

July 16, 2024

## **Annex A: Technical Specifications**

### **Wristbands**

## Table of Contents

<b>1</b>	<b>Introduction.....</b>	<b>3</b>
<b>2</b>	<b>Wristbands Specifications .....</b>	<b>4</b>
	a. Material .....	4
	b. General Considerations .....	4
	c. Dimensions, Front Design and Pantone.....	4
	d. Serial number and barcode .....	5
	e. Serialization .....	6
	f. Visual representation/ artwork: .....	6
<b>3</b>	<b>Packing Instructions .....</b>	<b>7</b>
<b>4</b>	<b>Stocks, Production and Delivery .....</b>	<b>9</b>
<b>5</b>	<b>Product Life, Warranty, Manufacturing Defects, and returns.....</b>	<b>10</b>
<b>6</b>	<b>End-of-Life (EOL).....</b>	<b>11</b>
<b>7</b>	<b>UNHCR Logo.....</b>	<b>Error! Bookmark not defined.</b>

## 1 Introduction

UNHCR has a requirement for a bidder to supply long lasting, non-transferable wristbands for use by UNHCR in refugee operations around the world. Wristbands are currently in use in a range of UNHCR operations and serve the purpose of registration when there is no time / capacity to perform the proper registration procedure. Each wristband currently carries a unique serial number that could be registered under the beneficiary's name, until a proper registration and documentation process could be performed. To improve accuracy, fast and reliable data collection and to reduce the possibility of human error when inputting information, UNHCR requires the presence of a linear barcode. In addition, it is important that wristbands distributed to refugees in field locations are of best possible, tamper-proof quality and durability, as refugees may be required to wear the wristbands for up to 6 weeks until registration, in particular in emergency situations.

**UNHCR is requesting wristbands (“the Wristband”) that complies with the requirements detailed in this Technical Specifications document. In addition to these, the Supplier must also comply with the Business Requirements contained herein.**

The technical specifications cover 3 different types of wristbands, each wristband is represented by a specific lot number.

- Lot 1: Type A – Wristbands (High Durability Vinyl)
- Lot 2: Type B – Wristbands (100% Recycled Polyester)
- Lot 3: Type C – Wristbands (Bio-degradable)

The technical specifications described in this document are applicable to all different types of wristbands, except when the requirement is clearly specified for one type of wristband. The contract may be awarded for one or more lots, depending on offers providing best value for money for the organization.

## 2 Wristbands Specifications

### a. Material

#### a. **Lot 1: Type A – Wristbands (High Durability Vinyl)**

- The material shall be flexible (malleable and not rigid) yet stretch and tear resistant, such as plastic or vinyl, but durable enough to last up to 6 weeks from application.

#### b. **Lot 2: Type B – Wristbands (100% Recycled Polyester)**

- The material shall be 100% recycled PET (polyester)), durable enough to last up to 6 weeks from application.

#### c. **Lot 3: Type C – Wristbands (Bio-degradable)**

- The material shall be biodegradable, made of renewable resources, such as hemp, recycle cotton and bamboo, durable enough to last up to 6 weeks from application.

**Note: The supplier must provide a Safety Data Sheet / Material Data Sheet for each Lot/Wristband type they intend to bid for.**

### b. General Considerations

1. **The Supplier is prohibited from incorporating any proprietary trademarks, brand names, logos (except for the UNHCR logo), or company signifiers on any section of the wristband.**
2. The wristband, printed serial number, barcode and closure shall be durable for a minimum of 6 weeks.
3. Type A – Wristbands (High Durability Vinyl), shall be 100% latex free to reduce the risk of severe reactions from skin allergies.
4. **Wristbands** shall be anti-bacterial & hypoallergenic. Potential health effects for skin contact (if any) shall be detailed. **The supplier needs to provide a certification issued by an authorized third-party that certifies the product comply with this requirement.**
5. The wristband shall be comfortable for all wearers and shall not have sharp edges which could damage delicate skin.
6. The wristbands shall waterproof and resistant to moisture, soaps, and common household chemicals (i.e., oils, laundry detergent, all-purpose cleaner, antibacterial, insect repellents, etc.).
7. The wristband must be suitable for use in temperatures ranging between -10°C and +50°C and humidity of 10 to 90% and must not suffer any degradation, damage, or other invalidation in these conditions. **The supplier needs to provide a certification issued by an authorized third-party that certifies the product comply with this requirement.**
8. The wristband shall have tamper-proof one-way closure to prevent transferability. It should break when opened, requiring the wristband to be cut for removal. Additionally, it should have an adjustable closure that fits both small children's and adults' wrists.

### c. Dimensions, Front Design and Pantone

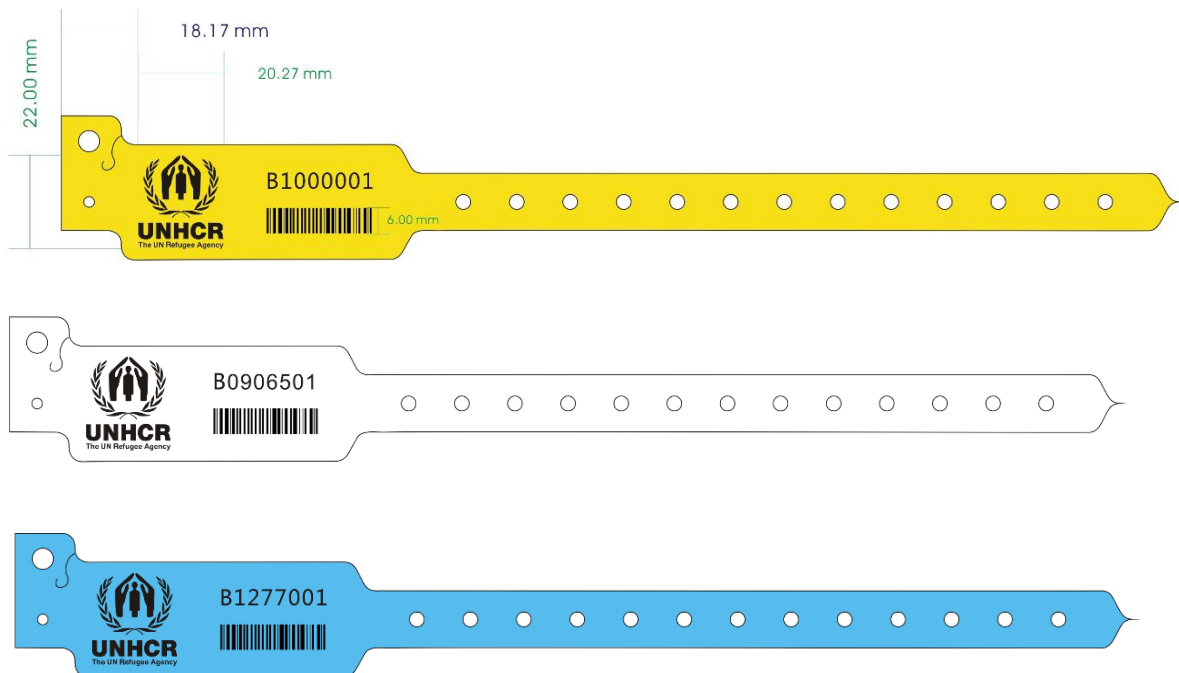
#### 1. **For Type A – Wristbands (High Durability Vinyl) – Lot 1**

- a. The wristband total length shall be approx. 260 mm.
- b. The width of the long, perforated part shall be approximately 18 mm.
- c. UNHCR reserves the right to accept specifications that are not more than +5% of the established dimension.

- 2. For Type B – Wristbands (100% Recycled Polyester) – Lot 2**
  - a. The wristband total length shall be approx. 260 mm.
  - b. The width of the long, perforated part shall be approximately 18 mm.
  - c. UNHCR reserves the right to accept specifications that are not more than +15% of the established dimension.
- 3. For Type C – Wristbands (Bio-degradable) – Lot 3**
  - a. The wristband total length shall be approx. 260 mm.
  - b. The width of the long, perforated part shall be approximately 18 mm.
  - c. UNHCR reserves the right to accept specifications that are not more than +15% of the established dimension.
- 4. The maximum space occupied by the printed area (UNHCR Logo, serial no., and barcode) shall be approximately 70 mm in width and 27 mm in height.**
- d. The wristband surface shall be on the front side of a material quality which allows a minimum of 6-week printing impression.
  5. The wristband shall have UNHCR vertical logo, unique serial number and linear barcode printed in black.
  6. The official UNHCR Vertical logo vector shall be used by the supplier.
  7. The orientation of the UNHCR Logo, serial number and barcode in the printed area shall be portrait.
  8. The UNHCR Logo, serial number and barcode position shall be centered vertically between the top and bottom margin of the printed area.
  9. The UNHCR Logo, serial number and barcode position shall be centered horizontally between side margins of the printed area.
  10. The color of the wristbands shall be: White (COOL GRAY 1C), Blue (278C) and Yellow (459C).
- e. **Serial number and barcode**
  1. The unique serial number is different on each wristband supplied.
  2. The unique serial number consists of a letter (currently B) and sequential numbers (seven digits) (i.e., 1234567).
  3. The unique serial number shall be communicated to the Supplier at the time of order.
  4. The barcode shall be printed below the serial number.
  5. The barcode shall be min. 5 mm high.
  6. The barcode shall be Code-128 format and must be readable with a standard linear barcode scanner.
  7. The printed barcode shall correspond to the unique alphanumerical serial of the wristband.
  8. The barcode contains the letter and sequential number of the wristband (7 digits).
  9. Print quality of serial number and barcode must be smudge-proof for up to 6 weeks.

**f. Serialization**

1. Wristbands must carry a unique serial number.
2. The unique serial number shall always be sequential following the number of previous orders (the "Purchase Order").
3. The supplier must retain complete and accurate records of all printed serialization vis-à-vis the Purchase Order and should be ready to produce this information upon request from UNHCR.
4. The unique serial number range shall be communicated to the Supplier at the time of order.
5. UNHCR will specify the serial numbers for the quantity ordered on the Purchase Order document, under line details and upon dispatch for signature by the supplier.
6. The supplier should refuse to process/initiate production against HQSMS Procurement Orders received without correct or no serialization.
7. The suppliers must seek clarification in the event of any discrepancy arising in relation to the serial number records.

**g. Visual representation/ artwork:**
**1. For Type A – Wristbands (High Durability Vinyl) – Lot 1**

**2. Type B – Wristbands (100% Recycled Polyester) – Lot 2**

Artwork to be provided by the supplier in lieu of section c. of the present specifications.

**3. Type C – Wristbands (Bio-degradable) – Lot 3**

Artwork to be provided by the supplier in lieu of section c. of the present specifications.

### 3 Packing Instructions

For goods to be delivered to Copenhagen, Denmark, supplier must comply with the instructions of packing, packaging and labelling [specifications in place](#) by UNICEF, in addition to the outlined instructions.

For goods to be delivered elsewhere, suppliers must comply with the instructions established on the relevant GDS PO.

1. BOXES (primary packaging)
  - a. Avoid single-use plastic packaging for individual packaging.
  - b. **500 wristbands per box**, suitable for easy distribution. Box size must match the quantity of wristbands (boxes containing 500 wristbands and empty space left will not be accepted)
  - c. Consecutive serial numbers within the box, sheet with highest serial number at the bottom, sheet with lowest serial numbers on top.
  - d. Each box affixed with a label detailing as follows:
    - UNHCR logo (Horizontal Blue)
    - UNHCR Wristband <COLOR> (i.e., "BLUE," "WHITE," "YELLOW" etc.)
    - Serial No. .... - .... (i.e., from ... to ...)
    - Serial number range printed in 128-code format for control deployment and inventory.
2. CARTONS (Secondary packaging)
  - a. Carboard boxes (recycled material) for all items which must not be bleached white; only natural-colored boxes made of recycled materials should be used. It is essential to maintain protection to prevent any damage to the items.
  - b. **Each carton to be packed with 10 boxes** (i.e., 5,000 wristbands of one-color series per carton)
  - c. Boxes to be packed inside the carton in serial sequence, box with highest serial numbers at the bottom, box with lowest serial numbers at the top.
  - d. Each carton to be affixed with a label detailing as follows:
    - UNHCR logo
    - Purchase Order Number (i.e., PO001234)
    - Purchase Order Number printed in 128-code format (i.e., PO001234)
    - PO Quantity
    - Consignor (Supplier & Manufacturer)
    - Consignee
    - Country of Origin
    - Content: UNHCR Wristband <COLOR> (i.e., "BLUE," "WHITE," "YELLOW" etc.)
    - Serial number range contained within the carton (i.e., the start and end numbers of the 5,000 wristbands in the carton)
    - Serial number range printed in 128-code format. Sequential Carton Number (e.g., box number 1 contains the lowest serial numbers)
    - Production date
3. PALETTES (Tertiary packaging), when required:
  - a. Secondary packaging shall be packed on a pallet.
  - b. Pallets need to be wrapped in a water-tight material, preferably made of, or containing sustainable material, e.g., recycled plastic or other alternatives.
  - c. Packaging needs to ensure that products are protected from any damage including water and moisture. Innovative sustainable solutions are welcomed. Avoid compostable plastics for packaging and increase recycled content wherever possible.
  - d. The Supplier shall ensure that cartons are packed according to the color of wristband on
    - US/UK Standard Wooden Pallet- 1200mm x 1000mm, or

- European Wooden Pallet- 1200mm x 800mm, or
  - Any other wooden pallet size as indicated by UNHCR
- e. Cartons with highest number per color series at the bottom, cartons with lowest number at the top.
- f. The maximum allowable height per pallet is 1100 mm (including the pallet).
- g. The maximum allowable weight per pallet is 950 kgs (including the pallet).
- h. Each palette to be affixed with 2 labels placed to the two short sides of the pallets, outside the plastic wrapping.
- i. The pallet labels shall be affixed with a plain text label detailing the following information:
- UNHCR logo
  - Purchase Order Number (i.e., PO001234)
  - Purchase Order Number printed in 128-code format (PO001234)
  - PO Quantity
  - Consignor (Supplier & Manufacturer)
  - Consignee
  - Country of Origin
  - Content: UNHCR Wristband
  - Color <...> , serial numbers <from ... to ...>
  - Color <...> , serial numbers <from ... to ...> (if multiple color series on one palette)
  - Production Date

Each shipment shall be accompanied by a Certificate of Conformity detailing the compliance of the shipment with the requirements.

- j. Suppliers are encouraged to propose alternative greener and eco-friendly solutions which respect the packing requirements outlined herein.
4. Marking techniques:
- k. Laser engraving
- Printing with water-based ink
  - Printing on sustainable sticky tapes (only applicable on cardboard boxes)
  - No harmful ink/coloring should be used.
5. Packing information shall be based as specified in the “Shipping Markings” section of the relevant GDS PO.



## **4 Stocks, Production and Delivery**

1. The suppliers shall have the capacity to provide transportation and delivery of goods to Copenhagen, Denmark (DAP incoterms). At the same time, UNHCR might request orders to be delivered DAP to any UNHCR office or warehouse around the world (as defined in the incoterm 2010). The final place of delivery will be specified on the purchase order. In case the purchase order contains a different Incoterm, the Incoterm on the purchase order prevails.
2. Delivery must be made to the address specified on the Purchase Order and in accordance with the terms of the Contract.
3. The Supplier shall ensure the delivery time of 450,000 wristbands to DAP Copenhagen, Denmark shall not exceed 12 weeks from PO issuance.
- h. The Supplier shall be able to delivery items within 12 weeks or less delivery time to DAP Copenhagen.
  4. The Supplier should be able to delivery items worldwide, the delivery time shall not exceed 16 weeks from PO issuance, unless otherwise agreed with UNHCR. A quotation for delivery to any other location will be requested on a case-by-case basis. Such offer shall consider the FCA ceiling price listed in the suppliers' Financial Offer plus the delivery cost (all inclusive: transport, packaging, custom clearance, etc.) to the final destination to be quoted by the supplier.
  5. Supplier should be able to have capacity to deliver worldwide or if they face any restrictions.
  6. The Supplier shall made deliveries in Full on Time in accordance with Purchase Order and shall, upon request from UNHCR, specify the approximate lead time to a specific location.
  7. The Supplier shall respond to Critical Requests ("urgent, emergency-related service request for either goods manufacturing of response to incident") within 48 hours (applicable workdays for the supplier/location).
  8. The Supplier shall provide prompt and accurate documentation in accordance with the Purchase Order, inclusive of Certificate of Conformity with every shipment.

## **5 Product Life, Warranty, Manufacturing Defects, and returns.**

1. The Supplier shall provide products of consistent quality in accordance with the present Annex A, Technical Specification, and shall take necessary corrective actions when and as requested by UNHCR.
2. In the event of manufacturing defects, the Supplier shall provide a technical report for every incident in a timely manner based on the pictures/reports of wristbands and/or physical samples, identifying reason(s) behind fault and corrective measures / control mechanism put in place to mitigate the re-occurrence in the future.
3. The Supplier shall share and update the Quality Control Mechanisms in place with UNHCR, as/when required. A copy of this document shall be made available to UNHCR upon Contract signature.
  - i. In the scenario manufacturing defects are found on a given supplied batch, the Supplier shall assume all cost and liabilities for the replacement of wristbands to the UNHCR field operations reporting the errors, even if the original Purchase Order was sent to Copenhagen, Denmark, and thereafter to various UNHCR field offices.
4. The Supplier shall, in the event a UNHCR field operation is obliged to engage a third party for the destruction of wristbands (in situ), assume the monetary responsibility by reimbursing UNHCR for the third-party cost incurred upon presentation certified invoice. The costs of possible destruction of faulty wristbands by a field operation will be first inform and agreed with the Supplier before issuing any invoice.

## **6 End-of-Life (EOL)**

The Supplier should provide general instructions on how to manage the Type A, B and C items once they have achieved their purpose at the end of their life with focus on recycling and safe disposal based on their material composition and following the waste management hierarchy. The instructions are intended to guide staff and end users to minimize the environmental impact of this product.