UNHCR RFP 3194

ID card printers, consumables and maintenance services

QUESTION & ANSWER DOCUMENT

Q/A no.	Question	UNHCR Answer
Q1	Since we are a manufacturer working via authorised partners, would it be OK if I share the information with our preferred partners who are already holding other CSLs within the UN? Just making sure from a compliance standpoint we are OK to do so.	Yes, this RFP is a public tender at global level.
Q2	Thank you for sending this to us - we are working on this with our partners and was just wondering if this is a 3 year +1 year +1 year tender or does multi-year mean something different?	Yes, this is a tender that shall potentially result in establishment of an agreement for 3 years + two optional extensions of 1 year each.
Q3	Please can you let me know as the request is for a fixed price if this should be for 3 years, or a different length? We don't want to submit a 3 or 5 year fixed price to then find out that you are happy with yearly pricing.	Your financial proposal should contain a fixed price offered for the planned duration of the contract: 3 years. Any price revision request is subject to UNHCR review and approval during the phase of the contract.
Q4	Will cards contain biometric or digitally signed QR codes requiring higher effective print resolution than standard QR codes?	UNHCR cards contain digitally signed QR codes. Bidders should ensure that the proposed solution is capable of producing QR codes that are printed clearly and can be reliably scanned and verified. The print quality requirements are reflected in the technical specifications of the RFQ.
Q5	Are bidders proposing 600 dpi capable printers awarded additional technical points, or is 300 dpi considered fully equivalent if all functional requirements are met?	300 dpi is the minimum required specification. Printers capable of 600 dpi may be proposed and will be considered as part of the overall Technical and Financial evaluation. Higher resolution alone does not automatically result in additional technical points; any added value will be assessed in relation to the stated requirements and the overall cost-effectiveness of the solution.
Q6	What minimum QR code versions and module size will be tested during the technical evaluation?	For the purpose of the technical evaluation, UNHCR cards will use QR Code Versions 21 and 26, with a minimum module size of 3 mm. Bidders should ensure that their proposed solution can reliably print and support the scanning of QR codes meeting these specifications.
Q7	Approximately how many HDP5000 printers are currently in use worldwide?	We have a total of 450 HDP5000/5000e printers in active use globally.
Q8	Approximately how many printers are expected to be replaced annually during the first three years?	UNHCR is unable to determine the expected annual replacement volume during the first three years, as replacement requirements will depend on operational needs, equipment performance, evolving requirements, and available funding, as well as the solution that is ultimately awarded.
Q9	During the duration of the CSL, a manufacturer may introduce a cosmetic facelift of the awarded printer platform (e.g. housing/other, display, branding) while maintaining full hardware compatibility regarding consumables, spare parts, operator handling, service procedures and product lifecycle. Would such an evolution of the platform be acceptable without requiring requalification?	Minor cosmetic changes to an awarded printer platform (e.g. housing/other, display layout, or branding) may be acceptable, provided they do not affect functionality, compatibility, performance, consumables, spare parts, service procedures, or operator handling. Any proposed change must be communicated to UNHCR for review and approval. Changes resulting in a different model, financial implications, modifications to the agreed specifications, or impacts on UNHCR's internal systems and processes may require a revaluation and could be treated as a contract amendment.
Q10	Will existing HDP5000 printers remain operational alongside newly deployed printers during the migration period?	If a migration period is required, existing HDP5000 and HDP5000 printers are expected to remain operational alongside newly deployed printers during the transition period
Q11	Where does UNHCR envisage user and super-user training to be conducted (e.g. Copenhagen, manufacturer facilities, regional locations or remotely)?	Remote delivery of user and super-user training is acceptable to UNHCR.
Q12	Is consumable compatibility with the existing HDP5000 platform considered advantageous during evaluation?	Refer to Scored Requirements, Section 9, Point 9.1
Q13	If UNHCR selects a new printer platform, will the successful bidder receive the specifications of the currently approved holographic laminate, or would a new hologram design approval process be required?	This will be determined based on the technology ultimately awarded. At this stage, UNHCR does not envisage changes to the design of the holographic laminate currently in use. Depending on the awarded platform, the existing laminate specifications may be shared with the successful bidder, or existing specifications can be retained or whether any additional approval process may be required.
Q14	Would UNHCR welcome alternative holographic laminate designs, providing enhanced security features, provided they remain operationally compatible?	UNHCR does not currently envisage changes to the holographic laminate design in use. However, alternative laminate designs may be considered, provided they offer enhanced security features and are operationally compatible and are approved by UNHCR following technical review.
Q15	Which tests will be performed during the 500-card technical evaluation?	Refer Annex A, Section 4.6.1
Q16	Which printer characteristics receive the greatest practical weighting during sample testing?	No individual printer characteristic receives greater weighting during sample testing. All characteristics will be assessed individually against the scoring criteria detailed in Annex B.
Q17	Are optional field deployment accessories such as rugged transport cases or portable power solutions considered beneficial for remote field operations?	Yes. Optional accessories that may support field deployments, such as rugged transport cases or portable power solutions, may be beneficial in certain operational contexts. Bidders are encouraged to include any such optional accessories in Form 1, Part Management Table.
Q18	Is UNHCR interested in evaluating complementary rugged biometric enrolment devices supporting refugee registration workflows beyond the scope of this printer procurement?	No. UNHCR is not seeking to evaluate complementary biometric enrolment devices as part of this procurement process. Suppliers are encouraged to mention official UNHCR and United Nations procurement platforms for future opportunities that may fall within this scope.
Q19	Are multiple manufacturers expected to receive awards under the CSA?	The objective of this Request for Proposals is to establish one or more multi-year Frame Agreements. Implying more or even more bidders may be awarded.
Q20	How many bidders (manufacturer partners that participate in the bidding process) are expected to be awarded the CSA? 1 company only or multiple?	The objective of this Request for Proposals is to establish one or more multi-year Frame Agreements. Implying more or even more bidders may be awarded.
Q21	If multiple manufacturers are awarded, could a successful supplier / bidder support both the existing HDP5000 installed base (consumables, spare parts, and services) and the deployment of a newly awarded printer platform during a phased migration?	Yes. Where applicable, a successful supplier may support both the existing HDP5000 & 5000E installed base and the deployment of a newly awarded printer platform during any phased migration period.
Q22	Can countries or local UNHCR entities procure independently under the Frame Agreement, or will procurement remain centrally coordinated?	Yes. UNHCR operations may place orders under the Frame Agreement. However, the overall procurement process and management of the Frame Agreement is managed centrally by UNHCR.
Q23	Approximately what percentage of shipments are emergency orders versus planned replenishment?	The majority of shipments are expected to be planned replenishments rather than emergency orders. Nevertheless, UNHCR's operational environment is dynamic, and urgent requirements may arise based on unforeseen operational needs or emergencies.
Q24	Is regional stocking viewed as an advantage during the evaluation?	UNHCR recognizes that regional stocking may provide operational benefits. However, it is not a scored evaluation criterion and does not receive specific weighting during the evaluation.
Q25	What minimum product lifecycle and end-of-service commitment is UNHCR expecting for the awarded printer platform?	5+2+1 years
Q26	Does UNHCR anticipate awarding the framework agreement to multiple suppliers, or is a single-source award envisaged?	The objective of this Request for Proposals is to establish one or more multi-year Frame Agreements. Implying more or even more bidders may be awarded.
Q27	If multiple suppliers are selected, would UNHCR consider allocating different elements of the programme (e.g. existing fleet support, consumables, new printer deployments or migration services) between suppliers?	Multiple FAs will be awarded according to the outcome of the tender and the ranking. Primary and backup vendors will be awarded as per the Tender Package.
Q28	Will procurement under the framework remain centrally coordinated, or may regional or country offices place orders independently?	Yes. UNHCR operations may place orders under the Frame Agreement. However, the overall procurement process and management of the Frame Agreement is managed centrally by UNHCR.
Q29	Approximately how many printers are expected to be procured annually under the framework agreement?	Please refer to the Background Section in Annex A
Q30	Can UNHCR provide an estimate of the anticipated replacement schedule for the current installed base over the contract period?	UNHCR is unable to determine this at this stage. Replacement requirements will depend on operational needs, equipment performance, evolving requirements, and available funding, as well as the solution that is ultimately awarded.
Q31	Does UNHCR foresee a phased migration where the current HDP5000 fleet remains operational alongside a newly introduced platform?	If a migration period is required, existing HDP5000 and HDP5000E printers are expected to remain operational alongside newly deployed printers during the transition period
Q32	To what extent will ease of migration, operator retraining and workflow continuity influence the technical evaluation?	Bidders are requested to refer to Annex B, where the relevant compatibility, training, and operational continuity requirements are described in detail.
Q33	Are bidders expected to propose migration planning, deployment services and user training as part of their solution?	Bidders should refer to the RFP documents, including Annex B, which set out the applicable solution requirements relating to migration, deployment, training, and operational continuity.
Q34	Is long-term product support, including spare parts availability and lifecycle management, considered an important evaluation criterion?	Bidders are requested to refer to Annex B, where the relevant requirements relating to spare parts availability, after-sales support, warranty, and lifecycle management are described in detail.
Q35	Given the global deployment of the equipment, would UNHCR view regional warehousing or strategic stockholding as an operational advantage?	UNHCR recognizes that regional stocking may provide operational benefits. However, it is not a scored evaluation criterion and does not receive specific weighting during the evaluation.
Q36	Has UNHCR identified any recurring supply chain challenges under previous framework agreements that bidders should specifically address in their proposals?	UNHCR has not identified any systemic supply chain challenges under previous framework agreements. However, the longer production lead times associated with customized consumables and security materials have been a consideration, which has generally been managed through advance planning and stockholding of larger quantities to ensure continuity of supply.
Q37	Would proposals including enhanced supply assurance concepts (for example strategic safety stock or vendor-managed inventory) be viewed favourably where they improve service continuity?	UNHCR is open to proposals that introduce innovative approaches to enhance supply assurance and service continuity. However, such concepts do not receive specific weighting in the technical evaluation unless they relate directly to the stated evaluation criteria.
Q38	The specification refers to a minimum print resolution of 300 dpi. Could UNHCR clarify whether solutions offering higher native resolution receive any additional consideration during the technical evaluation?	300 dpi is the minimum required specification. Printers capable of 600 dpi may be proposed and will be considered as part of the overall Technical and Financial evaluation. Higher resolution alone does not automatically result in additional technical points; any added value will be assessed in relation to the stated requirements and the overall cost-effectiveness of the solution.
Q39	Could UNHCR confirm whether standard QR codes or higher-density biometric/digitally signed QR codes are foreseen for future credential designs?	UNHCR cards contain digitally signed QR codes. Bidders should ensure that the proposed solution is capable of producing QR codes that are printed clearly and can be reliably scanned and verified

Q50	Does UNHCR currently anticipate awarding the Framework Agreements to a single supplier or to multiple suppliers?	The objective of this Request for Proposals is to establish one or more multi-year Framework Agreements, implying one or more more bidders may be awarded.
Q51	Can UNHCR provide an indication of the expected annual procurement volume for printers under the Framework Agreement?	Please refer to the Background Section in Annex A.
Q52	Approximately how many HCP5000 printers remain in operation worldwide today?	We have a total of 450 HCP5000/5000e printers in active use globally.
Q53	Does UNHCR foresee a gradual migration strategy for replacing the installed printer fleet during the contract period?	If a migration period is required, existing HCP5000 and HCP5000E printers are expected to remain operational alongside newly deployed printers during the transition period
Q54	Could UNHCR provide further information regarding the practical evaluation of the SSD card sample and the main criteria that will be assessed?	Refer Annex A, Section 4.6.1
Q55	Given the global deployment of the equipment, would regional inventory or local stocking arrangements be considered an operational advantage?	UNHCR recognizes that regional stocking may provide operational benefits. However, it is not a scored evaluation criterion and does not receive specific weighting during the evaluation.
Q56	Annex B.1.1 - "The document required showed that the bidder has an annual turn-over of at least USD 10M" Annex B.2.2 - "Contracts for similar services should be for a minimum contractual value of USD 1,000,000" If they do not meet the above requirements will this automatically remove them from consideration?	This clause is updated as per the Tender Amendment No.1. Kindly refer to the revised requirements as per Annex B - Technical Offer Form and Technical Evaluation Criteria Guidance - Revision 1.
Q57	Proportionality of the qualification requirements Annex B, Sections 1.2 and 2.2, require bidders to demonstrate an annual turnover of at least USD 10 million and to provide evidence of three successfully completed contracts of a minimum value of USD 1,000,000 each. At the same time, Annex A indicates an anticipated annual demand of approximately 50–60 printers per year, provides for the installation of a new menu frame Agreements, and notes that the high-level operational requirements have not changed significantly over the last eleven years. Compared with previous UNHCR procurements for a similar scope of supply, these qualification thresholds also appear significantly higher. Given the estimated contract volume, the intended multiple-award framework, and the partial land-sector of the secure ID card printer market, these qualification thresholds appear disproportionate to the scope of this procurement and may unnecessarily restrict competition among qualified	This clause is updated as per the Tender Amendment No.1. Kindly refer to the revised requirements as per Annex B - Technical Offer Form and Technical Evaluation Criteria Guidance - Revision 1.
Q58	Alternative financial documentation Annex B, Section 1.3, requires bidders to submit audited financial statements. Could UNHCR please clarify whether this requirement also applies to bidders established in jurisdictions where statutory audits are not legally required and financial statements are not routinely audited? If a bidder is not subject to a statutory audit, would UNHCR accept equivalent financial evidence, such as signed annual financial statements, official tax filed financial statements, tax declarations, or other equivalent financial documentation demonstrating the required financial standing, rather than requiring a statutory audit solely for the purpose of this procurement?	This clause is updated as per the Tender Amendment No.1. Kindly refer to the revised requirements as per Annex B - Technical Offer Form and Technical Evaluation Criteria Guidance - Revision 1.
Q59	Recognition of previous UNHCR performance Where a bidder has successfully supplied identical or closely comparable products, consumables and related services to UNHCR under previous or ongoing contracts, could UNHCR please confirm whether such satisfactory performance may be considered as evidence of the bidder's technical and operational capability when assessing the experience requirements under Annex B, Section 2.2? If not, could UNHCR please clarify why previous successful performance for substantially the same scope cannot be considered equivalent evidence of relevant experience?	Previous experience with UNHCR can be considered as one of the three required Proof of experience. This clause is updated as per the Tender Amendment No.1. Kindly refer to the revised requirements as per Annex B - Technical Offer Form and Technical Evaluation Criteria Guidance - Revision 1.
Q60	In the event of a Joint Venture, consortium or similar bidding arrangement, could UNHCR please clarify whether the financial and experience requirements under Annex B, Sections 1.2 and 2.2, may be fulfilled collectively by the participating entities? Alternatively, must the lead bidder, or each participating entity, independently satisfy the annual turnover requirement and provide the required qualifying reference contracts?	The requirements are applicable to the lead entity of the consortium.
Q61	Existing supplier registration Annex B, Section 1.1 (Mandatory Administrative Requirements) requires bidders to submit company registration documents. Where a bidder is already registered in the UNHCR Supplier Portal and has previously supplied UNHCR under existing or previous Frame Agreements, could UNHCR please confirm whether such registration documents may be submitted by reference to the UNHCR Supplier Portal profile may be relied upon for this procurement, or whether all supporting documents must be resubmitted as part of the proposal?	The legal entity-related documents are to be submitted as part of the tender documents. The evaluation team needs to view this. The bidder may submit the same documents uploaded on UNHCR Cloud ERP should the bidder hold a profile already.
Q62	Financial Offer Form, lines 6 (Laminate) and 7 (Overlaminate) Could UNHCR please clarify the difference between lines 6 and 7?	A laminate is a separate protective film applied through a laminator module, providing enhanced durability and security features such as holograms, while an overlaminate/coat by is a thin protective coating applied during standard printing. If this distinction is not applicable to the proposed solution, suppliers may indicate "Not Applicable" in their response
Q63	Financial Offer Form, lines 1 and 8 (Custom Hologram Design / Registration) Could UNHCR please clarify whether the existing registered hologram design will be reused or whether a new design is required?	This will be determined based on the technology ultimately awarded. At this stage, UNHCR does not envisage changes to the design of the holographic laminate currently in use. Depending on the characteristics and requirements of the awarded solution, UNHCR will determine whether the existing specifications can be retained or whether any additional approval process may be required.
Q64	Financial Offer Form, line 1 (Maintenance & Technical Support) Could UNHCR please specify the expected pricing basis and unit for line 1 (e.g., hourly, per incident, fixed annual, or bundled)?	Bidders are invited to propose one or more pricing models for maintenance and technical support, as appropriate to their solution. UNHCR does not prescribe a specific pricing unit (e.g. hourly, per incident, annual fixed fee, or bundled service) and will assess the proposed approach on its merits.
Q65	We are interested in UNHCR RFP 3194 and would like to inquire whether we may submit our proposal exclusively to the Afghanistan UNHCR office for this tender. Additionally, we are registered on both the UNGM and UNHCR portals. Kindly consider keeping our company on your active supplier list and introducing us to the local procurement team in Afghanistan. With bulk quantities of IT equipment ready in our UAE and Kabul warehouses, we guarantee fast deliveries notices.	The tender is at Global level. Please check on UNGM regularly for tenders exclusively for Afghanistan
Q66	What is the long-term for the duration of the contract?	3+2+1 years