation:

| No | Requirement | Supporting Documentation |
|---|---|---|
| 1 | Eligibility Criteria | Refer to Annex B, Point 1.1 – 1.5 |
| 2 | Company's profile and qualifications | Refer to Annex B, Point 2.1 – 2.2 |
| 3 | Quality, Health, Safety, Environment & Sustainability | Refer to Annex B, Point 3.1 – 3.2 |
| **4** | **Other Administrative Mandatory Requirements** | |
| 4.1 | The bidder submits a fully completed Form 1 on Part Management | Bidder's submission of Form 1. Part Management |
| 4.2 | The bidder submits a fully completed Form 2 - Warranty Information Form with confirmation of the mandatory warranty terms. | Bidder's submission of Form 2. Warranty Information |
| 4.3 | The bidder confirms the availability of global after-sales support for the proposed solution, covering technical assistance, maintenance services, and customer support beyond the country of origin. Such support may be provided directly by the bidder and/or through the Original Equipment Manufacturer (OEM) and/or authorized service partners. | Submission of Bidder's written confirmation of its capability to deliver the service and a list of international distribution and service network, identifying authorised distributors, service partners and service centres by country or region |
| 4.4 | The bidder confirms their capacity to deliver within 15 calendar days from the request by UNHCR through Cloud ERP and/or email, the required sample(s) of proposed equipment and consumables. These samples shall be sufficient to test a print run of 500 cards and must be delivered to the address specified by UNHCR (DDP) for a testing period of 30 days. The samples shall be packed in accordance with the technical requirements outlined in Annex 1 - Packing Requirements of this document . Tertiary packaging (e.g. pallets) is not required. | Submission of Bidder's written confirmation of its capability to deliver the goods in accordance with this requirement |
| 4.5 | The bidder confirms that all costs related to transportation/custom related to delivery and return for the 30 days of testing will be borne by the bidder. | Submission of Bidder's written confirmation that all costs related to transportation (delivery and return) related will be borne by the bidder |

## 4.2 Mandatory Technical Requirements

Vendors are requested to review the following technical requirements and upload relevant confirmations and supporting documentation:

| No | Requirement | Supporting Documentation |
|---|---|---|
| 1 | The proposed solution shall support both single sided and dual sided printing. | Written confirmation that the requirement is met, supported by relevant technical documentation. |
| 2 | The proposed solution shall provide a minimum true optical resolution of 300 dpi. | Written confirmation that the requirement is met, supported by relevant technical documentation. The bidder should also confirm whether the proposed solution supports other printing resolutions (i.e. 600 dpi) |
| 3 | The proposed solution shall support edge to edge color and grayscale printing with high sharpness and fidelity to ensure reliable machine legibility. | Written confirmation that the requirement is met, supported by relevant technical documentation. |
| 4 | The proposed solution shall be equipped with an input hopper with a minimum capacity of 100 cards. | Written confirmation that the requirement is met, supported by relevant technical documentation. |
| 5 | The proposed solution shall be capable of producing a minimum of 70 full color cards per hour per unit, including retransfer film and protective overlay or laminate applied. | Written confirmation that the requirement is met. The bidder should state the rated print speed for the proposed configuration, including ribbon type, single- or dual-sided printing, transfer film, lamination, encoding, and whether the stated speed reflects batch production or optimal/high-speed settings. |
| 6 | The proposed solution shall support the use of holographic laminates (both standard and customized (e.g. organization-specific designs), and shall support both single sided and dual sided lamination. | Written confirmation that the requirement is met, supported by relevant technical documentation. |
| 7 | The proposed solution shall support lamination capabilities without requiring replacement of the core printer unit. The lamination component shall accommodate multiple manufacturer-supported laminate types, including clear and holographic/security laminate. | Written confirmation that the requirement is met, supported by relevant technical documentation. |
| 8 | The printed image produced by the proposed solution shall maintain legibility and physical integrity for a minimum of five (5) years. | Written confirmation that the requirement is met, supported by relevant technical documentation. |

## 4.3 Scored Technical Requirements – Functional Support

The following criteria are subject to technical evaluation and scoring. The total percentage for this section will make up 20% of the overall evaluation score. Refer to Annex B (Tab: Scored Requirements) for further details.

| No | Requirement | Score % |
|---|---|---|
| **1** | **Account Management and Technical Support** | **30%** |
| 1.1 | The bidder should identify the key personnel assigned to support the contract and provide brief professional profiles for each named contact. | |
| 1.2 | The bidder should confirm defined response times for support requests, including response times for standard (72 hours) and critical (36 hours) requests | |
| **2** | **Product Lifecycle and Risk Management** | **30%** |
| 2.1 | The bidder should describe its process for issuing product recall notices or safety bulletins, where applicable, including meeting a minimum 14 day notification period for UNHCR focal points. | |
| 2.2 | The bidder should describe its approach to product discontinuation and transition planning, including advance notice periods and measures to ensure continuity of operations without disruption, such as continued availability of spare parts, consumables and replacement models where applicable. | |
| 2.3 | The bidder should confirm that, where recall-related corrective actions cannot reasonably be performed by UNHCR personnel due to technical complexity, the bidder will carry out the required remediation either at the UNHCR office on site or an agreed common locationand bear all associated costs | |
| **3** | **Training and Documentation** | **15%** |
| 3.1 | The bidder should provide comprehensive technical documentation for the proposed solution, including user guides, training material, maintenance manuals and lifecycle documentation, in English and electronic format. | |
| **4** | **Holographic Support** | **25%** |
| 4.1 | The bidder should confirm their capability to do the following, either directly or through a qualified third party provider, if required:<br>• Design and production of a customized holographic overlay<br>• Support for review, approval, and formal registration/protection of the hologram design | |

## 4.4 Scored Technical Requirements - Card Printer Solutions

The following criteria are subject to technical evaluation and scoring. The total percentage for this section will make up 50% of the overall evaluation score. Refer to Annex B (Tab: Scored Requirements) for further details.

| No | Requirement | Score % |
|---|---|---|
| **1** | **Print Performance** | **15%** |

| | | |
|---|---|---|
| 1.1 | The proposed solution should deliver high-resolution print quality at a standard equal or comparable to retransfer dye-sublimation technology and should support resin thermal transfer printing capability or an equivalent high-contrast monochrome printing method, where required for sharp text, line work, barcodes, QR codes, and other machine-readable elements. | |
| **2** | **Deployment Suitability and Operating Environment** | **15%** |
| 2.1 | The proposed solution should be suitable for deployment in office, temporary office, or field operating environments. The bidder should describe the solution's dimensions, weight, setup time, transport and storage requirements, environmental limits, and any special handling requirements. | |
| 2.2 | The proposed solution should be operational within a temperature range of 18–30°C and 20–80% relative humidity (non-condensing) | |
| 2.3 | The proposed solution should support a 100–240 VAC power input and 50/60 Hz frequency, and be suitable for operation using standard UPS or generator-backed power sources. | |
| 2.4 | The bidder should provide manufacturer reliability and maintenance information for the proposed printer model, including Mean Time Between Failures (MTBF), recommended duty cycle, expected maintenance intervals, printhead or key component lifespan, and any operating conditions that may affect reliability. | |
| **3** | **Card Security Features** | **10%** |
| 3.1 | The proposed solution should support the printing and/or application of enhanced card security options, such as holographic overlays, laminates, transfer film, or other visual security elements. Bidders should describe the available security features, including UV-visible elements, optically variable elements, microtext, fine-line patterns, guilloche designs, or equivalent features, and indicate whether these are available as standard, optional, or through compatible consumables. | |
| 3.2 | The printed card produced by the proposed solution should support tamper evident construction, such that the removal of overlays or laminates results in visible damage to the printed image or card surface. | |
| **4** | **Card Compatibility and Card Durability** | **10%** |
| 4.1 | The bidder should supply blank cards or specify tested third-party card stock fully compatible with the proposed printing, transfer, encoding, and lamination processes. The card stock should comply with ISO/IEC 7810 requirements, and should be made of durable PVC–PET, polycarbonate composite, PETG, or equivalent material suitable for high-quality printing and lamination | |
| 4.2 | The proposed solution should support the production of durable printed and, where applicable, encoded cards suitable for the intended 5 year service life and operating conditions. Bidders should provide available evidence, such as test reports, certifications, or manufacturer documentation, demonstrating compliance with relevant card durability and service-life test methods, including ISO/IEC 10373 and ISO/IEC 24789. | |

| | | |
|---|---|---|
| **5** | **Encoding Capability and Upgrade Readiness** | **5%** |
| 5.1 | The proposed solution should support, or be upgradeable to support, smart card encoding (contact ISO/IEC 7816, contactless ISO/IEC 14443 Type A/B, or dual-interface encoding) without significant hardware replacement if required. | |
| **6** | **Software, Driver Support and Management Capabilities** | **10%** |
| 6.1 | The proposed solution should support Microsoft Windows 11 drivers at the minimum. Bidder also provides info on other Windows versions supported by the proposed printer. | |
| 6.2 | The proposed solution should support software and management capabilities that facilitate integration, administration, and operation across distributed environments. The availability of a software development kit (SDK), documented APIs, centralized management software, remote configuration or monitoring capabilities, and multi-language user interface support will be considered an advantage. | |
| **7** | **Connectivity** | **10%** |
| 7.1 | The proposed solution should support flexible deployment models, including USB operation, Ethernet connectivity, including TCP/IP printing. The bidder should describe supported offline, local, and networked deployment modes, any related limitations, and whether IPv6 and/or Wi-Fi connectivity are supported. | |
| **8** | **Information Security and Secure Device Configuration Requirement** | **15%** |
| 8.1 | The proposed solution should support vendor-issued firmware updates via secure and authenticated mechanisms. The bidder should describe the security update lifecycle for the proposed device and associated software; a minimum security update lifecycle of five years will be considered an advantage. | |
| 8.2 | The bidder should describe available user authentication and access-control capabilities at device, driver, software, or print-management level,including role-based access, operator authentication, and any integration with external identity providers such as SAML, OAuth2, OIDC, e.g., Entra ID SSO. | |
| 8.3 | The proposed solution should support audit logging of print jobs at device, driver, software, or print-management level, including user, timestamp, device, and relevant job metadata. The bidder should describe available logging capabilities, retention options, and any integration options with centralized monitoring systems. | |
| 8.4 | The bidder should describe available secure configuration options, including the ability to disable unused or insecure services and protocols and to use secure alternatives such as HTTPS, TLS-based communication, or authenticated management interfaces, where supported. | |
| 8.5 | The proposed solution should minimize retention of print jobs or sensitive operational data beyond what is necessary to complete printing operations. The bidder should indicate if persistent data is stored on the printer, and if so, should describe encryption and secure deletion procedures. | |
| 8.6 | The bidder should provide technical documentation and supporting evidence for the information security and data protection features of the proposed | |

| | | |
|---|---|---|
| | solution, including device, software, firmware, configuration, access control, audit logging, and data handling features. Evidence may include manufacturer documentation, security architecture descriptions, declarations of conformity, test reports, or equivalent supporting statements, where available. | |
| **9** | **Compatibility, Lifecycle and Supply Continuity** | **10%** |
| 9.1 | The proposed solution should be compatible with existing operating environments, software, consumables management processes, and card issuance workflows. Where applicable, the bidder should describe how the proposed solution would support a smooth, low-disruption transition from the existing HID HDP5000 series fleet, including any changes required to drivers, templates, ribbons, films, laminates, cleaning kits, maintenance processes, or spare parts. | |
| 9.2 | The bidder should demonstrate that the proposed solution (printer model, consumables and spare parts,) are expected to remain available for at least five (5) years, and should identify any known regional limitations, lifecycle constraints or end-of-support considerations. | |
| 9.3 | The proposed solution should offer consumables with a shelf life of at least eighteen (18) months for ribbons and twenty-four (24) months for laminates, overlays, transfer films, and blank cards, when stored under manufacturer-recommended conditions. | |

## 4.5 Environmental Sustainability and Ecological Footprint

Printers and consumables shall be energy-efficient, free from hazardous substances, and designed to minimize environmental impact through recyclable materials, reduced packaging, and sustainable composition, in line with environmental management principles such as ISO 14001:2015.

Suppliers shall ensure responsible packaging, storage, and end-of-life management, including reuse, recycling, or safe disposal, supported by a structured environmental management approach.

## 4.6 Testing and Evaluation

Following technical clearance, shortlisted vendors will be required to submit a sample printer and relevant modules to form a complete compliant setup (including blank cards, ribbons, laminates, and overlays) to meet UNHCR's printing requirements for a 30-day period, to support physical testing of 500 printed cards at UN City in Copenhagen, Denmark, prior to the financial evaluation.

All transport costs (both ways) shall be borne by the vendor.

Compliance with the requirements below shall be demonstrated through a combination of UNHCR in-house testing, manufacturer specifications, and independent laboratory certifications, as applicable. In-house testing is intended to simulate real-world operating conditions and does not replace formal certification where required. Where in-house testing cannot confirm compliance, vendors must provide independent laboratory reports or certificates demonstrating adherence to relevant ISO/IEC, ICAO, and other relevant standards. UNHCR reserves the right to reject equipment that fails to meet operational requirements during in-house testing, regardless of submitted certifications.

### *4.6.1 Testing Overview*

Once sample units are received, UNHCR will conduct the following in-house testing:

| No | Test Area | In-House (UNHCR) |
|---|---|---|
| 1 | Print Quality | Visual inspection of image sharpness, color accuracy, edge definition and consistency across multiple prints; assessment of alignment/registration and overlay positioning; barcode/QR readability testing (where applicable) |
| 2 | Throughput & stability | Timed print runs to assess cards per hour under realistic conditions; observation of warm-up time, downtime, and responsiveness; comparison of batch vs single-card performance based on supplied configuration (e.g., printing only vs printing + lamination) including indicative performance such as recovery time after interruptions (e.g., ≤ 2 minutes) and maintaining a low failure rate during test runs |
| 3 | Durability & resistance | Practical handling tests including scratch (light abrasion), adhesion (peel attempt), water exposure, short-term heat exposure, and card flexing resistance to simulate typical wallet use, with no visible degradation of print quality or overlay integrity following testing |
| 4 | Reliability & maintainability | Monitoring of misprints, card jams, and consumable issues during operation; assessment of ease of clearing jams and replacing ribbons/films; observation of stability during extended runs |
| 5 | Ease of Use & Deployment | Assessment of setup time from installation to operational readiness; evaluation of printer interface (where available) and associated software/driver usability; verification of system compatibility; estimation of training required for operators |
| 6 | Mobility / portability | Assessment of weight, ase of transport, and setup and basic operation under field-like conditions, including ability to achieve operational readiness within a defined timeframe (e.g. ≤ 20 minutes). |
| 7 | Environmental & power | Basic power-on/off and restart testing; observation of behavior under normal power conditions, including the ability to safely restart after power interruptions |
| 8 | Consumables performance | Visual inspection of print consistency; assessment of handling and installation of ribbons/films |

## 5. Stocks, Production and Delivery

The suppliers shall provide UNHCR with information on lead times and must have the capacity to provide transportation and delivery of goods to Copenhagen, Denmark (DAP incoterms). At the same time, UNHCR might request orders to be delivered DAP or other Incoterms to any UNHCR office or warehouse around the world (as defined in the incoterm 2020). The final place of delivery and incoterm will be specified on the purchase order. In case the purchase order contains a different Incoterm, the Incoterm on the purchase order prevails.

Delivery must be made to the address specified on the Purchase Order and in accordance with the terms of the Contract.

The bidder shall indicate stock availability for the proposed printers at the time of quotation.

- For units available in stock, delivery shall be completed within **thirty (30) calendar days** from the date of Purchase Order (PO) issuance.
- For units not in stock and requiring manufacturing, the bidder shall clearly indicate the production lead time. Delivery shall be completed within the stated manufacturing period **plus thirty (30) calendar days** from the date of PO issuance.

The bidder is required to provide, for both scenarios, clear confirmation of availability status and corresponding delivery/production timelines.

A quotation for delivery costs and times to any other location will be requested on a case-by-case basis. Such offer shall not exceed the ceiling prices listed in the suppliers' Financial Offer.

The Supplier shall make deliveries in Full on Time in accordance with Purchase Order and shall, upon request from UNHCR, specify the approximate lead time to a specific location.

The Supplier shall respond to Critical Requests ("urgent, emergency-related service request for either goods manufacturing or response to incident") within **36 hours** (applicable workdays for the supplier/location).

The Supplier shall provide prompt and accurate documentation in accordance with the Purchase Order, inclusive of Certificate of Conformity with every shipment.

## 6. Key Performance Indicators (KPIs)

The following terms shall have the meanings assigned to them for the purposes of this Section and for the provision of the Services under the Agreement

- "**After Hours**" is defined as hours other than Business Hours.
- "**Business Hours**" is defined as the hours of 08:00 to 17:00 CET Monday to Friday.

- "**Critical Request**" is defined as an urgent, emergency-related service request for either goods manufacturing or response to incident.
- "**Response Time**" shall mean the amount of time from when UNHCR requests emergency support until the Service Provider initiates the required action.

UNHCR will monitor long-term performance of the awarded vendor(s) through the following indicators:

| Indicator | Target |
|---|---|
| Printer uptime (operational availability) | ≥ 99% |
| Delivery lead time (printers and consumables) | ≤ 30 days |
| Packing, Labelling and Shipment Documents | 100% adherence to Packing Requirements |
| Invoices and Credit Notes | 100% adherence to PO |
| Global supply availability (consumables, parts) | ≥ 95% |
| Standard support response time | ≤ 72 hours |
| Emergency support response time | ≤ 36 hours |
| Technical support response time | ≤ 72 hours |
| Warranty and maintenance compliance | 100% of devices under valid warranty/FA coverage |
| Reporting and communication | Timely and accurate quarterly reporting to DIRS/SMS |

## 7. Performance Evaluation

UNHCR reserves the right to assess performance under the Frame Agreement against the KPIs outlined above.

## Annex 1: Packing Requirements

This Annex outlines the general packing requirements applicable to goods delivered to UNHCR.

For goods to be delivered to **Copenhagen, Denmark**, supplier must comply with the instructions of packing, packaging and labelling specifications in place by UNICEF warehouse, in addition to the outlined instructions.

For goods to be **delivered elsewhere**, suppliers must comply with the instructions established on the relevant goods Purchase Order.

Each shipment shall be accompanied by a **Certificate of Conformity** detailing the compliance of the shipment with the requirements.

### I. BOXES/CASES (primary packaging)

- Avoid single-use plastic packaging for individual packaging.
- The product to be packed on an individual box/case which contains all product parts.
- The Box is strong and robust, preventing goods deterioration and allowing stacking. Box size must match the quantity of items (empty space left will not be accepted if not needed).
- The Box is affixed with label detailing as follows:
  - UNHCR logo (Vertical Black)
  - UNHCR Product Name: (i.e. Printer Model XXX, Consumable X)
  - UNHCR Product ID: (i.e. PR-RT-10007)
  - UNHCR Purchase Order Number: (i.e. PO012345)
  - Serial No. ……. - ……. (i.e., from … to …).
  - Serial number range printed in 128-code format for control deployment and inventory.

- The label must be affixed to the front side of the box/case, visible when stacked together with other boxes on the pallet used for shipping.

### II. CARTONS (Secondary packaging)

- Carboard boxes (recycled material) for all items which must not be bleached white; only natural-colored boxes made of recycled materials should be used. It is essential to maintain protection to prevent any damage to the items.
- Boxes to be packed inside the carton in serial sequence, box with highest serial numbers at the bottom, box with lowest serial numbers at the top.
- Each carton to be affixed with a label detailing as follows:
  - UNHCR logo (Vertical Black)
  - Purchase Order Number (i.e., PO001234)

- Purchase Order Number printed in 128-code format (i.e., PO001234)
- PO Quantity
- Consignor (Supplier & Manufacturer)
- Consignee
- Country of Origin
- UNHCR Product Name: (i.e. Printer Model XXX, Consumable X)
- UNHCR Product ID: (i.e. PR-RT-10007)

## III. PALETTES (Tertiary packaging)

- When required, secondary packaging shall be packed on a pallet.
- The Supplier must only use transparent Stretch Wrap which is 20 micrometers (0.02 mm) x 450 mm.
- The Supplier shall ensure that boxes are packed on
  - US/UK Standard Wooden Pallet- 1200mm x 1000mm, or
  - European Wooden Pallet- 1200mm x 800mm

- Entry height from the floor must be a minimum 97 mm – to allow for manipulation by hand pallet jack / truck.
- The maximum allowable height per pallet is 1100 mm (including the pallet).
- The maximum allowable weight per pallet is 950 kgs (including the pallet). Boxes with highest serial number at the bottom, boxes with lowest serial number at the top.
- Each palette to be affixed with 2 labels placed to the two short sides of the pallets, outside the plastic wrapping.
- The pallet labels shall be affixed with a plain text label detailing the following information:
  - UNHCR logo (Vertical Black)
  - Purchase Order Number (i.e., PO012345)
  - Purchase Order Number printed in 128-code format or 2D DataMatrix barcode
  - PO Quantity
  - Consignor (Supplier & Manufacturer)
  - Consignee
  - Country of Origin
  - UNHCR Product Name: (i.e. Printer Model XXX, Consumable X)
  - UNHCR Product ID: (i.e. PR-RT-10007)

## IV. PACKING LIST

- All orders must be accompanied by a detailed Packing List to enable UNHCR to execute timely Goods Receipt and Delivery Confirmation procedures.
- Each Packing List must include the following information:

  - Ship-to Address

- Ship-from Address
- Supplier Name
- UNHCR Purchase Order Number (e.g., PO012345) – 8 alphanumeric characters
- UNHCR Product ID (e.g., PR-RT-10007)
- UNHCR Material Description (e.g., Printer Model XXX, Consumable X)
- Manufacturer Serial Number (for equipment such as printers and electronic devices, where applicable)
- GS1 Global Trade Item Number (GTIN) (where available or required)
- Quantity (as per the UNHCR Sales Unit / PO Unit of Measure)
- Quantity per Batch Number (where applicable)
- Country of Origin (per material)
- Harmonized System (HS) Code (per material)
- Number of Pallets or other Logistic Units (indicating Pallet Type – US/EUR)
- Product Batch Number (where applicable)
- Product Production Date (where applicable)
- Product Expiry Date (where applicable)

The packing list should be accompanied by an Excel file detailing the serial numbers and ease of tracking