

TERMS OF REFERENCE

REQUEST FOR QUOTATION No. RFQ/HCR/SUP/MENA/2026/004 FOR ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF MAINTENANCE AND REPAIR SERVICES FOR SECURITY EQUIPMENTS IN UNHCR MENA REGIONAL BUREAU

1. Background:

The Office of the United Nations High Commissioner for Refugees (UNHCR) requires preventive maintenance, corrective maintenance, emergency repair services, and supply of spare parts for security equipment installed at the UNHCR MENA Regional Bureau located in Amman, Jordan.

The equipment forms part of the security infrastructure protecting UNHCR personnel, premises, visitors, and assets and therefore requires continuous operational readiness and timely technical support.

UNHCR intends to establish a non-exclusive Frame Agreement with a qualified contractor for the provision of such services.

2. Objective:

The objective of this Terms of Reference is to secure the services of a qualified contractor capable of providing:

- Preventive maintenance services.
- Emergency and corrective maintenance services.
- Supply and replacement of spare parts.
- Software updates and system configuration support where applicable.
- Technical inspections and performance testing.
- Maintenance reporting and service documentation.

The resulting Frame Agreement shall be established for an Initial one-year period with the possibility of two additional one-year extensions (1+1 years), for a maximum contract duration of three years., subject to satisfactory performance, availability of funds, and continued operational requirements.

3. Terms of reference:

These TOR specifies minimum requirements and details of the required services. Based on these requirements and defined services, the Contractor should carry out the maintenance and repair of the equipment mentioned herein, in accordance with recommended guidelines and/or warranty requirements where the warranty remains in force prescribed by the original equipment manufacturers, common industry practice and to the satisfaction of UNHCR.

All information provided in connection with this procurement process, including all information contained in these TOR, the Request for Quotation (RFQ) and any other information provided such as during the site visit and contract negotiations, is based on the best information available and to the best of UNHCR's knowledge at this point of time.

4. Equipment Covered Under the Contract

The equipment currently covered under the Contract includes:

No.	Equipment Description	Brand / Model	Qty
1	CCTV System (102 Cameras, DVR/NVR)	Hikvision	1 System
2	Walkthrough Metal Detector	Ranger Intelliscan D18Z5451	1
3	Walkthrough Metal Detector	Garrett PD6500	1
4	Turnstile	T250 Turnike	2
5	Revolving Exit Door	Existing Installation	1
6	Boom Gate	FAAC	3
7	Hydraulic Bollards	PNOMEK PSW_LPM_A3	1 System
8	Automatic Sliding Doors	BFT	3
9	X-Ray Scanner	VOTTI	1
10	X-Ray Scanner	Astrophysics	1
11	Emergency Exit Panic Doors	Existing Installation	3

UNHCR reserves the right to increase, decrease, replace, relocate, or remove equipment during the contract period without affecting the validity of the Frame Agreement.

5. Deliverables:

5.1 Preventive Maintenance Services:

The Contractor shall perform preventive maintenance in accordance with manufacturers' recommendations and industry best practices.

Preventive maintenance shall be conducted as detailed below and shall include:

CCTV Systems (6 Visits/Year)

- Inspection of cameras functionality.
- Cleaning camera lenses.
- Recording verification.
- Storage utilization check.
- Software updates when needed and approved.

Walkthrough & Turnstile Systems (4 Visits/Year)

- Mechanical inspection.
- Testing of sensors and motors.
- Safety device testing.
- Lubrication and adjustment.

Boom Gates and Bollards (6 Visits/Year)

- Functional testing.
- Hydraulic system inspection.
- Safety sensor verification.
- Mechanical adjustment.

X-Ray Machines (4 Visits/Year)

- Functional testing.
- Calibration.
- Conveyor inspection.
- Image quality test.

All Equipment

- Cleaning.
- Inspection.
- Testing.
- Fault identification.
- Performance verification.

5.2 Corrective Maintenance Services:

The Contractor shall provide corrective maintenance whenever equipment malfunction, degradation, or operational failure occurs.

Corrective maintenance shall include:

- Diagnosis, and troubleshooting.
- Repair, replacement of failed components.
- Software corrections.
- Recommissioning and testing.

All major repairs requiring replacement parts shall be subject to prior written approval by UNHCR.

5.3 Emergency Maintenance Services

Emergency maintenance shall be available twenty-four (24) hours per day, seven (7) days per week, including weekends and official holidays.

Priority Levels

Critical Fault

Any fault causing:

- Complete system outage;
- Security vulnerability;
- Failure of perimeter security systems;
- Failure of screening or access control systems.

Major Fault

Partial loss of functionality impacting operations.

- Minor Fault
- Faults with no immediate security impact.

6. Service Level Requirements (SLA)

Service Requirement	Target
Request acknowledgement	Within 30 minutes
On-site attendance (Critical Fault)	Within 1 hour
On-site attendance (Major Fault)	Within 4 hours
Fault diagnosis	Within 2 hours of attendance
Temporary restoration	Within 4 hours
Permanent repair (where parts available)	Within 24 hours

Where spare parts are unavailable locally, the Contractor shall provide a written action plan and expected lead time.

7. Maintenance Windows

Planned preventive maintenance shall normally be performed:

- Thursday after 5:00 PM;
- During weekends;
- Official UN holidays;
- Other periods approved by UNHCR.

Emergency maintenance may be performed at any time upon authorization by the UNHCR Security Focal Point.

Planned maintenance shall not result in system shutdown exceeding two (2) hours without prior written authorization by the UNHCR Security Focal Point.

8. Spare Parts

All spare parts supplied shall be:

- New and unused;
- Genuine parts or manufacturer-certified equivalents;
- Fully compatible with the equipment;
- Covered by a minimum twelve (12) month warranty.

The Contractor shall:

- Maintain a local stock of frequently used spare parts.
- Provide a quotation prior to replacement.
- Obtain written authorization in the form of a purchase order before installation.
- Submit details of manufacturer, model, and warranty.
- Removed components shall be returned to UNHCR.

9. Reporting and Deliverables

The Contractor shall maintain records of all maintenance activities performed under the Contract and submit the following reports to UNHCR:

a) Service Reports:

A service report shall be submitted following each preventive, corrective, or emergency maintenance intervention and shall include:

- Date and time of service;
- Equipment serviced;
- Fault description;
- Maintenance or repair activities performed;
- Spare parts replaced (if any);
- Equipment operational status following the intervention; and
- Name of the technician performing the service.

b) Maintenance Report:

The Contractor shall submit maintenance report. The report shall include:

- Summary of preventive maintenance activities completed;
- Summary of corrective and emergency interventions;
- Spare parts supplied or installed;

- Outstanding faults or pending repairs; and
- Performance against the applicable SLA and KPI requirements.

c) Annual Condition Assessment:

Once per Contract year, the Contractor shall provide a brief assessment of the overall condition of the equipment covered under the Contract, highlighting major risks, recurring faults, and recommendations for replacement or upgrade.

10. Personnel Requirements:

- The contractor shall guarantee the professional and technical competence of all its personnel. Furthermore, all personnel provided by the contractor shall be deemed, for the purpose of this contract, to be employees of the Contractor, and not the agents, or employees of the UNHCR.
- The Contractor shall ensure that all the personnel assigned (engineers and technicians) for this project is having the valid trainings/authorizations/certifications from the relevant Industries to perform the services required by this Contract.
- The Contractor shall ensure that all personnel assigned to UNHCR premises comply with UNHCR security requirements and shall provide identification and personnel details upon request

11. Performance

- UNHCR will monitor the performance of the Contractor's services against set KPI's during the Contract Period on a regular basis to determine the Contractor's compliance with performance standards established below:

KPI	Measurement Method	Target
Emergency response acknowledgement	Time between receipt of service request and acknowledgement	100% within 30 minutes
Critical fault attendance	Time between notification and arrival on site	100% within 1 hour
Major fault attendance	Time between notification and arrival on site	100% within 4 hours
Preventive maintenance completion	Scheduled maintenance visits completed within planned period	100%
Corrective maintenance completion	Repairs completed within agreed timelines	≥95%
First-time fix rate	Faults resolved without repeat visit within 30 days	≥95%
Report submission compliance	Reports submitted within required deadlines	100%
Repeat failures	Same fault recurring within 6 months following repair	Maximum 2 occurrences
Compliance with safety and security requirements	Observed compliance during service activities	100%

- Performance shall be reviewed quarterly.
- Failure to achieve any KPI during a reporting period may require the Contractor to submit a corrective action plan within five (5) working days.
- Failure to meet any KPI more than two (2) times within any twelve-month period may be considered a material breach of the Contract and may result in contract termination, suspension of call-offs, or other contractual remedies at UNHCR's discretion.

12. Invoicing

- The Contractor shall ensure should ensure the submission of accurate and error free invoicing every month accompanied with the service reports.
- Upon satisfactory completion, UNHCR will pay the Contractor the amounts due based on the submission of Invoice, Work Orders, and spare parts BOQ.