

**Q:** What happens if only one offer has been received by the deadline?

**A:** The intention is to enhance effective competition to the extent possible. If time allows, the most appropriate action is to re-advertise the specific tender.

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**Q:** Is the available budget mentioned in the tender?

**A:** No, information on the available budget is not disclosed in the tender notice.

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**Q:** When should the vendor registration documents be sent?

**A:** Since the process can take around 1 month (including our internal approval process for the vendor registration), it is recommended that the Vendor Registration Documents be submitted as soon as possible.

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**Q:** What are the payment terms?

**A:** UNHCR has standard 30 days payment terms as of invoice receipt date.

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**Q:** Is there a possibility for advance payment?

**A:** In case the need for advance payment is justified, it might be authorized by UNHCR management. This however is limited to the extent possible.

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**Q:** What are the Procedures of receiving and inspection of products? And how long does it take? Is there any document that the supplier will receive if the product is to be inspected?

**A:** The quantities usually purchased by UNHCR Egypt do not require inspection prior to delivery. Goods are inspected upon delivery and should there be a problem, supplier will immediately be contacted.

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**Q:** How long does the payment via cheque and bank transfer take?

**A:** UNHCR Egypt pays by bank transfer. Payments to bank accounts at HSBC are effectuated the same day while to other banks it might take between 48-72 hours.

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**Q:** Is payment in USD or EGP?

**A:** Payment is made in the currency of the offer. Acceptable currency is indicated in the tender documents.

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**Q:** The registered companies will be contacted by email or should we wait for the advertisement in the newspaper?

**A:** UNHCR Egypt in parallel of advertising/posting the tender notices also intends to target suppliers directly by email. However, to ensure that you are aware of all tenders, please visit our website frequently (<http://supply.unhcregypt.org/category/open-bids>)

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**Q:** Can the bank account have both the owner and the company name?

**A:** UNHCR can only establish Purchase Orders and payments to companies. Payment can only be done to bank accounts registered with the company name. Owner name can also be added but company name is a must.

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**Q:** Can I send the vendor registration documents by email or hard copy?

**A:** Vendor Registration Documents must be submitted by email to [ARECASUP@unhcr.org](mailto:ARECASUP@unhcr.org).

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**Q:** Are we contacted in case any Vendor Registration document is missing?

**A:** Yes, should you forget to send one of the required documents for the Vendor Registration, we will contact you to complete your registration request.

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**Q:** How long does the Vendor Registration process take?

**A:** Since we had numerous interested suppliers participating in our open day, we expect to receive many Vendor Registrations at once. The usual lead time is about a month (including our internal approval process) but it might take slightly longer having to deal with more requests at once.

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**Q:** Do the documents have to be translated?

**A:** No, documents are accepted in the official language of the country.

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**Q:** Can the suppliers submit their offers before the registration?

**A:** Yes, all suppliers are encouraged to submit their offers for the tender notices posted on our website: (<http://supply.unhcregypt.org/category/open-bids>). Vendor Registration is advantage because it reduces the lead time for establishing the Purchase Order/Contract but suppliers not yet registered are also eligible to submit their offers.

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**Q:** What is the name of the website?

**A:** The link to our website is as follows: <http://supply.unhcregypt.org>

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**Q:** Are there open tenders at the moment?

**A:** To access the currently open tenders, please visit <http://supply.unhcregypt.org/category/open-bids>.

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**Q:** Are there any taxes deducted from the amount of the bank transfer?

**A:** UNHCR transfers the total amount of the invoice to supplier bank account and we are not aware of any deductions made afterwards.

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**Q:** What is the procurement budget?

**A:** Our budget varies depending on various factors e.g. donations received, the people of concern to be assisted.

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**Q:** Will UNHCR send SMS to suppliers in case of any open tender?

**A:** UNHCR cannot send SMS notification but will intend to send email notification to registered suppliers to the extent possible. The best practice, however, is to visit the open bids website as frequently as possible.

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**Q:** When will you need office supplies, toners and shuttle bus service?

**A:** UNHCR has recently established Frame Agreements for above items. Once these Frame Agreements expire (in 1-2 years), we will launch new tenders again that will be posted on our website.

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**Q:** For how long do the Frame Agreements require the prices to be fixed?

**A:** As per the usual duration of the Frame Agreements in Egypt, prices are usually to be fixed for 1 year.

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**Q:** How long does it take to have the results for ITB & RFP?

**A:** As the process includes technical evaluation, financial evaluation and also internal approvals (local and depending on the value HQ approval might also be necessary), the entire evaluation and decision making process might take up to 1-2 month as well. Validity of offers must be 90 days at least.

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**Q:** What are the payment terms for the small works?

**A:** Payments for small works only can be done without a Purchase Order. In this case, estimated lead time is approximately one week.

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**Q:** What is the advantage for the registration if you are going to open the tenders to everyone?

**A:** Registered suppliers are likely to be invited for low value competitive bidding requests as well which are not posted/advertised. In case of submitting the most competitive offer, lead time to get the Purchase Order is also reduced which is an advantage for both sides.

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**Q:** Can I download the vendor registration form and the General terms and conditions from the website?

**A:** Yes, the link to the Vendor registration documents is the following:  
<http://supply.unhcregypt.org/doing-business-with-unhcr/how-to-become-a-supplier>

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**Q:** Can I have the vendor registration form in word?

**A:** No, the document is only available in pdf version.

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**Q:** Do we receive any feedback if we were not successful at a tender?

**A:** Yes, all suppliers are informed after the tender evaluation and Purchase Order/Contract award process has been completed.

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**Q:** Is there an open day for all UN agencies?

**A:** So far this has not been done yet, but the will be proposed to the UN community on the next possible occasion.

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**Q:** Can a vendor registration request be rejected?

**A:** We encourage suppliers offering the items/services listed in the frequently purchased goods/services file to submit their vendor registration requests.

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**Q:** The registration is only required for procurement above 5,000 USD?

**A:** Registration does not depend on the value of the first procurement and is encouraged to be done for all potential suppliers (see items/services most frequently procured by UNHCR Egypt).

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**Q:** How can I apply for UNHCR international procurements?

**A:** While we are not in the position to advise on international procurement requests, we encourage suppliers to visit the [www.ungm.org](http://www.ungm.org) website which is a portal used for all UN agencies to post tender notices for all categories of items and services. UNHCR tender notices for international procurement can also be accessed through the following link:  
<http://www.unhcr.org/pages/49c3646c4ac.html>

**Q:** Is there any size limitation for attachments sent to UNHCR e-mail address?

**A:** Yes, the limit is 5 MB. Please make sure that in case the size exceeds this limit, you split your attachment and submit in separate emails as required.

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**Q:** Should the offers be in English or in Arabic?

**A:** Accepted language of the offers will be precised in the ITB/RFP. Should there be no restriction on the language to be used, Arabic will also be accepted.

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**Q:** What are the delivery terms?

**A:** The delivery terms are to be indicated by the supplier in their respective offer. Should UNHCR have time limitations and urgency for the specific requirement, it will be indicated in the tender notice.

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**Q:** If UNHCR required a certain product is it possible to submit an offer for an alternative product?

**A:** Our specifications are done in a way to allow for as many offers meeting our requirements as possible. UNHCR intends to refrain from tendering for specific brands in order to enhance competition.

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**Q:** Do the specifications have sufficient details?

**A:** Specifications are detailed in a way to allow suppliers have a clear understanding on the requirements to the extent possible.