

## Frequently Asked Questions

Não.	Pergunta	Resposta do ACNUR
1	What are the advantages of establishing Frame Agreements?	For UNHCR, lead times are shorter, it is easier to perform quality controls, it is not an exclusive contract and prices can be fixed for a long timeframe competitively. For the Supplier, it allows for a long-term stable business relationship, with requirements and quality agreed beforehand, which allows for a more efficient and close communication with UNHCR.
2	Following the tendering procedure, does UNHCR plan to establish several frame agreements or just one?	In order to secure the supply, UNHCR usually awards multiple frame agreements per tender.
3	When suppliers can expect the first purchase order after the contract award?	It depends mainly on organizational requirements and funds available. In case of a Frame Agreement, there is no commitment from UNHCR to place any purchase order.
4	If the tender indicates a certain quantity of required goods, can the final purchase order differ from this quantity?	The ordered quantity of goods may be equal or less than indicated in the tender, pending funds availability. In addition, UNHCR reserves the right to accept only part of the offer received. In case of Frame Agreements, there is no commitment to purchase any minimum quantity. In any case, suppliers are required to keep unit prices fixed regardless of the quantity ordered. Transport cost, if applicable, can be modified accordingly.
5	Which cities will be covered by a particular Frame Agreement?	Normally Frame Agreements cover the demand on the entire country.
6	Is there any estimated budget for Purchase Orders following a particular tender?	All Tenders include an estimated (not binding) demand volume.
7	What is the billing address for items procured by UNHCR office in Brazil?	Alto Comissariado das Nações Unidas para Refugiados Escritório Brasília SCN Quadra 05 Edifício Brasília Shopping, Torre Norte, Sala 318 CEP 70.715-000 Brasília, DF - Brasil CNPJ 07.100754 / 0001/62
8	Does UNHCR in Brazil have multiple CNPJs?	UNHCR only has one CNPJ, that of our national headquarters in Brasilia. In addition, UNHCR has no social contract or commercial references because it is an international humanitarian organization with diplomatic, non-commercial and non-profit.
9	Is it possible to bid for alternative items? (Different brands, packaging,	When alternative solutions are allowed this is clearly mentioned in the text of the tender document.

	etc...)	
10	In regards to pricing lists, can excel spreadsheets be modified by adding/ splitting/ deleting columns?	Where a specific Financial Form is provided as an Annex to the tender document, it cannot be modified. Additional data can be provided in a separate sheet, if it is the case.