Quality Assurance Requirements for Education Products

The following Quality Assurance (QA) requirements will be required as a minimum for all education items procured by UNICEF. Additional specific QA requirements and/or Technical specifications will be provided in each tender as applicable.

1) Quality Standards – Manufacturers, Wholesalers, Traders, or Suppliers
   1.1. The manufacturing facility providing any education product shall have a Certified Quality Management System (QMS) that meets the requirements of ISO 9001-2015, or equivalent.
   1.2. The Certification Body that certifies the QMS in 1.1 is preferred to be accredited by a National Accreditation Body and additional marks may be awarded in the bid evaluations for this level of certification. This will be fully detailed in any tender documentation if required.
   1.3. It is preferred that wholesalers, traders or suppliers also operate ISO 9001:2015 or equivalent.
   1.4. For all manufacturers that wholesalers, traders or suppliers engage with to supply items for a UNICEF tender the following shall apply.
      i) Wholesalers, traders, or suppliers shall ensure that the manufacturer who is providing education products to them is certified as above (paragraph 1.1).
      ii) Wholesalers, traders, or suppliers shall collect and verify the validity of the QMS certification from their nominated manufacturers and submit these certificates in the bid documentation.
      iii) Wholesalers, traders, or suppliers are responsible to ensure all certificates submitted are valid and genuine.
      iv) Wholesalers, traders, or suppliers are responsible to ensure certificates submitted do not expire during the validity of the bid.
      v) Where there is an agreement between the wholesalers, traders, or suppliers in relation to the quality of products provided by a manufacturer (quality agreement) this agreement may be included in the bid documentation.
   1.5. Submission of a false or modified certificate will result in immediate disqualification of the bid and may also result in suspension from all future UN tenders

2) Quality Standards – Products
   2.1 Technical standards and provisions for all products procured shall be detailed fully by UNICEF in the bid documentation.
   2.2 All bidders are responsible to provide suitable documentation in their bid submission to allow UNICEF to determine if required technical requirements and provisions have been met. This documentation or evidence where appropriate may consist of, but not limited to the following:
      i) Web links to manufacturers data sheets showing the product specifications. For example, manufacturer’s web catalogue, or paper copies of data sheets submitted in the bid documentation
ii) Third party laboratory test reports, not older than 5 years. Unless the bidder can fully demonstrate that the test reports are still valid for the product. Testing laboratories shall be competent in the tests carried out. This competence must be demonstrated in the submission and may be verified by UNICEF QA.

iii) Product Data Sheets

iv) Recommended product storage and transport conditions

v) Photographic evidence fully detailing how and where the relevant specifications are met

vi) FSC Certification where appropriate

vii) Material Safety and Data Sheet (MSDS)

viii) Any other relevant documented evidence.

Please note that simply stating the product meets the specification and/or copying and pasting UNICEF generic specifications or photos from UNICEF Web Catalogue, without providing strong documentary evidence, will no longer be accepted and is likely to result in submitted bid being disqualified.

2.3 Submission of a false or modified evidence or lab reports will result in immediate disqualification of the bid and may also result in suspension from all future UN tenders.

3) Inspections Conducted by UNICEF QA

3.1 Sample Evaluations – UNICEF may determine that a sample evaluation is required to support any bid, then the bidder will be approached to provide relevant samples free of charge. Samples are **NOT** to be provided at the time of the bid unless specifically requested to do so.

3.2 Site Visit – UNICEF may determine that a site inspection is required to verify the QMS and its effective implementation. UNICEF may nominate a qualified third-party inspection agency to conduct these inspections on our behalf. All planned site inspections will be agreed between UNICEF QA and the bidder in advance.

3.3 Pre-Delivery Inspection (PDI) – UNICEF may determine that any future PO placements, with successful bidders, may attract a pre delivery inspection. Full details of arrangements for PDI will be communicated if relevant.

FOR MORE INFORMATION
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