REQUEST FOR PROPOSAL

FOR THE ESTABLISHMENT OF FRAME AGREEMENT(s) FOR THE PROVISION OF

ID CARD PRINTERS, CONSUMABLES AND MAINTENANCE SERVICES

Section 1: Letter of Invitation

United Nations High Commissioner for Refugees, hereinafter referred to as "UNHCR" hereby invites prospective bidders to submit a proposal in accordance with the General Conditions of Contracts and the Schedule of Requirements as set out in this Request for Proposal (RFP).

RFP DOCUMENTS

- Annex A: Terms of Reference (ToRs)
- Annex B: Technical Offer Form and Technical Evaluation Criteria Guidance
- Annex C: Financial Offer Form
- Annex D : UN Supplier Code of Conduct
- Annex E: UNHCR General Conditions of Contract
- Annex F: UNHCR Vendor Registration Form for Commercial Suppliers

UNHCR may issue additional information regarding the RFP on an ad hoc basis. Bidders shall be obliged to accept any amendments to the RFP documents. All amendments shall be deemed to be part of the RFP. A Bidder must ensure that its Proposal is prepared considering all amendments issued to the RFP.

Section 2: Timeline

RFP Issue Date:	As specified in Cloud ERP

Questions submission deadline:	27 July 2026 12:00 Hrs CEST
RFP Submission deadline:	24 August 2026 12:00 Hrs CEST

Section 3: Note to Bidders

Should you require further clarifications, kindly communicate using the messaging functionality in the system.

Please indicate whether you intend to submit a proposal by creating a draft response without submitting directly in the system. This will enable the system to send notification in case of amendments of the tender requirements.

Offers must be submitted through UNHCR's Cloud ERP Portal

In case you have never registered before, you can register a profile using the Supplier Portal and follow the instruction in guides available in the UNHCR website: How to become a supplier (UNHCR website) and in the User Guide.

Following registration or should you already be registered, please proceed to Supplier Portal

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Procurement Section
Supply Management Service
UNHCR Global Service Center

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Table of Contents

1 Overview....4
1.1 General Information....4
1.2 Schedule....
1.3 Negotiation Controls....7
1.4 Terms....7
2 Requirements....7
2.1 Section 1. Preliminary Examination....10
2.2 Section 2. Technical Proposal....11
2.3 Section 3. Financial Proposal....12
3 Lines....13
3.1 Line Information....13
3.2 Line Details....13
3.2.1 Line 1....13

1 Overview

1.1 General Information

Title **UNHCR RFP 3194**

Synopsis **ID CARD PRINTERS, CONSUMABLES AND MAINTENANCE SERVICES**

Introduction

INTRODUCTION

UNHCR, the United Nations (UN) Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for people forced to flee their homes because of conflict and persecution. We lead international action to protect refugees, forcibly displaced communities and stateless people. We deliver life-saving assistance, help safeguard fundamental human rights and develop solutions that ensure people have a safe place called home where they can build a better future. We also work to ensure that stateless people are granted a nationality. We work in over 130 countries, using our expertise to protect and care for millions.

REQUIREMENTS

The purpose of this RFP from the Office of the United Nations High Commissioner for Refugees (UNHCR) is to invite qualified suppliers to submit a proposal (hereafter also referred to as offer/bid) for UNHCR offices globally, for the establishment of Frame Agreement(s) for the provision of ID Card Printers, consumables and maintenance services , as fully detailed in the Terms of Reference (TORs) attached as Annex A of this document.

It is strongly recommended that this Request for Proposal (RFP) and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of **article 5** of the General Terms and Conditions attached under "Requirements-Preliminary examination"

Note: This document is not to be construed in any way as an offer to contract with your firm.

INTENTION TO SUBMIT PROPOSAL:

Bidders intending to participate in this tender are requested to create a draft response to this RFP in the ERP system.

REQUEST FOR CLARIFICATION:

Bidders are required to submit any request for clarification or any question in respect of this RFP directly in this ERP portal using the messaging functionality. **The deadline for receipt of questions is 12:00 hrs CEST on 27/07/2026**. Bidders are requested to keep all questions concise.

UNHCR will reply to the received questions as soon as possible using the messaging functionality in this ERP portal an/or by attaching the list of Questions and Answers to this RFP in this ERP portal.

IMPORTANT
Please note that proposals are **NOT** to be sent using the messaging functionality. Proposals sent using the messaging functionality will result in disqualification of the offer.

YOUR OFFER

Your offer shall be prepared in **English**.
Please submit your offer using the forms provided under the requirement section. Offers not conforming to the requested formats may not be taken into consideration.

IMPORTANT

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff will result in disqualification of the offer.

SUBMISSION OF PROPOSAL

Proposals should be submitted directly in the portal and all attachments should be uploaded in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.). The Technical and Financial offers shall be submitted in the specified sections. Failure to do so may result in disqualification.

The proposal submission deadline is specified in the Overview section. Any proposal received after this deadline or outside of the online portal will be rejected. UNHCR may at its discretion, extend the proposal submission deadline and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

It is your responsibility to verify that your offer has been submitted properly in the portal before the deadline. Please be aware that the system requirements employed by UNHCR limit the size of attachments to a maximum of 24 Mb in each required field, as specified in the Requirements Section.

UNHCR will not be responsible for locating or securing any information that is not identified in the proposal. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the proposal, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

ACCEPTANCE OF PROPOSAL

UNHCR reserves the right to accept the whole or part of your proposal, or allow split or partial awards on this project.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

Please note that UNHCR is not bound to select any of the firms submitting proposals and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the proposal considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

UNHCR reserves the right, at any time during the tendering process and throughout the duration of any resulting contract, to verify whether a bidder or contractor is included on any applicable United Nations ineligibility or sanctions list, including but not limited to:

- The United Nations Security Council Consolidated List (CUNSCSL);
- The World Bank Listing of Ineligible Firms and Individuals;
- The World Bank List of Non-Responsible Vendors; and
- Any sanctions or suspension lists maintained by United Nations organizations.

UNHCR shall not enter into, nor continue, any contractual relationship with any entity that is identified as sanctioned or ineligible under any of the above-referenced lists at any stage of the procurement process or contract implementation. In the event that a contractor is, at any time, found to be sanctioned or listed as ineligible, UNHCR reserves the right, at its sole discretion, to suspend and/or terminate the contract for cause, without prejudice to any other rights or remedies available.

UNHCR reserves the right in its discretion to cancel this RFP or not to select any of the bidders for the award(s).

Content of the Technical Cover Letter

Vendors must structure their proposals in accordance with these Terms of Reference, clearly referencing each requirement. The technical offer must include:

- Detailed specifications of proposed printer models, consumables, and maintenance options.
- Certifications and test reports supporting compliance with ISO/IEC and ICAO standards.
- Overview of logistics and after-sales support structure.
- Proposed implementation and delivery timelines.
- Completed **Annex B – Technical Offer Form & Technical Evaluation Criteria Guidance** with cross-references to supporting documents.

All documentation must be provided in English.

CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer (s). The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance by UNHCR. Payment will be made in accordance to the General Conditions for the Provision of Goods and Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

This is a two stage negotiation and all responses will be evaluated in two stages.

1.2 Schedule

Preview Date		Open Date	**09/07/2026 5:10 PM**
Close Date	**24/08/2026 12:00 PM**	Award Date	
Time Zone	**Central European Time**		

1.3 Negotiation Controls

Response Visibility **Sealed**

Lines Settings

Rank Indicator **1,2,3...**

Ranking Method **Multiattribute scoring**

1.4 Terms

Agreement Start Date		Agreement End Date	
Agreement Amount (USD)		Minimum Release Amount (USD)	
Payment Terms	**HCR Net 30**	Freight Terms	
Shipping Method		FOB	
Negotiation Currency	**USD (US Dollar)**	☐	**Buyer managed transportation**
		Price Precision	**2**

2 Requirements

**Response is required*

Dear Bidder,

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested so. Failure to send the above requested information may result in disqualification of your offer from further evaluation.

Technical and Financial Evaluation:

Each proposal from a Bidder will be considered separately and independently. Bidders wishing to participate in this solicitation must submit a complete proposal in accordance with the requirements set out in the solicitation documents. References to previous or on-going proposals will be not considered. The award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

For the award of this project, UNHCR has established evaluation criteria which govern the assessment and selection of proposals received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

- Technical Offer: 70%
- Financial Offer: 30%

The **Technical offer** will be evaluated using the criteria described in Annex B - Technical Offer Form. The Technical offer score makes up 70% of the total overall score. This is further distributed between Functional Support and Card Printer Solutions.

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

The **Financial offer** will use the following percentage distribution: 30% of the overall evaluation score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., [total Price Component] x [US$ lowest] \ [US$ other] = points for other supplier's Price Component.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

Important: Kindly upload financial proposal documents in financial section (Financial Evaluation - Commercial) only. If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.

Product Sample and Testing:

UNHCR will,through Cloud ERP messaging functionality and/or direct email, request selected bidders to provide product samples for further in-house testing and validation, should the offered product substantially meet the technical specifications outlined in Annex A.

The sample requirements, including the quantity (one complete set of consumables sufficient for the production of 500 individual cards), delivery location, and submission deadline (within 15 calendar days of the request), will be communicated to the selected bidders. Samples shall be delivered on a DDP Copenhagen basis.

Note: If a manufacturer submits samples on behalf of a bidder, the sample(s) should be clearly marked indicating the company name of the participating bidder in the tender.

Failure to submit samples before the requested deadline of submission and in compliance with the instructions may result in the bidder's proposal being deemed non-responsive and excluded from further consideration.

UNHCR will make such samples available for return shipment, arranged by and at the bidder's own cost, after the 30 days of testing.

2.1 Section 1. Preliminary Examination (Technical)

*1. **Annex D - UN Supplier Code of Conduct**

Do you Accept All terms of UN Supplier Code of Conduct attached under this requirement?

Attachments:

File Name or URL	Type	Description
Annex D - UN Supplier Code of	File	

Select one of the following:-

☐ a. Yes, I accept the UN Supplier Code of Conduct and I upload the signed copy*(Response attachments are required)*
☐ b. No

*2. **Annex E - General Conditions of Contract for Goods and Services 2018**

Please note that the General Conditions of Contracts will be strictly adhered for the purpose of any future contract. However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services (2018).

Do you accept (Annex E) the UNHCR General Conditions of Contracts for the provision of Goods and Services 2018? Please download the attached UNHCR General Conditions of Contracts and upload a signed copy.

Attachments:

File Name or URL	Type	Description
Annex E - General Conditions o	File	

Select one of the following:-

☐ a. Yes, I accept the UNHCR General Conditions of Contract for Provision of Goods and Services (2018) and I upload the signed copy.*(Response attachments are required)*

☐ b. No

Comments:

*3. **Bidder eligibility**

Please note that UNHCR reserves the right to verify, at any stage of the tendering process and throughout contract implementation, whether a company is included on any United Nations ineligibility list, including but not limited to:

- United Nations Security Council Consolidated List (CUNSCSL)
- World Bank Listing of Ineligible Firms and Individuals
- World Bank List of Non-Responsible Vendors
- Lists of sanctioned or suspended suppliers maintained by United Nations organizations

UNHCR shall not conduct business with any entity that is sanctioned or listed as ineligible on any of the above lists.

Select one of the following:-

☐ a. No, not listed in ineligibility list*(Response attachments are optional)*

☐ b. Yes*(Response attachments are optional)*

Comments:

2.2 Section 2. Technical Proposal (Technical)

*1. **Content of the TECHNICAL PROPOSAL**

The technical details of the requirements requested by UNHCR can be found in Annex A (ToR).

Your technical proposal should clearly state whether or not the services you are offering are fully conforming to the ToR given.

Clearly state and disclose any discrepancies with the ToR.

Technical annexes:
Annex A : Terms of Reference (ToR)
Annex B : Technical Offer Form and Technical Evaluation Criteria Guidance (Five (5) Excel Sheets)

Please attach and **submit** your structured **technical proposal** and the **Annex B - Technical Offer Form and Technical Evaluation Criteria Guidance** without changing the format and adding lines or editing and ensure to duly include the requested documentation (attachments) and information.

Important: No pricing information should be included in the Technical proposal. Failure to comply may risk disqualification. The technical proposal should contain all information required.

Attachments:

File Name or URL	Type	Description
Annex A - Terms of Reference.p	File	Terms of Reference
Annex B - Technical Offer Form	File	Technical Offer Form and Technical Evaluation Criteria Guidance

Select all that apply:-

☐ a. Upload your Technical Proposal document in PDF, signed and time stamped*(Response attachments are required)*
☐ b. Upload completed Annex B - Technical Offer Form and Technical Evaluation Criteria Guidance*(Response attachments are required)*

Comments:

2.3 Section 3. Financial Proposal (Commercial)

*1. **FINANCIAL PROPOSAL**

Please provide the cost breakdown of your financial proposal as per the template and instructions provided in Annex C - Financial Offer Form. Indicate the total amount here and make sure it matches with the "Response Price" amount indicated under "Lines" section. Annex C - Financial Offer Form contains Three (3) Excel Sheets

IMPORTANT: In case of conflicting information between the price submitted in UNHCR's Cloud ERP Portal and Annex C (Financial Offer Form) the information in the Annex C - Financial Offer Form will supersede.

Your Financial proposal must contain an overall offer in a single currency which is indicated in this Request for Proposal. The financial proposal must cover all the services to be provided (price "all inclusive").

The breakdown of your Financial proposal is to be submitted as per the Financial Offer Form (attached here). Proposals that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT.

You are requested to hold your offer valid for 180 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within thirty (30) days after satisfactory implementation and receipt of documents in order.

The cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer within thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services

Attaching the file with the breakdown of the financial proposal under any other section will result in disqualification.

Attachments:

File Name or URL	Type	Description
Annex C - Financial Offer Form	File	Financial Offer Form

Hint: Please download the attached financial offer form, fill in the required details and upload it under this requirement.

Select one of the following:-

☐ a. Annex C - Financial Offer Form Submitted*(Response attachments are required)*

Comments:

3 Lines

Instructions	**IMPORTANT:** Prices should be without VAT. The price entered in under lines (Response Price) must match with the total price in Annex C - Financial Offer Form. In case of conflicting information between the price submitted in the Cloud ERP and Annex C - Financial Offer Form, the information in the excel file: Annex C - Financial Offer Form will supersede.

3.1 Line Information

Line	Estimated Quantity	Response Price	Line Amount	Response Minimum Release Amount
1-Grand Total All item Lines A- M of Annex C - Financial Offer Form				

3.2 Line Details

3.2.1 Line 1 Grand Total All item Lines A- M of Annex C - Financial Offer Form

Category Name **Printers**

Allow Alternate Lines **No**

Target Minimum Release Amount (USD)

Estimated Total Amount (USD)

Start Price (USD)