



united nations relief and works agency  
for palestine refugees in the near east

وكالة الأمم المتحدة لإغاثة وتشغيل  
اللاجئين الفلسطينيين في الشرق الأدنى



**Gemma Afif Habib**

**Head Transactional Procurement Section**

**Procurement and Logistics Division**

**HQ - Amman**

# At a glance

- **Assistance, protection, advocacy, human development**
- **Close to 5 million registered refugees**
- **Five fields of operations**
- **58 recognized refugee camps**
- **28,000 staff**
- **685 schools**
- **125 primary health care centres**

# Establishment

**UN General Assembly resolution 302 (IV) of  
8 December 1949**

**Operations began on 1 May 1950**



# Mandate

**UNRWA is mandated to provide relief, human development and protection services to Palestine refugees and persons displaced by the 1948 hostilities, as well as subsequent hostilities.**

**➤ Mandate renewed every three years**

**The mission of UNRWA is to help Palestine refugees achieve their full potential in human development.**

# Palestine Refugees

**Palestine refugees are people whose normal place of residence was Palestine between June 1946 and May 1948, who lost both their homes and means of livelihood as a result of the 1948 Arab-Israeli conflict**





**Descendants of original Palestine refugees are also eligible for registration. There are today close to 5 million Palestine refugees registered with UNRWA.**



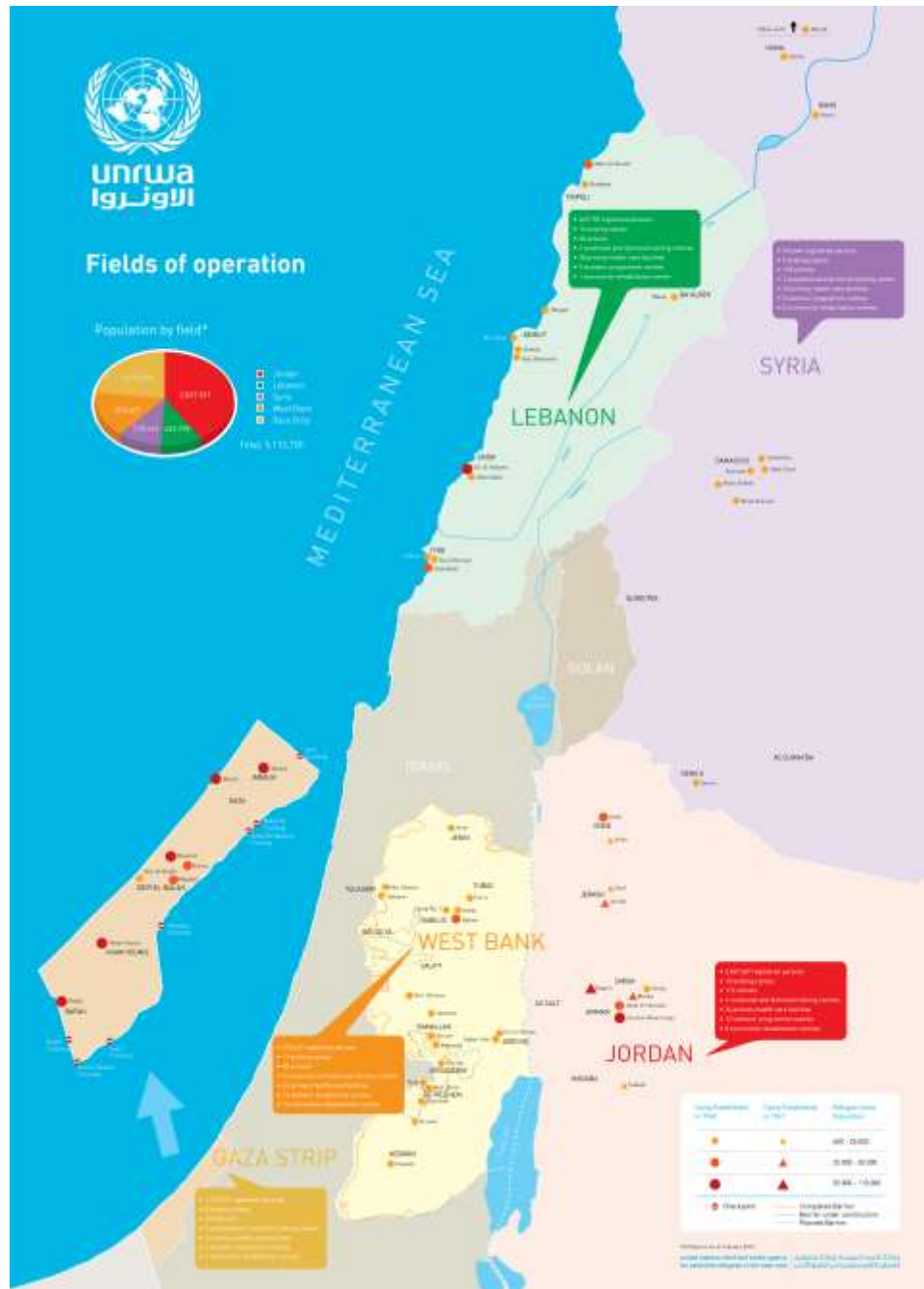




unrwa  
الأونروا

### Fields of operation

Population by field\*



UNRWA provides the following services in Lebanon:

- Emergency relief and rehabilitation
- Education
- Health services
- Housing and shelter
- Social services
- Vocational training
- Welfare services

UNRWA provides the following services in Jordan:

- Emergency relief and rehabilitation
- Education
- Health services
- Housing and shelter
- Social services
- Vocational training
- Welfare services

UNRWA provides the following services in the West Bank:

- Emergency relief and rehabilitation
- Education
- Health services
- Housing and shelter
- Social services
- Vocational training
- Welfare services

UNRWA provides the following services in the Gaza Strip:

- Emergency relief and rehabilitation
- Education
- Health services
- Housing and shelter
- Social services
- Vocational training
- Welfare services

UNRWA provides the following services in Jordan:

- Emergency relief and rehabilitation
- Education
- Health services
- Housing and shelter
- Social services
- Vocational training
- Welfare services

Field	Emergency Relief and Rehabilitation	Education	Health Services	Housing and Shelter	Social Services	Vocational Training	Welfare Services
Gaza Strip	Yes	Yes	Yes	Yes	Yes	Yes	Yes
West Bank	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Jordan	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Lebanon	Yes	Yes	Yes	Yes	Yes	Yes	Yes

\* Population figures are based on UNRWA's 2012 population register. For more information, visit [www.unrwa.org](http://www.unrwa.org).



- Programmes

- **Education**
- **Health**
- **Relief and Social Services**
- **Microfinance**
- **Camp Improvement**
- **Emergency Response**

# Education

- **685 schools**
- **21,924 educational staff**
- **493,500 students**
- **49.9% female pupils**
- **8 vocational training centres for 7,000 Palestine refugees in all fields**
- **Two educational science facilities and teacher training institutes for 2,100 students**



# Health

- **125 primary health care facilities**
- **9,457,155 Annual Patient Visits**
- **3,338 health staff**



# Relief and Social Services

- **292,000 people benefit from social-safety net**
- **61 women's programme centers.**
- **37 community-based rehabilitation centres.**
- **Maintains records of Palestine refugees**

# Microfinance

- **398,154 loans since 1991**
- **US\$ 440.4 million in loans awarded**
  - **33% to youth (18 – 30 years old)**
  - **38% to women**



# Camp Improvement

- **Addresses deteriorating living conditions**
- **Environmentally and socially sustainable camps**
- **Community-based planning**
- **1.5 million lives impacted**
- **5,223 homes rebuilt in Lebanon**
- **2,778 homes built in Gaza**



# UNRWA's Emergency Response

- **Lebanon**
- **West Bank**
- **Gaza**
- **Syria**





# UNRWA Procurement

**UNRWA's Procurement and Logistics Division (PLD) is responsible for the procurement, distribution and provision of all food, goods and services required to support almost five million Palestine refugees in all of UNRWA's areas of operation.**

**UNRWA has its own organizational model of “supply chain” where PLD manages the whole business end to end – from requirement through to handover to beneficiary – which creates a very flexible scalable resource**

# UNRWA Procurement

- **International Procurement is mostly carried out by the Procurement and Logistics Division at Headquarters (Amman)**
- **Local Procurement and some International Procurement is carried out by the Procurement and Logistics Departments located in the Agency's five Fields of operation**

# UNRWA Procurement

**UNRWA regularly procures:**

- **School textbooks**
- **Maintenance services**
- **Pharmaceuticals**
- **Consultancies and professional services**
- **Equipment -such as medical and lab, ICT**
- **Vehicles & Transport Parts**
- **Basic Food Commodities including flour, rice, sugar, powdered milk and canned Sardines**

# UNRWA Procurement

Year	2011	2012	2013	2014	2015
POs	141,185,462	140,934,663	167,356,701	187,619,758	167,992,284
Service Contracts	37,939,842	49,442,642	49,807,798	46,396,669	68,989,643
Construction	102,849,493	101,776,755	72,359,034	44,731,273	86,974,282
<b>Total</b>	<b>\$281,974,797</b>	<b>\$292,154,060</b>	<b>\$289,523,533</b>	<b>\$278,747,700</b>	<b>\$323,956,209</b>

# UNRWA Procurement

2015 / Procurement Value per Issuing Location

Location	Amount US \$	Proportion
HQA	110,951,342	34.249%
GFO	128,064,555	39.531%
LFO	17,011,578	5.251%
SFO	29,519,796	9.112%
JFO	12,031,996	3.714%
WBFO	26,055,196	8.043%
HQG	321,746	0.1%
<b>Total</b>	<b>323,956,209</b>	<b>100%</b>



# 2015-UNRWA Top Twenty Procured Commodities

No.	Description	Total in USD
1	Food	82,896,595
2	Drugs and Pharmaceutical Products	17,823,404
3	Fuels and Fuel Additives and Lubricants and Anti corrosive Materials	9,886,353
4	Vehicles and their Accessories and Components	7,930,806
5	Information Technology Broadcasting and Telecommunications	7,188,580
6	Published Product	4,454,641
7	Furniture and Furnishings	4,265,756
8	Domestic Appliances and Supplies and Consumer Electronic Products	4,237,175
9	Apparel and Luggage and Personal Care Products	3,481,682
10	Medical Equipment and Accessories and Supplies	3,254,466

# 2015-UNRWA Top Twenty Procured Commodities

No.	Description	Total in USD
11	Material Handling, Conditioning, Storage Machinery and their Accessories and Supplies	2,824,955
12	Musical Instruments, Games, Toys, Arts, Crafts, Educational Equipment, Accessories & Supplies	2,583,559
13	Paper Materials and Products	2,558,315
14	Office Equipment and Accessories and Supplies	2,411,236
15	Power Generation and Distribution Machinery and Accessories	2,040,288
16	Live Plant and Animal Material and Accessories and Supplies	2,026,991
17	Laboratory and Measuring and Observing and Testing Equipment	1,628,237
18	Cleaning Equipment and Supplies	1,329,006
19	Structures and Building and Construction and Manufacturing Components and Supplies	961,317
20	Printing and Photographic and Audio and Visual Equipment and Supplies	894,874



# All of UNRWA -2015 Statistics

## Procurement Top 10 Countries of Vendors

Country	Amount in US\$	Number of Contracts
Palestine	145,511,128	4,830
Lebanon	32,088,617	1,524
Syria	29,129,589	2,149
Jordan	28,203,325	1,874
Israel	25,849,855	636
Turkey	23,456,543	84
UAE	7,655,417	69
Italy	6,664,491	34
Netherlands	5,777,869	44
Cyprus	5,301,831	61
Other Countries	14,317,541	343
Grand Total	\$323,956,209	11,648

# UNRWA Procurement

- **Statistics are based on the location of the office or firm providing the product and the address listed on the Purchase Order or Contract.**
- **If it is possible to separate the provision of the product from the provision of maintenance or servicing—product sales might increase.**

# UNRWA Procurement Principles

- **Best value for money**
  - maximization of competition
  - minimizing the complexity of the tender process
  - impartial and comprehensive evaluation of offers/bids in a timely manner
  - careful establishment of evaluation criteria
  
- **Fairness, integrity and transparency**
  
- **The interest of UNRWA and the Palestine Refugees**

# UNRWA WEBSITE-PLD

All information about  
UNRWA can be found on  
[www.unrwa.org](http://www.unrwa.org)

Who we are?

What we do?

Where we work?

How you can help?

In addition to news, recourses, photos  
and videos.



WE PROVIDE ASSISTANCE AND PROTECTION FOR  
SOME 5 MILLION PALESTINE REFUGEES

## QUICK LINKS



## HIGHLIGHTS



# UNRWA WEBSITE-PLD

To visit our procurement page you can navigate directly to [www.unrwa.org/procurements](http://www.unrwa.org/procurements)

The screenshot shows a Windows Internet Explorer browser window displaying the UNRWA website. The address bar is highlighted with an orange box, showing the URL <http://www.unrwa.org/procurements>. The website header features the UNRWA logo and the text "unrwa united nations relief and works agency for palestine refugees" in both English and Arabic. A "Donate" button is visible in the top right corner. The main content area is titled "PROCUREMENT" and includes a brief description of UNRWA's procurement and logistics support for over four million Palestinian refugees. Below this, there is a section titled "Frequently procured goods and services" which lists various items such as school textbooks, maintenance services, pharmaceuticals, and basic commodities. The page also includes links to "UN Global Marketplace" and "UN General Business Guide".

# UNRWA WEBSITE

Or by clicking the “Procurement” link at the bottom of the UNRWA website.

A procurement link at the bottom of our website will lead you to UNRWA procurement page.








# UNRWA WEBSITE-PLD


## Procurement page you can find:


1. **Procurement Policy and Process:** UNRWA uses competitive bidding to meet its procurement requirements, taking into consideration the "value for money" principle.
2. **Procurement Notices and Statistics:** UNRWA procurement notices and statistics are regularly published on UNRWA website.
3. **Suppliers and Contacts:** UNRWA maintains a register of approved suppliers for the items procured on a regular basis.


**PROCUREMENT POLICY**  
  
UNRWA uses competitive bidding to meet its procurement requirements....  
[Read more →→](#)


**HOW WE OPERATE**  
  
Process Identify needs Write specifications, terms of reference or...  
[Read more →→](#)

**SUPPLIERS**  
  
UNRWA maintains a register of approved suppliers for the items...  
[Read more →→](#)

**PROCUREMENT NOTICES**  
  
The Procurement and Logistics Division's annual purchases are in...  
[Read more →→](#)

**PROCUREMENT STATISTICS**  
  
2013 UNRWA contracts exceeding \$100,000 2nd quarter | excel sheet 1st...  
[Read more →→](#)

**PROCUREMENTS FAQs**  
  
You are encouraged to contact the Procurement and Logistics Division...  
[Read more →→](#)

**PROCUREMENT CONTACTS**  
  
For general enquiries about  
.....



# UNRWA Procurement Future Strategies

- Full application of UN Global Compacts 10 principles (Human Rights, Labour, Environment, Anti Corruption)
- Less Expensive pharmaceuticals
- Smart Partnering solutions that add value
- More strategic decision making via the ERP
- Food to Voucher Transition
- New e-procurement system - In-Tend. covers tendering, contract management, reverse auction, supplier management and performance dashboards. This system is linked to UNGM

<https://www.ungm.org/Vendor/Registration>

# UNRWA Procurement





**Procurement and Logistics division  
Department of Administrative Support  
HQ Amman**

[www.unrwa.org](http://www.unrwa.org)