

# PROCUREMENT GUIDELINES

## GENERAL GUIDELINES FOR COLD CHAIN EQUIPMENT

# Procurement Guidelines

## General Guidelines for Cold Chain Equipment

Key information for UNICEF staff and partners, ensuring the effective and efficient procurement of Cold Chain equipment.

This module gives general guidance to the procurement of Cold Chain Equipment.

Always make sure that you have the latest version of this document by checking the [CCSP website](#).

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Suggestions and feedback: [sd.coldchain@unicef.org](mailto:sd.coldchain@unicef.org)

## Contents

<b>1</b>	<b>INTRODUCTION</b> .....	<b>1</b>
<b>2</b>	<b>UNICEF SUPPLY CATALOGUE</b> .....	<b>1</b>
<b>3</b>	<b>WHO PRE-QUALIFICATION</b> .....	<b>1</b>
<b>4</b>	<b>HOW TO ORDER</b> .....	<b>2</b>
4.1	THE ORDERING PROCESS .....	2
4.2	HOW TO USE PROCUREMENT SERVICES .....	2
<b>5</b>	<b>WHEN TO ORDER</b> .....	<b>3</b>
5.1	FORWARD PLANNING .....	3
5.2	DELIVERY LEAD TIMES .....	3
<b>6</b>	<b>FREIGHT ESTIMATION</b> .....	<b>4</b>
<b>7</b>	<b>ESTIMATION OF ARRIVAL DATE</b> .....	<b>4</b>
<b>8</b>	<b>DIRECT ORDER ARRANGEMENTS</b> .....	<b>5</b>
<b>9</b>	<b>LONG TERM ARRANGEMENTS</b> .....	<b>5</b>
<b>10</b>	<b>LOCAL PROCUREMENT AUTHORIZATION</b> .....	<b>5</b>
<b>11</b>	<b>EMERGENCY ITEMS</b> .....	<b>6</b>
<b>12</b>	<b>NON-STANDARD ITEMS</b> .....	<b>6</b>
<b>13</b>	<b>IN-COUNTRY TRANSPORT</b> .....	<b>6</b>
<b>14</b>	<b>INSTALLATION AND COMMISSIONING</b> .....	<b>6</b>
<b>15</b>	<b>COMPLAINTS HANDLING</b> .....	<b>6</b>
<b>16</b>	<b>WARRANTY</b> .....	<b>7</b>
	ANNEX 1: UNICEF SD COMPLAINTS FORM .....	8
	ANNEX 2: RECORD OF REVISIONS .....	9

## Acronyms

CCSP	Cold Chain Support Package
CO	Country Offices
DOA	Direct Order Arrangement
EMP	Essential Medicines and Health Products
LTA	Long Term Arrangement
PQS	Performance Quality and Safety
PQT	Prequalification Team
PO	Purchase Order
PS	Procurement Services
PQT	Pre-Qualification Team
SD	Supply Division (UNICEF)
TAD	Target Arrival Date
WHO	World Health Organization
WIC	Walk-In Cold Room
WIF	Walk-In Freezer Room

## 1 Introduction

Before implementing vaccination programmes, a fully functional Cold Chain system for receiving, storing and delivering the vaccines must be ensured. General information about the role of Cold Chain in immunization programmes can be found [here](#)<sup>1</sup>. The UNICEF Supply Division (SD) provides commercial and technical guidance to Country Offices (COs) and Procurement Service (PS) partners on Cold Chain equipment to support efforts to:

- Ensure that safe and potent vaccines are delivered and administered to children and mothers;
- Reduce country cost for the procurement of vaccines for the EPI Programmes by minimizing vaccine wastage;
- Minimise downtime of Cold Chain equipment by supplying sufficient spare parts; and
- Sensitize countries on the necessity for Cold Chain equipment inventories at all levels.



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UNICEF SD responds to emergencies by packing and airlifting health, medical and shelter equipment and supplies from its Copenhagen Warehouse. Cold Chain equipment is shipped directly from suppliers to countries.

All UNICEF procurement of Cold Chain products is to be done through UNICEF Supply Division (SD). Eligible partners can use the Procurement Services mechanism to procure Cold Chain equipment. For more details on this mechanism please refer to the [Procurement Services website](#).

This Procurement Reference Guide provides commercial guidance that applies to procurement of Cold Chain products and services in general. More details, both commercial and technical, can be found in the [product-specific guidelines](#).

## 2 UNICEF Supply Catalogue

The [UNICEF Supply Catalogue](#) includes a list of available Cold Chain products. The Catalogue is designed to help countries identify the most appropriate supplies for their programmes, assist in your supply planning, delivery and monitoring, and help maximize collaboration with UNICEF Supply Division.

## 3 WHO Pre-qualification

UNICEF SD procures pre-qualified and listed equipment that conforms to the WHO guidelines for developing countries and those in transition. The WHO Department of Essential Medicines and Health Products (EMP), Prequalification Team (PQT) sets standards and prequalifies vaccines and related products, including a range of Cold Chain equipment. These standards are documented in the WHO PQS (Performance, Quality and Safety) manual, which is being updated on a continual basis. The [WHO PQS Catalogue](#) is accessible online.

<sup>1</sup> UNICEF public website 'Cold Chain, the last child, the last mile'

## 4 How to Order

### 4.1 The Ordering Process

UNICEF SD should be consulted at an early stage with regards to setting a realistic timeframe for the order and determining the necessary budget. SD in conjunction with the CO/PS partner and the supplier need to establish a realistic timeline for starting and finalising the procurement project. Provided that all the information is available, SD will be in a position to provide an estimation of cost in consideration of the extent of requested products and/or services, the individual program setup and other specific conditions (e.g. geographical location).

Once all ordering details have been clarified, the country places the Sales Order (SO). SD places the Purchase Order (PO) and shares it with the CO/PS partner when it is placed with the supplier.

In order to place an order with the supplier, the information available to UNICEF SD should include:

- a) Type of product requested
- b) Material number(s)
- c) Quantity
- d) Expected arrival date
- e) Consignee details

Based on the placed PO, direct communication between the supplier and the CO/PS partner is helpful to organise and co-ordinate specific project details. SD should be kept informed of progress at all stages, as they are the contractual counterpart to the supplier.

### 4.2 How to Use Procurement Services

Details of how to use UNICEF SD Procurement Services are clearly outlined on the public UNICEF Procurement Services website '[How to Use Procurement Services](#)'. Ordering products requires that six key operational steps are followed, related to purchasing supplies and/or services through UNICEF Procurement Services:

- a) Planning
- b) Cost Estimate
- c) Commitment
- d) Procurement & Delivery
- e) Accounts Settled
- f) Monitoring & Evaluation

Answers to specific questions can be found on the Frequently Asked Questions page of the UNICEF Procurement Services website.

## 5 When to Order

### 5.1 Forward Planning

Procurement of Cold Chain equipment should not be an ad-hoc undertaking, but rather be the outcome of a proper planning process. Equipment is either purchased to expand Cold Chain capacity, or to replace obsolete equipment. Replacement planning involves the identification of obsolete equipment that has passed its useful lifetime, either for economic or technical reasons. For budgeting purposes, it is important not only to consider the initial purchase cost of Cold Chain equipment, but also the running cost, cost of spare parts and consumables.



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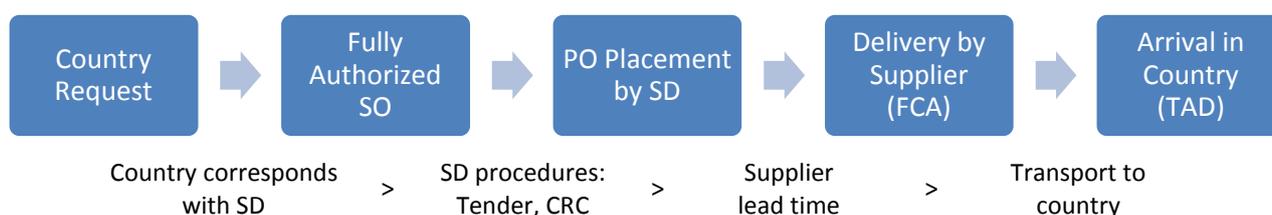
Workers unload a shipment of insulated containers, filled with polio vaccines, from a cargo plane at Aweil Airport in el Ghazal State in South Sudan.

Clear and forward planning is vital also due to the limited bulk availability for some of the Cold Chain products. Supplier lead times need to be factored in, as well as transport and product installation times, if applicable. For example, for Walk-In Cold Rooms (WICs) and Walk-In Freezer Rooms (WIFs) a substantial amount of time is required to carry out the complex installation works.

### 5.2 Delivery Lead Times

Standard supplier lead times for Cold Chain products vary from product to product. The lead time is calculated from the supplier's receipt of the Purchase Order up to delivery to the port of shipment (INCOTERMS FCA<sup>2</sup>). If the project is time critical, it is advisable to contact the [UNICEF SD Cold Chain Unit](#) to obtain more specific information on estimated supplier lead times. SD has Freight Estimation Tools to assist in finding the estimated sea transit time and approximate shipping cost.

In addition to the supplier's lead time, sufficient time needs to be added to allow for the transit time by sea to the port of destination and in-country transportation and delivery.



The total lead time from placement of the PO by UNICEF SD to the arrival of the goods at the final destination depends on multiple factors:

- Order process at country level (for Procurement Services including government approval procedures)
- Order process at UNICEF SD level

<sup>2</sup> FCA: Free Carrier with named place of delivery; the seller delivers the goods to a named airport, terminal, or other place where the carrier operates; Costs for transportation and risk of loss transfer to the buyer after delivery to the carrier.

- Supplier lead time
- Shipment from supplier port to port of delivery
- Clearance of goods
- In-country transport

The table below gives the estimated supplier lead times of Cold Chain products, from the time that the Purchase Order is placed by UNICEF SD to the delivery of the goods to the port of shipment (FCA date).

Table 1. Estimated Supplier Lead Times on Established LTAs

Product	Estimated Supplier Lead Time
Walk in Cold Rooms and Freezer Rooms	4 to 12 weeks
Compression System Refrigerators and Freezers	Up to 8 weeks
Battery Powered Refrigerators and Freezers	1 to 15 weeks
Solar Direct Drive Refrigerators and Freezers	1 to 15 weeks
Temperature Monitoring Devices	1 to 4 weeks
Vaccine Carriers and Cold Boxes	2 to 6 weeks
Voltage Regulators and Stabilisers	6 to 12 weeks

When high quantities of products are required, for example in case of emergency response, lead times may be longer.

## 6 Freight Estimation

Estimated weights and volumes for Cold Chain equipment are given in the [UNICEF Supply Catalogue](#) (click on product item for detailed information).

The [Freight Estimate Tools](#)<sup>3</sup> are useful for determining the most favourable mode of shipment in terms of time and cost. These tools will assist you in identifying the transit time and approximate shipping cost.

## 7 Estimation of Arrival Date

UNICEF SD should be consulted at an early stage with regards to the setting of a realistic target arrival date. SD, in consultation with the CO, PS partner and the service provider, can establish a realistic timeline for commencing and finalizing the project.

UNICEF SD offers tools to assist COs to assess timelines for planning. To estimate the Target Arrival Date (TAD) from the time of supply requisition (PGM) placement on, use the TAD estimation tool, which includes lead times for Cold Chain products. The TAD estimation tool is helpful to identify a realistic arrival at point of unloading prior to COs raising a Sales Order with SD.

For more specific item lead time estimation particularly for critical demand contact the [Supply Division Cold Chain Unit](#), as actual availability from suppliers at a given point in time may differ from the general lead time in the tool.

<sup>3</sup> UNICEF INTRANet (requires login)

Countries can monitor the progress of your shipment using the appropriate freight forwarder's [Track & Trace](#)<sup>4</sup> system.

## 8 Direct Order Arrangements

A number of Cold Chain items can be procured directly from the suppliers through Direct Order Arrangements (DOAs), including:

- Cold Boxes, Vaccine Carriers and Ice Packs
- Compressor Refrigerators and Freezers
- Spares for Compressor Refrigerators and Freezers
- Voltage Regulators for Compressor Refrigerators and Freezers

Products available on LTA, but not on DOA, include:

- Solar Refrigerators and Freezers
- Walk-In Cold Rooms and Freezer Rooms
- Voltage Regulators 5-20kVA
- Temperature Monitoring Devices

Click [here](#)<sup>5</sup> for Direct Order Price Lists.

## 9 Long Term Arrangements

UNICEF SD establishes Long Term Arrangements (LTAs) with product suppliers, with terms and conditions, usually for a period of 24 months, on a non-exclusive basis for the repeated purchase of specified products and services. LTAs have gone through a transparent and competitive global bidding process. Prices offered by bidders remain fixed for 12 months from the start of the LTA. For the second year a percentage increase may be applied. LTAs are agreed upon, in order for UNICEF to have a degree of certainty that products will be available from stock when needed, especially in the event of emergencies when large quantities are involved. The LTA does not bind UNICEF to purchase any minimum quantity of these items. LTAs include training specifications for users and technicians.

## 10 Local Procurement Authorization

Local Procurement Authorization is usually not granted for Cold Chain Equipment (see [Supply Manual: the Supply Manual, Chapter 6, Section 2](#)).<sup>6</sup>

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<sup>4</sup> UNICEF Intranet (requires login)

<sup>5</sup> UNICEF Intranet (requires login)

<sup>6</sup> UNICEF Intranet (requires login)

## 11 Emergency Items

In case of an emergency when Cold Chain products are required, please contact the [Supply Division Cold Chain Unit](#). The Cold Chain LTAs include emergency stocks with suppliers for certain products that are available for immediate shipment.

## 12 Non-Standard Items

For non-standard items, UN item codes applicable for Cold Chain should be used. Refer to the [Quick Reference Guide](#)<sup>7</sup> for details.

## 13 In-Country Transport

In many instances the procured products need to be transported within the country. In-country transport should be taken into consideration during the budgeting and ordering stages. The necessary local resources for transportation, manpower and time should be included in the planning process.

## 14 Installation and Commissioning

For certain equipment, planned installation procedures need to be in place, including a number of functionality tests to be performed on new equipment. The type of tests will depend on the nature and complexity of the equipment. This is to ensure that the equipment functions correctly and that the local users and technicians are familiar with the operation and routine maintenance of the equipment. For more details on installation and commissioning procedures, refer to the [product-specific guidelines](#).

## 15 Complaints Handling

Any potential complaint related to the equipment supplied should be addressed to UNICEF SD, thereby enabling UNICEF to handle it as an official complaint.

Handling of complaints is documented in the UNICEF SD Divisional Procedure DP 047. A complaint is an expression of dissatisfaction made to SD, related to its operations, services, activities, products, or processes including the complaints handling process itself, where a response or resolution is explicitly or implicitly expected (Refer to ISO 10002:2004).

The complaint procedure seeks to systematise and ensure the proper receipt, recording, review, closing, follow up, reporting and analysis of all complaints received in Supply Division (SD) while keeping the complainant informed. Its aim is to continually improve the processes within SD and to enhance customer satisfaction.

In practice, complaints related to Cold Chain equipment supplied are addressed to UNICEF SD, thereby enabling UNICEF to handle it as an official complaint. In order to facilitate fast complaint handling, it is important the complaint contains the following information:

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<sup>7</sup> UNICEF Intranet (requires login)

- a) Product concerned
- b) Purchase number
- c) Batch number if applicable
- d) Nature of complaint (as detailed and describing as possible)
- e) Photos if available

## 16 Warranty

LTA agreements between UNICEF SD and suppliers stipulate the warranty conditions for Cold Chain products. Typically the warranty period for Cold Chain products is one year, during which the supplier must repair goods whenever defects appear after delivery.

The supplier warrants to UNICEF, among others, that:

- The Goods shall be new and factory packed and shall conform to the LTA Documents;
- The Goods are free from defects in workmanship and materials;
- The Goods are contained or packaged in a manner adequate to protect them; and
- It has the personnel, experience, qualifications, facilities, financial resources and all other skills and resources to perform its obligations under the LTA.

The Warranty Period commences after UNICEF's acceptance of a delivery made by the supplier or its authorised representative(s), and shall terminate 12 months after delivery has been made, or within such longer period of time as may be prescribed by law or by the terms of any applicable warranty required by the LTA Documents.

Annex 1: UNICEF SD Complaints Form

Supply Division Complaint Form


**Part A: To be filled by complainant or Solution Owner**

Name: \_\_\_\_\_ Complaint Date: \_\_\_\_\_

Contact Person *(If different from complainant)*:

Address

Tel. No.: \_\_\_\_\_ Fax. No.: \_\_\_\_\_ Email: \_\_\_\_\_

Problem Statement *(Complaint Description, Reference e.g. procedure, etc.)*:

Objective Evidence *(Attach photos, reports, etc.)*

Product & Delivery Information when applicable:

Product Information, as applicable	
Product Name	
Pack Size	
Batch Number	
Expiry Date	
Serial Number	
Supplier	
Manufacturer	

Delivery Information, as applicable	
Date Received	
Quantity Received	
PO Number	
Issue Order Number	
Released by & date	
Type of transaction (PS, PGM, WH...)	

Action desired *(Explain what you expect to be done to correct the situation)*:

Please send to [jwozniak@unicef.org](mailto:jwozniak@unicef.org) Quality Assurance Centre, Supply Division.

## Annex 2: Record of Revisions

Date	Description	By
April 1, 2012	First draft, by UNICEF SD\HTC\Cold Chain Unit	GK,DH,AS
August 9, 2014	Updated, additions and corrections	BR
October 28, 2014	Updated, minor corrections	BR