

**TERMS OF REFERENCE**

**ITB/LBY/TR/21/055**

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF  
PRINTING SERVICES**

**A. BACKGROUND AND JUSTIFICATION:**

The UNHCR Libya operation wishes to establish Frame Agreement(s) for the provision of Printing Services for UNHCR office in Tunis. The intended duration of the Frame Agreement(s) is **twelve (12) months subject to further extensions up to additional twelve (12) months** based on the operational requirements and service provider's satisfactory performance.

**B. SCOPE OF WORK:**

The company shall provide all equipment/materials and qualified personal necessary to perform the service in order to meet UNHCR's requirement. Printing services for UNHCR may include the following activities:

1. A3 (paper) 80 gsm – B/W and Color, Single page, Double page and Laminated
2. A4 (paper) 80 gsm – B/W and Color, Single page, Double page and Laminated
3. A4 (parchment paper) 120 gsm – B/W and Color, Single page and Double page
4. A5 (paper) 80 gsm – B/W and Color, Single page, Double page and Laminated
5. A1 – B/W and Color, Single page and Laminated
6. A2 – B/W and Color, Single page and Laminated
7. Business Card 85mm x 54mm (350 gsm) – Colored Matte and Glossy, Single and Double page
8. Stickers – Colored Matte and Glossy, Waterproof, multiple sizes
9. Magnetic Stickers – 25 x 25 Colored Glossy, Waterproof
10. Leaflets – B/W and Color Matte and Glossy, multiple sizes
11. Envelopes – printed with UNHCR logo, multiple sizes
12. Posters – Colored, multiple sizes
13. Banners – B/W and Color, multiple types
14. Flyer / Leaflet – A4, Color
15. Banner – 250 x 170, PVC or Cloth
16. Letterhead – Color, A4, 100 gsm offset paper
17. Sticker – PVC, Color, multiple sizes
18. Roll up – 200 x 100, One-sided printing on Fabric 240g, Ultra-shock-resistant structure with solid stability base, carry bag for transportation

More details are to be found in Annex C – Financial Offer Form.

**The required lead times for printing works are the following:**

Reading proof: 3 days

Final proof: 3 days

Delivery: 1 week after the final approval by the UNHCR

**Other services to be provided by the company**

- i) Support services and/or customer service.
- ii) Services: Quoted price shall include delivery to UNHCR Office premises in Tunis at the following address:

La Rive Business Centre, Rue du Lac Biwa, Le Berges du Lac 1 – 1053 Tunis

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