

INVITATION TO BID**FOR THE ESTABLISHMENT OF FRAME AGREEMENTS FOR THE PROVISION OF
PRINTING SERVICES IN CHISINAU, REPUBLIC OF MOLDOVA****Section 1: Letter of Invitation**

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

ITB DOCUMENTS

- Annex A: Technical Specifications
- Annex B: Technical Offer Form
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the provision of Goods and Services - 2018
- Annex F: UN Supplier Code of Conduct
- Annex G: Sanctions Compliance Statement

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

Section 2: Timeline

ITB Issue Date	09/07/2026
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Questions submission deadline	16/07/2026
Extended ITB Submission deadline	30/07/2026

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 bid 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 this <https://www.unhcr.org/get-involved/work-us/become-supplier/how-become-supplier>

Following registration or should you already be registered, please proceed to <https://idcs-018af3e9a3c54ba3855ccaea5b1cad90.identity.oraclecloud.com/ui/v1/signin>

UNHCR Moldova

Supply Unit

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1 Overview

1,1 General Information

Title	MDA - UNHCR ITB 3162 - Provision of printing services
Synopsis	UNHCR Moldova - UNHCR ITB 3162 - Provision of printing services in Chisinau, Moldova
Amendment Date	20.07.2026 12:29
Amendment Description	UNHCR Representation in the Republic of Moldova would like to inform all interested bidders that Annex B - Technical Offer Form and Annex C - Financial Offer Form have been revised. The revision includes the following: i) reorganization of Printing Services into Lots ii) additional technical specifications have been included to provide greater clarity. These revisions are highlighted in blue in the updated documents.

Introduction

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Moldova, invites qualified supplier to make a firm offer for the establishment of Frame Agreement(s) for the provision of printing services. The bidder shall ensure a minimum service availability rate of at least 75% of the line items within each lot. Bidders may apply for one or multiple Lots depending on their capacity.

UNHCR may award Frame Agreement(s) with initial duration of 2 years, potentially extendable for a further period of 1 year, for supplying its operation in Moldova. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated annual requirement of UNHCR is specified in the financial offer form attached under the Requirements section.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will require the totality of the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

IMPORTANT

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party. The initiation of conciliation or arbitral proceedings in accordance with article 18 "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Invitation to Bid (ITB) document 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 4** of the General Terms and Conditions attached under the "Requirements" Section.

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

INTENTION TO BID:

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

REQUEST FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this ITB directly in this ERP portal using the messaging functionality. **The deadline for receipt of questions is 23:59 hrs EEST on 16/07/2026.** 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 bids are **NOT** to be sent using the messaging functionality. Bids 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 Annexes 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 BID:

Bids should be submitted directly in the ERP 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 bid submission deadline is specified in the Overview section. Any bid received after this deadline or outside of the online ERP portal will be rejected.

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 limits 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 bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications

BID ACCEPTANCE

UNHCR reserves the right to accept the whole or part of your bid, or allow split or partial awards.

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 Goods.

UNHCR may at its discretion, extend the bid 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.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid 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.

CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this ITB will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Goods 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
 Close Date **30.07.2026 23:59**
 Time Zone **Turkey Time**

Open Date **20.07.2026 12:29**
 Award Date

1,3 Negotiation Controls

Response Visibility **Sealed**

Lines Settings

Rank Indicator **1,2,3...**
 Ranking Method **Price only**

1,4 Response Rules

This negotiation is governed by all the rules displayed below.

	Rule
☒	Suppliers are allowed to revise their submitted response

1,5 Terms

Agreement Start Date
 Agreement Amount
 (MDL)
 Payment Terms **HCR Net 30**
 Shipping Method
 Negotiation Currency **MDL (Moldovan Leu)**

Agreement End Date
 Minimum Release
 Amount (MDL)
 Freight Terms
 FOB
☐ **Buyer managed transportation**
 Price Precision **2**

1,6 Attachments

File Name or URL	Type	Description
Questions and answers.pdf	File	
Amendment no. I - ITB no.3162,	File	
Annex C - Financial Offer Form	File	
Annex B - Technical Offer Form	File	
INVITATION TO BID No. 3162.pdf	File	
Annex A - Terms of Reference.p	File	
Annex D - Vendor Registration	File	
Annex E - UNHCR_General Condit	File	
Annex F - UN Supplier Code of	File	
Annex G - Sanctions Compliance	File	
supplier-portal-manual (1).pdf	File	

2 Requirements

**Response is required*

Dear Supplier,

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 evaluation:

Technical Offer Form, and based on the requirements indicated in the Technical Specifications.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.1 Section 1. Mandatory Requirements (Technical)

Section Maximum Score: 5

***1. General Conditions of Contracts**

Please note that the General Conditions of Contracts will be strictly adhered for the purpose of any future contract.

Do you accept the UNHCR General Conditions of Contracts for the provision of Goods and Services?

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex E - UNHCR_General Condit	File	

Hint: Please download the attached UNHCR General Conditions of Contracts and upload a signed copy.

Select one of the following:-

- ☐ a. Yes, Accepted(*Response attachments are required*)
☐ b. No

***2. Company Documents**

Please submit the following documents:

1. Registration certificate (min. 3 years of activity in this field)
2. Company's Tax registration certificates
3. Completed Vendor Registration Form. If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**).

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex D - Vendor Registration	File	

Select one of the following:-

- ☐ a. Documents uploaded(*Response attachments are required*)
- ☐ b. Documents Missing(*Response attachments are optional*)

Comments:

- *3. Eligibility and Commercial/ Supplier Registration Check:** As a prerequisite for a supplier to be deemed eligible for an award of contract, the company should not, or should not be associated with a company or individual, under procurement prohibition by the United Nations, such as prohibitions derived from the consolidated United Nations Security Council Sanctions List (available at: www.un.org/securitycouncil/sanctions/information), UN Secretariat Procurement Division list of suspended or removed vendors, UNGM/World Bank list of suspended or debarred vendors. The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (Annex D) and supporting documents. The investigation involves consideration of several factors such as: - Core business; - Track record; - Contract capacity.

Please complete the Annex G - Sanctions Compliance and attach it.

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
Annex G - Sanctions Compliance	File	

Hint: Please complete the Annex G - Sanctions Compliance and attach it.

Select one of the following:-

- ☐ a. Eligible, as the company is not listed in ineligibility list(*Response attachments are required*)
- ☐ b. Not Eligible(*Response attachments are optional*)

Comments:

- *4. Acknowledgment of UN Supplier Code of Conduct:**

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

Maximum Score: 1

Attachments:

File Name or URL	Type	Description
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Annex F - UN Supplier Code of	File	
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Hint: In case you accept the terms, please upload a signed copy of the document.

Select one of the following:-

☐ a. Accepted (*Response attachments are required*)

☐ b. Not accepted

Comments:

- *5. Please provide the financial statements of your Company for the last three (3) years prior to the closing date of this negotiation.

Maximum Score: 1

Hint: Please upload the statements here.

Select one of the following:-

☐ a. Statements uploaded (*Response attachments are required*)

☐ b. Statements not available

Comments:

2.2 Section 2. Technical Offer (Technical)

Section Maximum Score: 6

*1. TECHNICAL OFFER

The technical details of the products requested by UNHCR can be found in the Technical specification - Annex A attached here.

Your technical offer should clearly state whether or not the goods you are offering are fully conforming to the product specifications given. Clearly state and disclose any discrepancies with the specifications given.

Technical Offer Form:

Please fill in the attached Annex B- Technical offer form and attach a copy in PDF under this requirement. The form shall confirm compliance with all technical requirements, including the availability of printing materials, and adherence to the specified quality standards. The bidder shall ensure a minimum service availability rate of at least 75% of the line items within each lot. Bidders may apply for one or multiple Lots depending on their capacity.

Important:

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

Maximum Score: 1

Attachments:

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

Hint: Please refer to the attached Annex A and download a copy of Annex B (Technical Offer Form) which need to be filled and attached with your offer

Select one of the following:-

- ☐ a. Completed Technical Offer Form in Excel format and signed copy attached (*Response attachments are required*)
☐ b. Technical Offer Form not attached

Comments:

*2.

The bidder shall demonstrate relevant experience in printing and visibility services as follows:

Up to 10-page document (maximum) demonstrating how printing services in line with the requirements will be provided successfully and in a timely manner. This document should include a description of the company and qualifications, including a company presentation, company capacity, tools/printers and resources; a catalogue demonstrating printing and visibility materials produced by the company, including but not limited to printed materials, promotional items, roll-ups, textile products, and visibility materials. The bidder shall demonstrate a minimum of three (3) years of relevant experience in printing, production, visibility, and promotional services.

Maximum Score: 1

Select one of the following:-

- ☐ a. The document is attached (*Response attachments are required*)
☐ b. The document is not attached (*Response attachments are optional*)

Comments:

*3.

Evidence of successful similar projects, including at least three (3) references or recommendation letters. It is important that the reference to previous work shows expertise in working with reputable firms, UN agencies, international organizations and entities and demonstrating successful experience in providing the services listed in the Terms of Reference.

UNHCR reserves the right to verify submitted references and supporting documentation.

Maximum Score: 1

Hint: Please provide at least three (3) references or recommendation letters

Select one of the following:-

- ☐ a. Meets the requirements (*Response attachments are required*)
☐ b. Does not meet the requirements (*Response attachments are optional*)

Comments:

*4.

The bidder shall demonstrate adequate personnel and technical capacity by providing the following:

- Description of available printing and production equipment, including but not limited to:
 - Ability for offset printing ;
 - Ability for laser printing ;
 - Ability for cutting, folding, binding and perforation ;
 - Ability for conversion and normalization of graphic files ;
 - Ability for conversion and normalization of graphic files (text layouting / formatting /converting);
 - Ability to print in a multiplicity of media (paper, textile, plastic);
 - Ability for printing on recycled materials;
 - Ability to ensure continuity of services during periods of high operational demand and to manage multiple requests simultaneously under the Frame Agreement
- Confirmation of an adequate company staffing structure capable of delivering services under this Frame Agreement, including availability of a project manager with whom communication will be ensured in relation to this Frame Agreement (Romanian language is mandatory, and basic English is also required).

Maximum Score: 1

Select one of the following:-

- ☐ a. Information about Personnel and Technical Capacity is provided (*Response attachments are required*)
- ☐ b. Not specified(*Response attachments are optional*)

Comments:

*5.

Description of the quality control procedures in place and warranty of the printing works. The interested companies should confirm the ability to replace any defective, damaged, incorrectly printed, or non-compliant items at no additional cost. The supplier shall replace any defective or non-compliant products within maximum five (5) working days following notification by UNHCR unless otherwise agreed.

The supplier must be able to provide samples or proofs, either physically or in digital format (as agreed with the requester), prior to order fulfilment. The requester must review and formally approve these samples before the supplier proceeds with the production and printing of the full quantity. The cost of samples is expected to be included in the overall print run cost, and no additional charges for samples are accepted.

Bidders are encouraged to demonstrate the implementation of recognized quality management practices. Holding an ISO 9001 (Quality Management System) certification, or an equivalent quality management certification, will be considered an advantage; however, such certification is not a mandatory requirement for participation in this solicitation.

Maximum Score: 1

Select one of the following:-

- ☐ a. Meets the requirements(*Response attachments are required*)
- ☐ b. Does Not meet the requirements(*Response attachments are optional*)

Comments:

*6.

The supplier is required to have in place responsible environmental and social practices. The bidder shall demonstrate its environmental and social practices by providing the information on the following aspects including but not limited to:

- Evidence of environmentally responsible practices related to printing and production services, such as ISO 14001 - Environmental Management or other environmental compliance certificates, accreditations, eco-labels and other evidence which contributes to ecological sustainability and reduction of adverse environmental impact;
- Information on waste reduction and recycling practices;
- Use of environmentally friendly or recycled materials where feasible;
- Compliance with applicable labor, health, and safety regulations;

Evidence may include company policies, procedures, certifications, accreditations, environmental labels, or other relevant documentation demonstrating implementation of environmental, social, quality, health, and safety practices.

Maximum Score: 1

Select one of the following:-

- ☐ a. Evidence provided(*Response attachments are required*)
- ☐ b. Evidence not provided(*Response attachments are optional*)

Comments:

2.3 Section 3. Financial Offer (Commercial)

Section Maximum Score: 1

*1. Financial Offer:

Your Financial Offer must contain an overall offer in MDL without VAT.

Important: Please carefully consider the pricing model applicable to this invitation tender

The Financial offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted. The bidder shall ensure a minimum service availability rate of at least 75% of the line items within each lot. Bidders may apply for one or multiple Lots depending on their capacity.

UNHCR is exempt from all direct taxes and customs duties. With this regards, 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. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

Maximum Score: 1

Attachments:

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

Select one of the following:-

- ☐ a. Financial Offer form submitted*(Response attachments are required)*
☐ b. Financial Offer form is not submitted*(Response attachments are optional)*

Comments:



3 Lines

Instructions	Please note that the total amount in the supplier portal must match the final total value calculated automatically in the Financial Offer Form (Annex C) for the respective lot.
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3.1 Line Information

Line	Estimated Quantity	Response Price	Line Amount	Response Minimum Release Amount
2-Lot 1 - Paper-based products				
2.1-Lot 1 - Paper-based products				
3-Lot 2 - Roll ups and banners				
3.1- Lot 2 - Roll ups and banners				
4-Lot 3 - Fabric products				
4.1-Lot 3 - Fabric products				
5-Lot 4 - Visibility Items				
5.1-Lot 4 - Visibility Items				

3.2 Line Details

3.2.1 Line 2.1 Lot 1 - Paper-based products

Group	Lot 1 - Paper-based products
Category Name	EDT Translation, printing, publication
Allow Alternate Lines	No
Target Minimum Release Amount (MDL)	Estimated Total Amount (MDL)
Start Price (MDL)	

3.2.2 Line 3.1 Lot 2 - Roll ups and banners

Group	Lot 2 - Roll ups and banners
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Category Name	EDT Translation, printing, publication	
Allow Alternate Lines	No	
Target Minimum Release Amount (MDL)		Estimated Total Amount (MDL)
Start Price (MDL)		

3.2.3 Line 4.1 Lot 3 - Fabric products

Group	Lot 3 - Fabric products	
Category Name	EDT Translation, printing, publication	
Allow Alternate Lines	No	
Target Minimum Release Amount (MDL)		Estimated Total Amount (MDL)
Start Price (MDL)		

3.2.4 Line 5.1 Lot 4 - Visibility Items

Group	Lot 4 - Visibility Items	
Category Name	EDT Translation, printing, publication	
Allow Alternate Lines	No	
Target Minimum Release Amount (MDL)		Estimated Total Amount (MDL)
Start Price (MDL)		