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).

To enable you to submit a bid, please read the RFP document including the following annexes carefully.

RFP documents:

- Annex A: Terms of Reference (ToR)
- Annex B.1: Technical Offer Form
- Annex B.2: Technical Evaluation Criteria Financial Offer Form
- Annex C: Financial Offer Form
- Annex D: General Conditions of Contract for the Provision of Services
- Annex E: Supplementary Agreement Concerning the Protection of Personal Data
- Annex F: UNHCR Vendor Registration Form for Commercial Suppliers
- Annex G: Special Conditions of Cloud Computing
- Annex H: UN Supplier Code of Conduct

Section 2: RFP Key dates

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.

Questions submission deadline: 14:00 CET, November 26, 2026

RFP Submission deadline: indicated as Close Date under Section 1.2.

Section 3: Note to Bidders

The tender package is only available via the UNHCR Supplier Portal. If you are interested in submitting a bid in response to this RFP, please log in to the UNHCR Supplier Portal on the "*Supplier portal log-in*" link available on the UNHCR website, then search for the negotiation using the reference number 3565 (see "*Guidelines on how to use the portal"* slide 41) and prepare your bid in accordance with the requirements and procedures as set out in this RFP and submit it by the deadline for submission of proposals set out in this document and via the

supplier portal.

In case you have never registered before, you can register a profile using the "*Supplier registration portal*" link on the UNHCR website, and follow the instruction in guides available in the webpage: "*How to become a supplier to UNHCR*" and the "*Guidance documents/videos*".

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember your password or username from previous registration (see "*Guidelines on how to use the portal"* on slide 38).

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

If you experience issues accessing the Cloud ERP, please contact Gabor Andrasi on andrasi@unhcr.org keeping Simona Paola Mosconi on mosconi@unhcr.org on copy. We strongly recommend submitting your offer in advance to avoid any potential technical issues that could prevent submission on the final day.

Khurram Jamil

Head of Unit

Procurement Section

UNHCR

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