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Regional Office Kinshasa
Branch Office Accra
Regional Office, Beijing
Branch Office Pretoria

The United Nations High Commissioner for Refugees provides protection and assistance to the world's refugees. Based in Geneva, Switzerland, UNHCR was created by the United Nations General Assembly and began work in 1951 aiding more than one million European refugees. In 2003, some 20,6 million people were of concern to UNHCR. The majority is in need of material assistance to survive or to rebuild their lives. UNHCR complements its protection role and the promotion of durable solutions with the provision of such assistance. Today, the organisation is one of the world's principal humanitarian agencies. Its Headquarters are in Geneva and there are some 250 field offices in some 115 countries.

Refugees are people who have fled or cannot return to their country, because of conflict or a well-founded fear of persecution on account of their race, religion, nationality, political opinion, or membership in a particular social group. In addition to refugees, the General Assembly can request UNHCR to provide protection and assistance to other categories of persons who, although they do not fulfil the refugee definition, find themselves in similar situations. UNHCR has participated in more than 30 operations to help the internally displaced since the 1970s including, recently, Timor, Kosovo and Afghanistan and many parts of Africa.

The Supply Management Service in Geneva is responsible for international procurement of goods and services and monitoring of procurement by field offices and implementing partners. Regional supply units are established on an *ad hoc* basis to serve major programmes. Supply units are now operating in several regions around the world. All UNHCR field offices are authorised to undertake local or regional procurement. Implementing partners, such as governmental, non-governmental and other UN agencies, also make purchases on behalf of UNHCR.

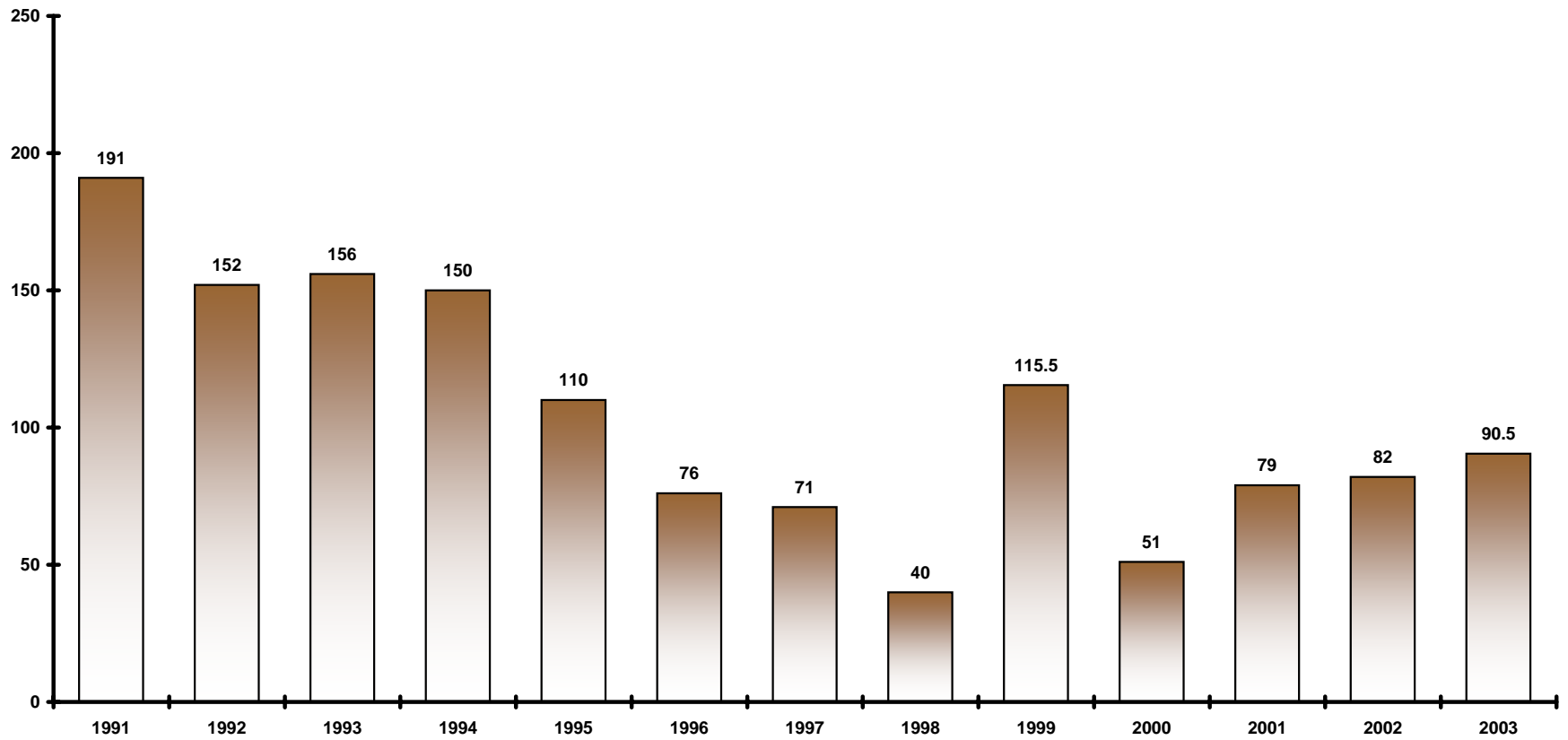
The Supply Management Service follows competitive bidding procedures in line with the Financial Rules and Regulations of the United Nations. Appropriate quality, rapid delivery of goods and local servicing and spare parts are emphasised. Single purchase orders of US\$ 20,000 at Headquarters and US\$ 5,000 in field locations are subject to formal bidding, unless precluded by exceptional factors. For purchases below these amounts, purchasing staff is required to compare at least three offers. Irrespective of the value of the requirement, offers are most frequently invited by fax/e-mail from a shortlist established from registered vendors. Purchase orders of US\$ 100,000 or more are subject to approval by the Committee on Contracts in Geneva or, where established, at the field office. Contracts are generally adjudicated on the basis of the lowest acceptable offer meeting the evaluation criteria stated in the bid document.

In order to rationalise the procurement process and shorten delivery lead times, UNHCR has established two principal strategic tools: the Central Emergency Stockpile and long term call-off agreements called "Frame agreements". Both arrangements focus on the most frequently purchased relief items and other important goods and services. The stockpile, maintained in Copenhagen and consisting of high priority goods such as blankets, plastic sheets and vehicles, permits UNHCR to respond rapidly during the initial phase of any emergency. The frame agreements that UNHCR has concluded with a number of suppliers assure the availability at fixed prices and stable quality of an increasingly wide range of products. The main characteristics of the frame agreements are that they guarantee no minimum or maximum quantities, they are non-exclusive, allowing UNHCR to obtain the same items elsewhere when required and they are generally valid for one to two years and renewable. Currently, UNHCR has concluded agreements for the following items: blankets; kitchen sets; multipurpose plastic rolls, plastic sheets; generators; ballistic equipment; refugee registration materials; collapsible jerry cans; computer and telecommunications equipment, some office equipment; essential drugs and medical supplies and office stationery and materials. UNHCR also uses standing offers for light vehicles and motorcycles concluded by the Inter-Agency Procurement Services Office on behalf of the UN system. In addition, frame agreements have been established for professional services, such as transport and forwarding; inspection and information technology services. A number of these agreements have been retendered in 2003. Frame agreements and their duration will be published on UNHCR's internet site.

It is the practice of the Supply Management Service to extend competition to as wide a geographical range as possible. The Supply Management Service maintains a computerised roster of over 1,500 suppliers from some 70 countries. The roster is linked to an item database containing detailed specifications of the products for which each vendor is registered. Supplier who wants to apply for registration should contact directly UNHCR (email hqsf00@unhcr.ch). The registration form is also available on UNHCR's internet site. UNHCR is also part of the United Nations Global Market Place (UNGM) based in Copenhagen, which acts as a one-window registration office for thirteen United Nations Organisations. UNHCR encourages new suppliers of products or services of current interest to submit their application for registration to the UNGM office at the following address: www.ungm.org. Suppliers based in countries where UNHCR maintains a Supply Unit may also consider registering with this office in the region.

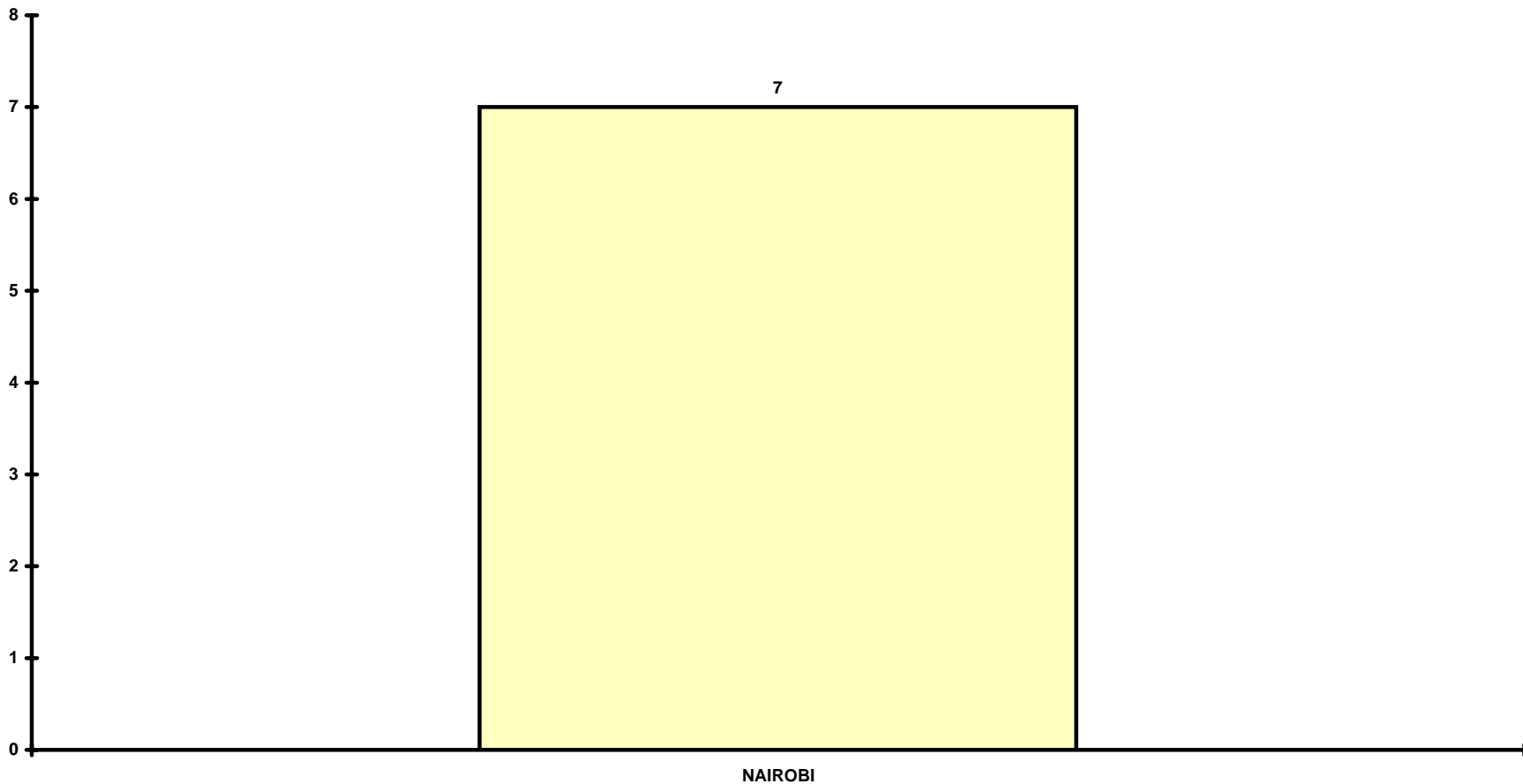
**ANNUAL PROCUREMENT STATISTICS
SUPPLY MANAGEMENT SERVICE, HQ, GENEVA**

MILLION US\$



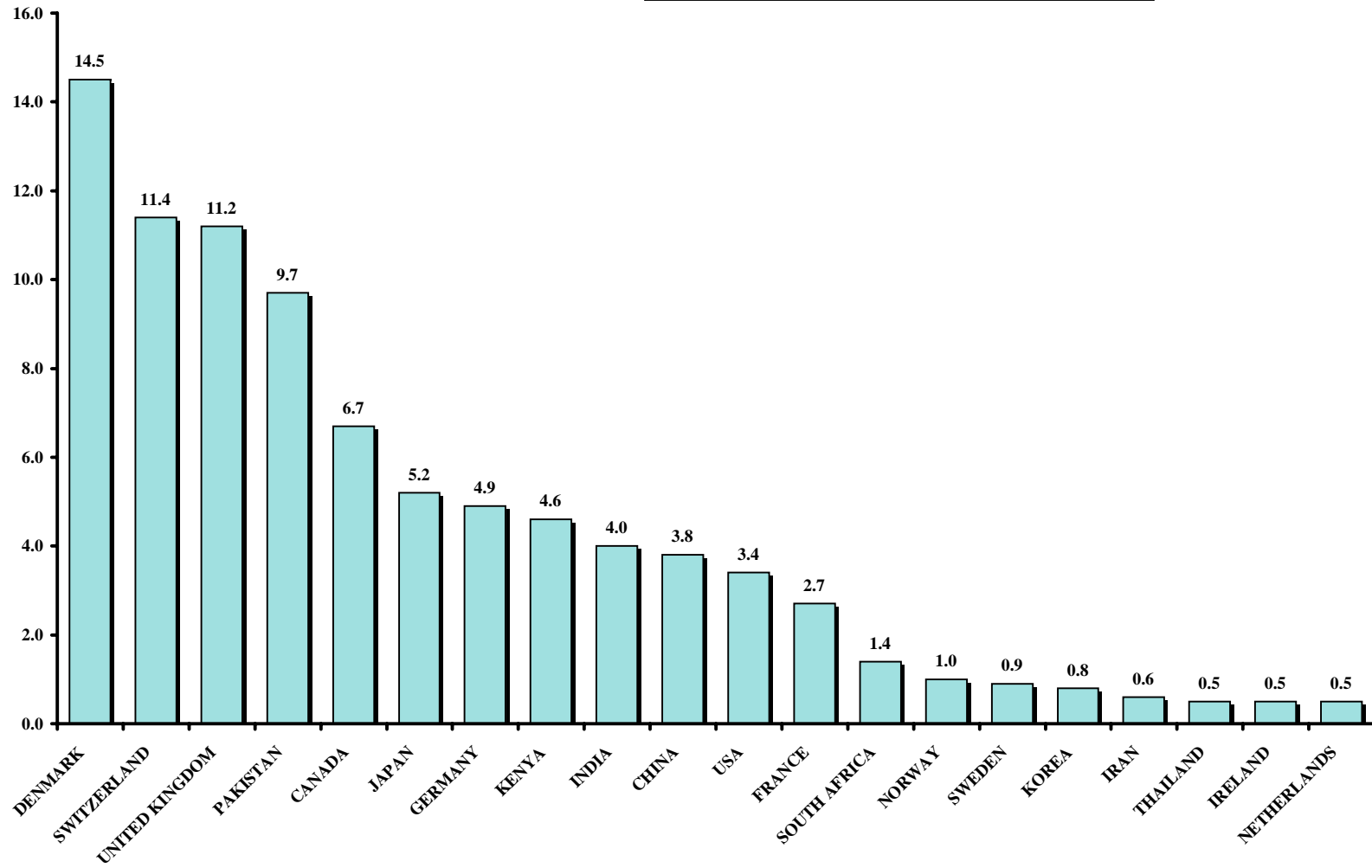
**1998 PURCHASES BY THE SUPPLY AND TRANSPORT SECTION, GENEVA
AND MAJOR DECENTRALISED PROCUREMENT CENTRES**

MILLION US\$



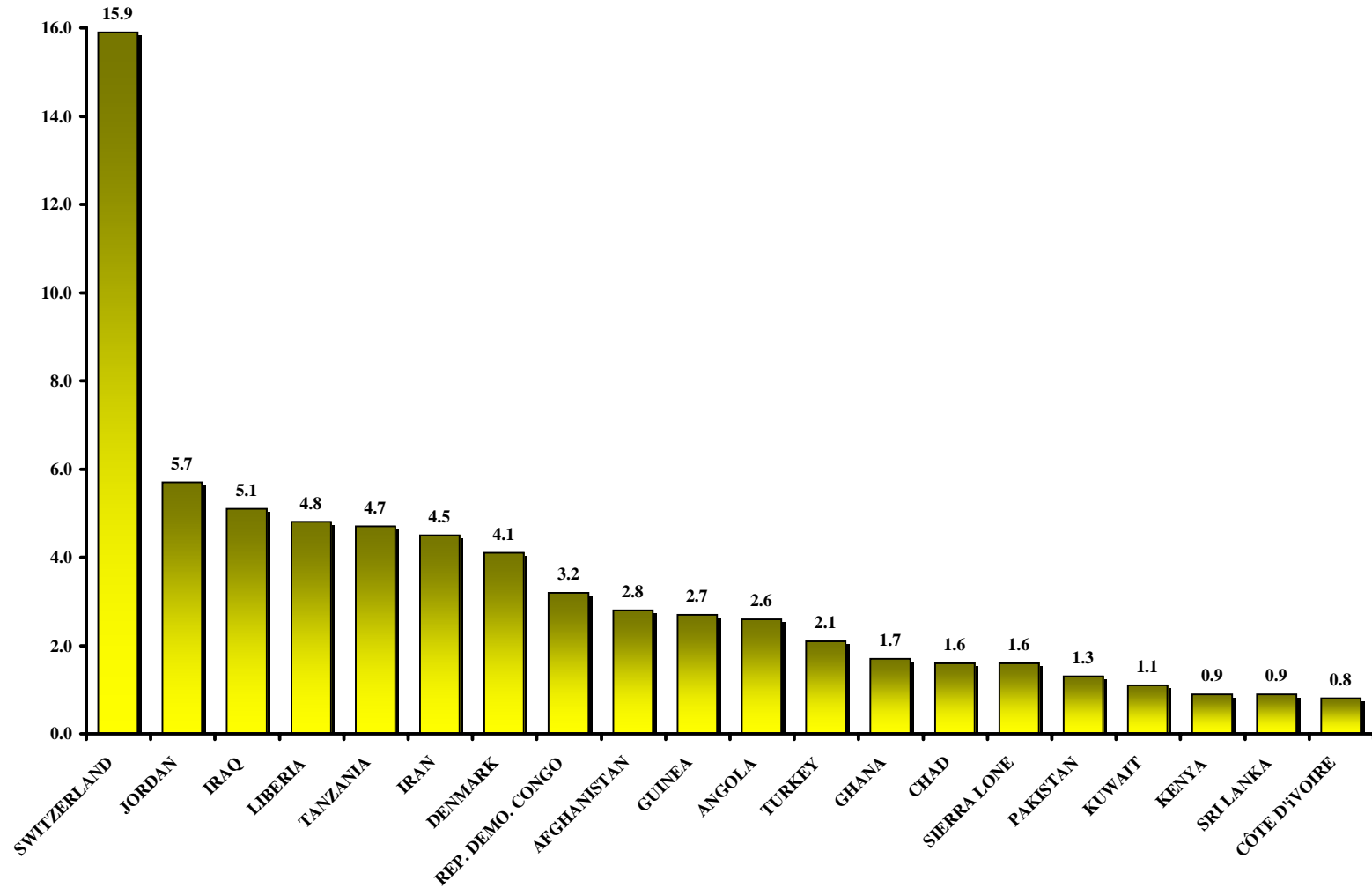
MILLIONS US\$

2003
PROCUREMENT BY VENDOR COUNTRY



2003
PROCUREMENT BY COUNTRY OF DESTINATION

MILLION USD



**2003 COMMODITY/COUNTRY DISTRIBUTION
BY VENDOR COUNTRY IN US\$**

COUNTRY/ COMMODITY	NBR OF ORDERS	VEHICLES/ SPARE PARTS	TELECOM & COMPUT. SUPPLIES	CORPOR. SERVICES	SHELTER/ DOMEST. EDUC. ITEMS	TRANSPORTS & LOGISTICS	OFFICE EQUIP./ SUPPLIES	WATER/ AGRI / ENGIN.	MEDICAL	FOOD	TOTAL
BELGIUM	4			124,232			12,406				136,638
BENIN	2		17,100								17,100
BULGARIA	1				25,682						25,682
CANADA	16			6,781,737			7,590				6,789,327
CHINA	52	31,136			3,628,062				180,807		3,840,005
DENMARK *	633	2,149,834	2,140,701	174,255	2,069,332	7,467,932	127,187		418,990		14,548,231
EGYPT	2				190,360						190,360
FINLAND	3				128,893						128,893
FRANCE	42	185,530	16,475	227,399	1,749,896		96,731	87,817	51,465	328,851	2,744,164
GERMANY	60	4,197,358	303,040	34,335				431,445			4,966,178
GREECE	2				82,800						82,800
INDIA	43				4,042,716				107,560		4,150,276
IRAN	9				564,197	29,562					593,759
IRELAND	11		9,276	472,636							481,912
ITALY	2	76,526		86,025							162,551
JAPAN	80	5,255,923									5,255,923
KENYA	29				3,731,988	929,113					4,661,101
KOREA	18				793,271						793,271
LEBANON	3		4,888	16,300							21,188
LUXEMBOURG	1			1,249							1,249
NETHERLANDS	38		128,208	25,720	31,470		6,232	47,200	239,511		478,341
NORWAY	32		96,223		812,762	209,399					1,118,384
OMAN	3	83,027									83,027
PAKISTAN	37				9,745,830						9,745,830
RUSSIAN FED.	1					122,000					122,000
SENEGAL	2				58,184						58,184
SOUTH AFRICA	6	842,436				611,462			15,445		1,469,343
SWEDEN	38	178,267	11,930	36,679	573,466		136,531		1,962		938,835
SWITZERLAND	471	55,280	5,133,265	4,653,274	65,933	9,943	1,024,336	363,596	47,348		11,352,975
TANZANIA	1				31,000						31,000
THAILAND	8				501,575						501,575
TURKEY	9				47,320	149,964		25,870			223,154
U.A. E.	13				64,121		106,357	18,186			188,664
U. KINGDOM	171	6,866,292	2,128,830	534,141	9,563	726,026	75,028	741,765		120,560	11,202,205
USA	113		1,374,418	466,298		1,415,000	144,279	4,760	17,620		3,422,375
TOTAL	1956	19,921,609	11,364,354	13,634,280	28,948,421	11,670,401	1,736,677	1,720,639	899,901	630,218	90,526,500

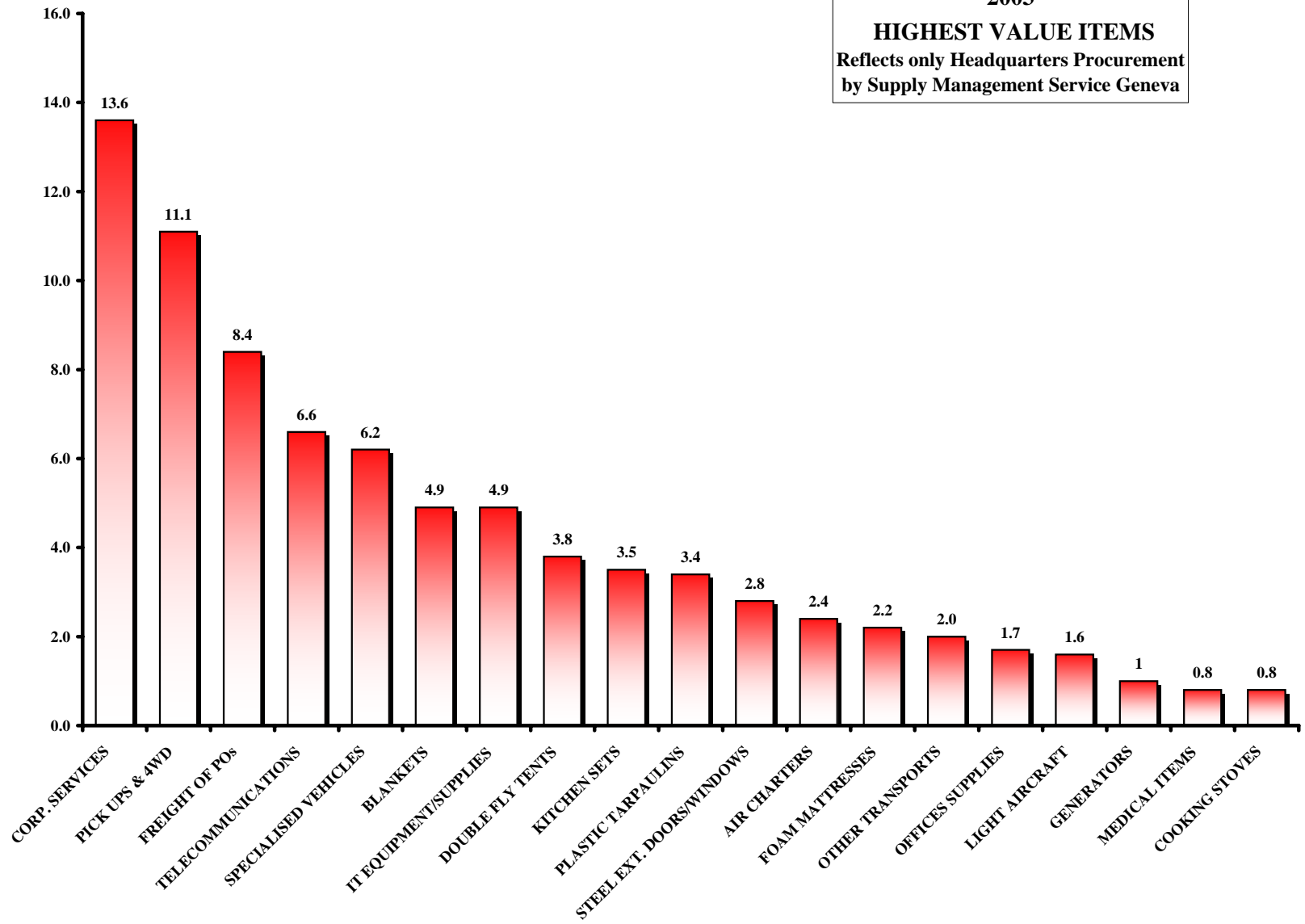
TOTAL VALUE PER ITEM GROUP INCLUDE FREIGHT PORTION OF PURCHASE ORDERS WHEN THE SUPPLIER IS RESPONSIBLE FOR FREIGHT OTHERWISE THE FREIGHT PORTION UNDER GFA (Global Freight Agreement) IS INCLUDED IN "TRANSPORTS & LOGISTICS" AT COUNTRY "DENMARK"
* INCLUDING 421 FREIGHT ORDERS UNDER THE GFA FOR TRANSPORT OF PURCHASE ORDERS OF GOODS

SMS



MILLION USD

2003
HIGHEST VALUE ITEMS
Reflects only Headquarters Procurement
by Supply Management Service Geneva



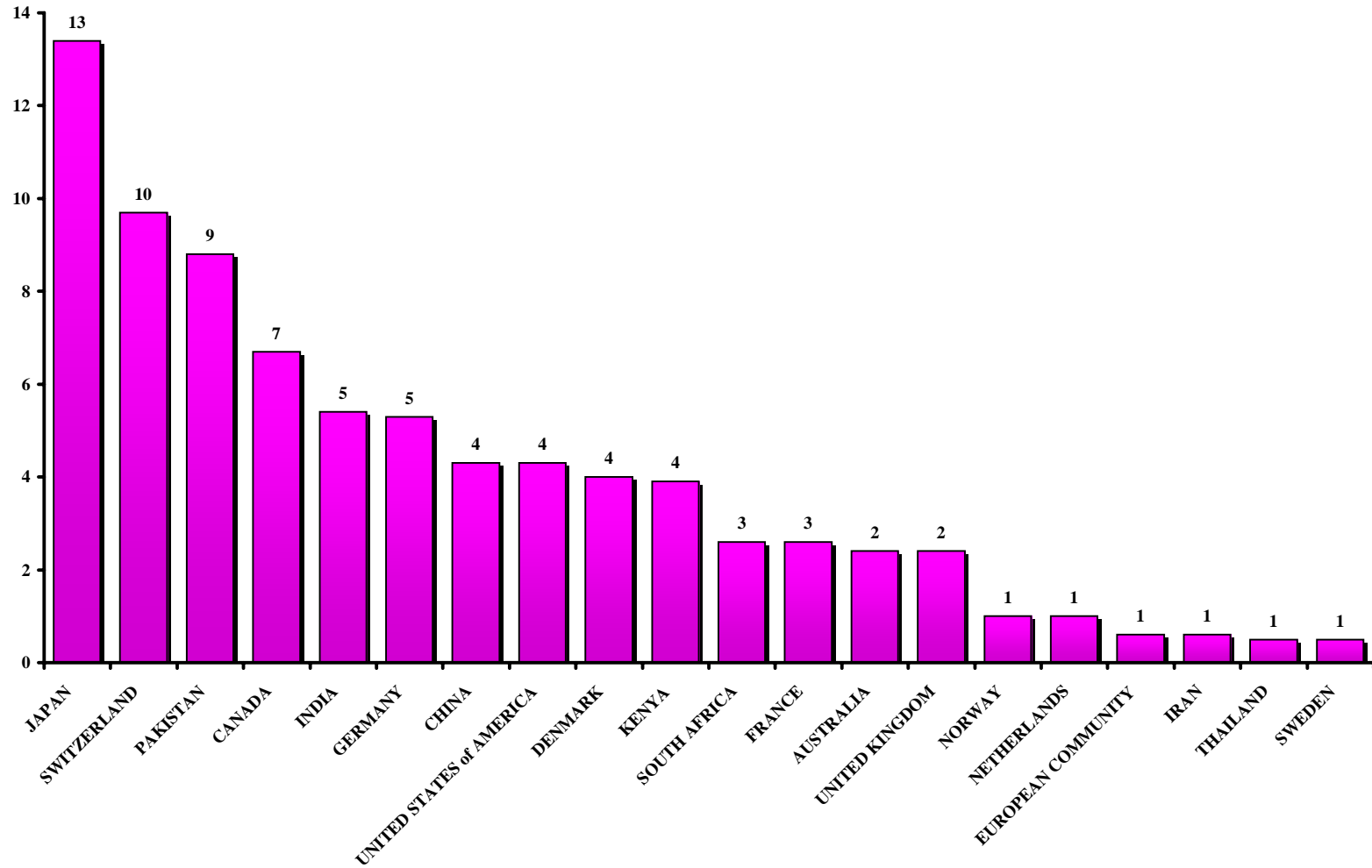
MAJOR VENDORS TO UNHCR IN 2003

	Vendor	Total order value	Vendor Country	No. of Orders	Main Commodity
1	H. Sheikh Noor-Ud-Din & Sons Ltd	9,596,149.58	Pakistan	34	Tents, steel doors,Mats, Hurric.lanterns
2	Kuehne & Nagel Dal Logistics A/S	7,496,013.39	Denmark	445*	Transport and GFA
3	Toyota Gibraltar Stockholdings Ltd	6,866,291.81	United Kingdom	58	Vehicles, Motorcycles, Spare parts
4	Sierra Systems Group Inc	6,544,784.64	Canada	2	Professional services
5	Toyota Motor Corporation	5,076,774.44	Japan	69	Vehicles
6	Boss Pro-Tec	3,755,437.91	Germany	13	Scond-hand Trucks, spare parts
7	Qingdao Gyo-Ha Plastic Co. Ltd	3,584,362.00	China (Pe. Rep. of)	48	Plastic sheeting reinforced
8	Compaq Computer Schweiz GmbH	2,187,793.71	Switzerland	47	IT Equipment
9	Johs Gram Hanssen A/S	1,903,920.88	Denmark	3	Sawn timber, Speed boats
10	Spinners & Spinners Ltd	1,890,963.00	Kenya	12	Blankets
11	Codan (UK) Ltd	1,771,672.02	United Kingdom	19	Telecommunications equipment
12	Realit	1,749,895.61	France	3	Mattresses
13	Kaluworks	1,722,315.20	Kenya	9	Kitchen sets
14	Danimex	1,457,440.28	Denmark	49	Telecoms Equipment
15	Air Serv International	1,415,000.00	United States	3	Air Charters Services
16	Parkash Woolen Industries	1,334,355.00	India	12	Blankets
17	Bukkehave A/S	1,138,733.39	Denmark	16	Vehicles, Tyres & spare parts
18	Vandana Logistics	998,743.44	India	6	Kitchen sets
19	Doors Computer SA	934,747.56	Switzerland	52	IT Equipment
20	Dhani Woolen Mills	922,500.00	India	6	Blankets
21	Alvis OMC	842,435.90	South Africa	1	Scout armoured vehicles
22	Kjaer & Kjaer Worldwide A/S	818,576.83	Denmark	17	Vehicles, Motorcycles, Spare-parts
23	Puyong Ind Co. Ltd	793,271.00	Korea	18	Plastic rolls
24	Priyanka Pvt Ltd	787,117.48	India	11	Kitchen sets, Mats, Textiles
25	Chapman Freeborn Aircharter. Ltd	726,026.00	United Kingdom	5	Air charter services
26	Elca Informatique	665,150.00	Switzerland	1	Software Development
27	Bio-ID Technologies SA	652,242.00	Switzerland	1	Iris Recognition Technology Services
28	Rofi Industries A/S	633,634.20	Norway	17	Ballistic armour
29	Torcom SA	615,296.80	Switzerland	60	Telecommunications equipment
30	King Air Services	611,461.50	South Africa	2	Light aircraft services
31	Biab International AB	573,465.97	Sweden	2	Foam Mattresses
32	ISS Facility Services SA	521,354.41	Switzerland	1	Building maintenance/cleaning
33	Ressource Group International SARL	510,504.68	Switzerland	2	IT Consultancy Services
34	Akrungaroon Industry Co.Ltd	501,575.00	Thailand	8	Mosquito Nets
35	Desert Locust Contr. Org. for E. Afr.	479,000.00	Kenya	2	Light aircraft services
36	Cloer International	441,920.00	Germany	1	Armouring for vehicles (Toyota)
37	Motorenfabrik Hatz GmbH & Co.KG	431,444.98	Germany	12	Generators
38	Open Text AG	424,420.30	Switzerland	4	IT Professional services
39	Gestronic SA Geneve	421,726.95	Switzerland	24	Printers, Scanners and accessories
40	Cicci APS	420,489.83	Denmark	16	IT Equipment
41	Missionpharma A/S	418,989.64	Denmark	12	Essential drugs
42	Comtech EF Data	410,729.25	United States	21	Telecommunications Equipment & Spares
43	Anacom Inc.	395,720.00	United States	12	Telecommunications Satellite Equipment
44	Telrad Connegy Inc	372,209.25	United States	21	Telecommunications & spare parts
45	Novell Ireland Software LTD	365,268.00	Ireland	1	Maintenance & Support services
46	Caterpillar SARL	363,595.56	Switzerland	14	Generators
47	Canon (Suisse) SA	353,752.79	Switzerland	37	Photocopiers, fax machines
48	Hugh Wood Inc.	338,723.51	United States	1	Marine cargo & warehouse insurance
49	Danoffice APS	333,600.73	Denmark	26	IT Accessories
50	IBM (Suisse)	330,714.06	Switzerland	11	IT Equipment (Laptop computers)
51	IBM International Business	309,279.17	United Kingdom	11	IT Equipment
52	Peoplesoft (Switzerland) AG	300,387.27	Switzerland	8	IT Support Services
53	Transworld Safaris (K) Ltd	299,113.25	Kenya	2	Light aircraft services
54	Tri-Med Limited	298,523.65	United Kingdom	13	Semi-collapsible Jerrycan 10L
55	Vestergaard Frandsengroup	279,332.00	Denmark	2	Mosquito nets

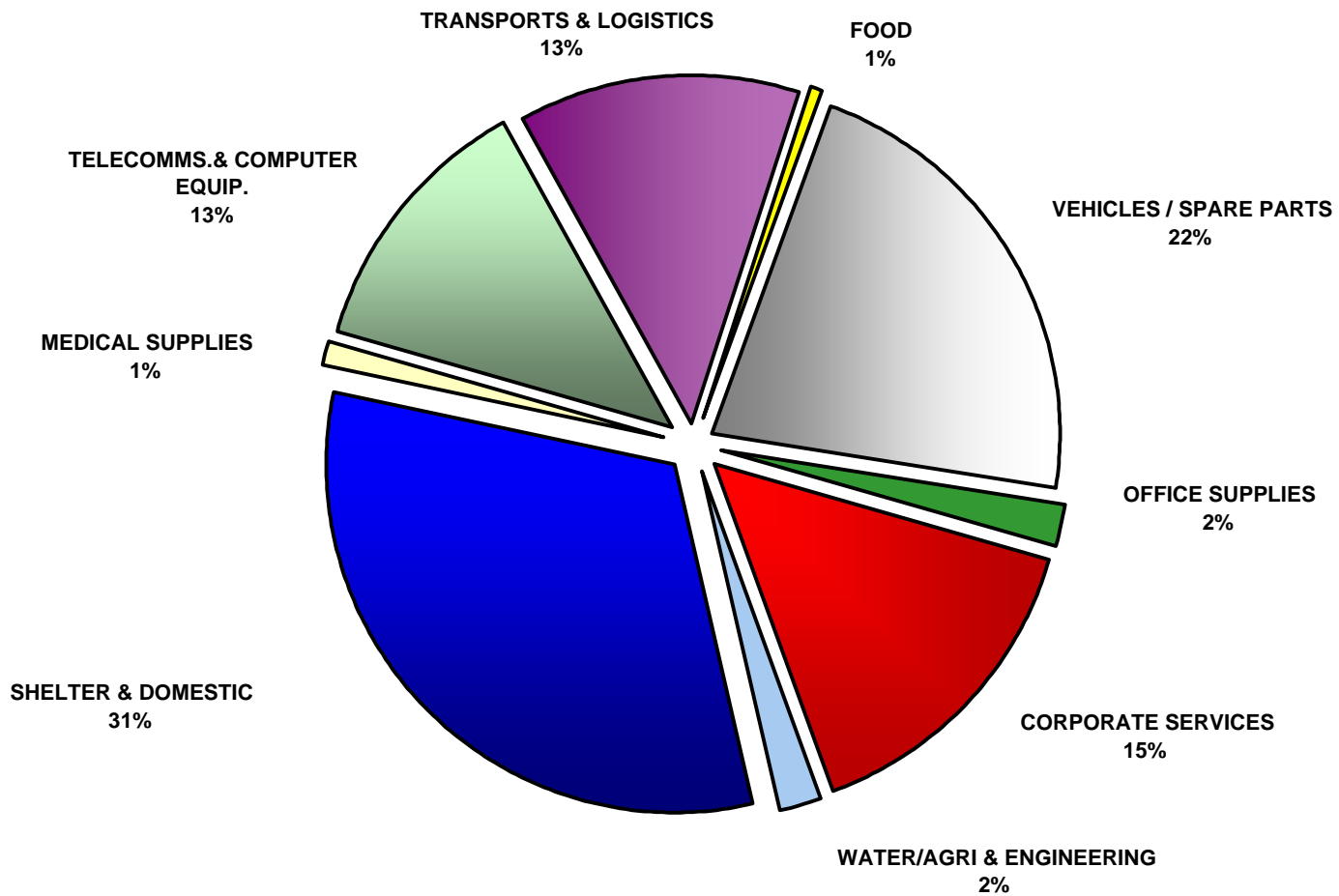
* Including Freight arrangements covered by UNHCR Global Freight Agreement (GFA)

2003
PROCUREMENT BY COUNTRY OF ORIGIN OF GOODS

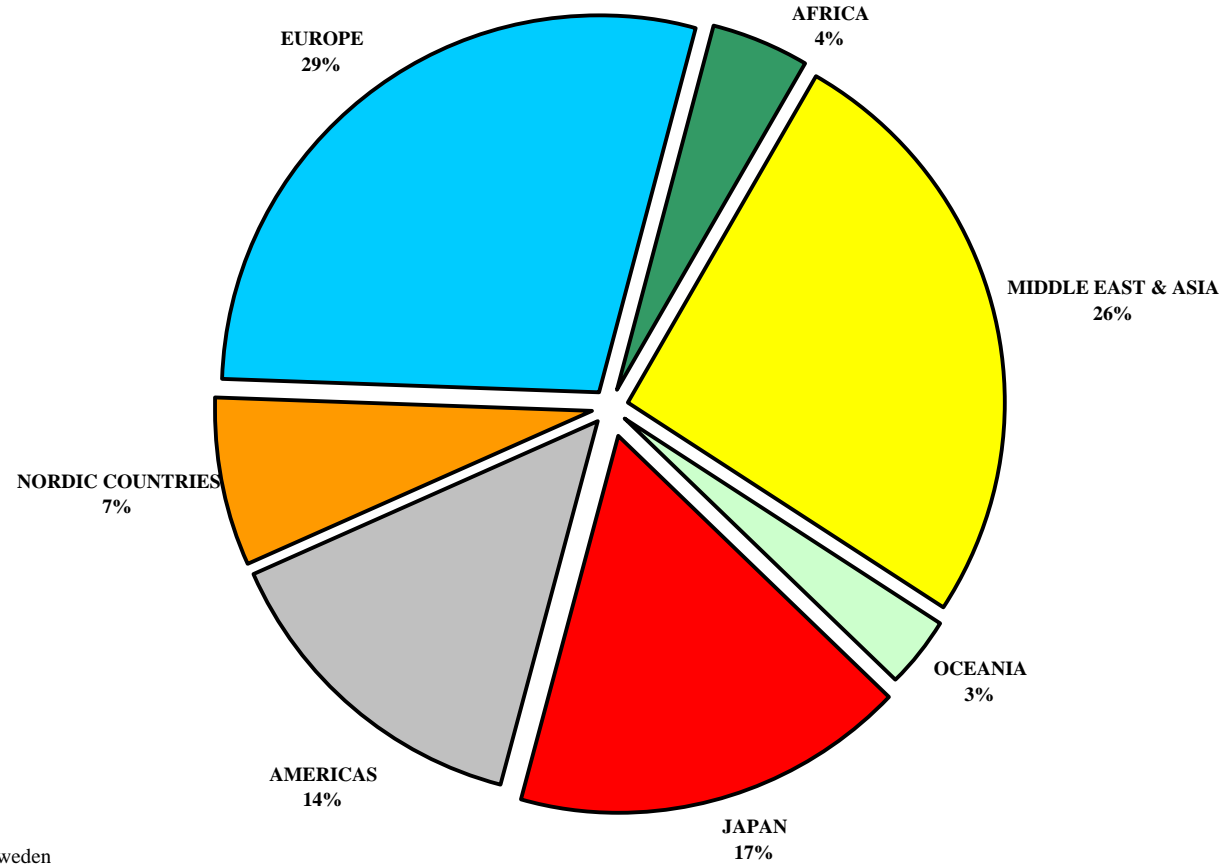
MILLION USD



2003 HQ PROCUREMENT BY COMMODITY GROUPS

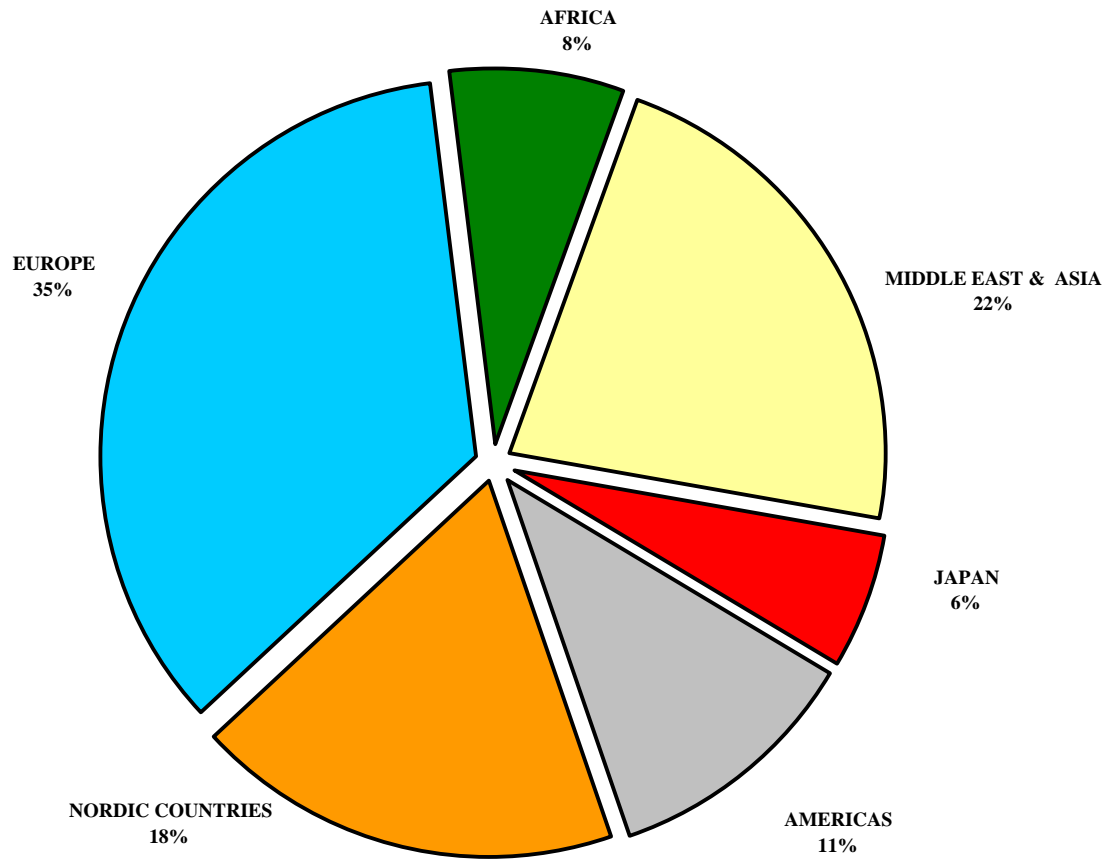


2003
PROCUREMENT BY REGION OF ORIGIN OF GOODS



Nordic countries:
Denmark, Finland, Norway, Sweden
Europe:
Other European countries

2003
PROCUREMENT BY REGION OF VENDORS



Nordic Countries:
Denmark, Finland, Norway, Sweden
Europe:
Other European countries