

**UNHCR**United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 17 September 2026**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****QUOTATION TO BE RECEIVED BY: 01 October 2026 by 23:59 HRS JORDAN TIME**

The Office of the United Nations High Commissioner for Refugees (UNHCR) established on December 14, 1950 by the United Nations General Assembly¹, requests your technical offer and price quotation as specified in this Request for Quotation (RFQ).

Please refer to, and use the following Annexes to prepare your response to this RFQ:

ANNEX A: Terms of Reference (TOR).

ANNEX B: Technical Offer Form – *Should be filled, signed, and submitted.*

ANNEX C1 & C2: Financial Offer Form - *Must be filled, signed, and submitted.*

ANNEX D: Vendor Registration Form – *Must be filled, signed, and submitted.*

ANNEX E: UNHCR's General Terms and Conditions for Goods and Services – *Acknowledgement should be indicated by signing the document or by signing on the last page of Annex B*

ANNEX F: UN Supplier Code of Conduct - *Acknowledgement should be indicated by signing the document or by signing on the last page of Annex B*

PLEASE NOTE: As a result of this RFQ UNHCR intends to establish a Frame Agreement 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.. The establishment of a Frame Agreement does not represent a commitment that UNHCR will order any minimum quantity of the spare parts from the selected bidder. The successful bidder will be requested to maintain their quoted price for the duration of the Frame Agreement.

1. REQUIREMENTS

The scope of the requirements are detailed in the Terms of Reference for preventive, corrective, and emergency maintenance services and provision of spare parts this includes but is not limited to:

- Preventive Maintenance: Conduct monthly preventive maintenance in line with manufacturer recommendations, including inspection, cleaning, testing, calibration, adjustment, software updates, and performance verification across CCTV, access control, gates/bollards, and X-ray equipment.
- Corrective Maintenance: Provide diagnosis, troubleshooting, repair/replacement of failed components, software corrections, and recommissioning/testing.
- Emergency Maintenance: Provide 24/7 emergency support, including weekends and official holidays, for equipment malfunctions and operational failures.

- **TECHNICAL OFFER:**

Your offer should include the following information/documentation:

- Submission of **valid business certificate**.
- Stamped and Signed **Vendor Registration Form (Annex D)**; If your company is not already registered with UNHCR, you should complete, sign, stamp, and submit the Vendor Registration Form along with your offer. **If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.**
- Stamped and Signed UNHCR **General Conditions of Contracts for the Provision of Goods and Services (Annex E)** and the stamped and signed **UN Supplier Code of Conduct (Annex F)**.
- **Award criteria:** Lowest offer that fully meets the technical requirements.
- The submission of your quotation **constitutes the acceptance** of the General Conditions of Contract for Goods and Services (2018) (Annex E).

- **FINANCIAL OFFER:**

Please use Annex C1 and C2 - Financial Offer Form, which should be submitted on supplier's letterhead, duly signed, and stamped copy as part of your offer. Contact person, name, designation, email, phone number and include the following information in your submission:

- **Offer Currency:** JOD or USD (without VAT). **UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT.**
- **Additional charge**, if any (please specify).
- **Any assumption** made for the provision of the estimates without compromising the delivery of services.
- Acceptance of **standard payment terms** of UNHCR are net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.
- **Offer Validity:** The offered prices should remain valid for 90 days from the date of the tender closing date.

Supplier Eligibility:

A prerequisite for any supplier to be deemed eligible for an award of contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Consolidated United Nations Security Council Sanctions List, available at:

<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list#entities>

UNHCR will **not accept** offers from companies that do not fulfill the following requirements in the vendor registration form (**Annex D**):

- a) Commercial bank account
- b) Name of the company in the commercial registration certificate should match with the bank account.

The qualified suppliers will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation may involve consideration of several factors such as: Valid Commercial Registration/License, Financial standing, Core business, Track record, Contract capacity, etc.

2. RFQ EVALUATION

Your offer will be evaluated using, inter alia, the following criteria and all of them must be met as Passed. Supporting documents must be submitted along with your offer.

No.	Pass/Fail Criterion	Documents / Evidence Required from Bidder	Pass/Fail Evaluation
1	Legal eligibility/registration	Provide copy of Valid Business Registration Certificate in Jordan	Pass/Fail
2	Relevant Experience	Company profile showing at least 5 years of relevant experience; copy of company registration/license showing date of establishment; brief description of relevant security-equipment maintenance activities.	Pass/Fail
3	Similar Contracts	List of at least 3 similar contracts during the last 5 years, indicating client name, contract period, scope, equipment covered and contract value. Provide supporting evidence such as contracts, purchase orders, completion certificates, or client reference letters for each contract.	Pass/Fail
4	Technical Capability	Completed Technical Capability confirming ability to maintain the equipment categories listed in the TOR. Supporting evidence should include relevant service contracts, authorized service certificates, training certificates, or other evidence of experience, where applicable.	Pass/Fail
5	Qualified Technical Personnel	CVs of proposed key technicians/engineers, showing relevant experience; copies of professional qualifications, technical training and manufacturer certifications/authorizations, where applicable.	Pass/Fail
6	24/7 Emergency Support & SLA	Signed Technical Compliance Statement confirming availability of 24/7/365 emergency support and compliance with the specified SLA. Bidder should also provide its emergency contact/escalation structure and evidence of local emergency response capability.	Pass/Fail
7	Local Service & Spare Parts Capacity	Company statement describing local technical resources and workshop/service facilities, together with a list of commonly available spare parts or evidence of established supply arrangements. Bidder should confirm ability to supply genuine or manufacturer-approved equivalent spare parts and meet required service timelines.	Pass/Fail
8	X-Ray Maintenance Capability	Valid manufacturer training or certification certificates for the proposed technician(s); or (b) evidence of relevant X-ray equipment maintenance experience, such as service completion certificates, or client references clearly demonstrating previous maintenance/servicing of X-ray screening equipment.	Pass/Fail

The Financial offer will only be considered if the bidder's technical offer has passed the technical evaluation process and has been accepted by UNHCR as meeting the defined requirements. **Among the technically compliant the lowest cost bid will be recommended for the contract award.**

3. CLARIFICATIONS and SITE VISIT:

Please direct any written enquiries or clarifications concerning this RFQ to the UNHCR MENA Bureau Supply Unit email at: jorrbmsup@unhcr.org and jarbous@unhcr.org no later than **23rd September 2026, 15:59 Jordan Time.**

UNHCR will compile the questions received and in writing will respond to all bidders participating in the tender competition, shortly after the query deadline.

UNHCR will be organizing a **site visit** on **22nd September 2026** from 10:00 to 11:00 AM Amman Local Time. Further details on the site visit will be provided to the interested bidders. Please submit by **21st September 2026** the national ID of the company's representative that will attend the visit to: jorrbmsup@unhcr.org and jarbous@unhcr.org. Participation in the site visit is NOT mandatory. Participation to the site visit shall be at the bidders' own expenses. There will be no reimbursement from UNHCR.

4. RFQ SUBMISSION:

We would appreciate receiving your quotation on or before **01st October 2026 23:59 hrs Local Jordan Time**. Bids should be submitted by email in PDF format to the dedicated mailbox: jorrbmsup@unhcr.org.

Please indicate in the e-mail subject field:

- **RFQ/HCR/SUP/MENA/2026/004**
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

Bidders shall not include any financial or pricing information in their technical offer.

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **[20] Mb** so it may be necessary to send more than one e-mail for the whole submission.

5. ENVIRONMENTAL POLICY

UNHCR's policy is to purchase products and services which have the least negative impact on the environment. Environmental considerations covering manufacture, transport, packaging, use, and disposal of goods, form part of UNHCR's evaluation and selection process.

6. ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows a zero-tolerance policy and as such, advises its Suppliers not to offer any gifts, favours, hospitality, commission, etc. to any UNHCR Staff. Any Supplier found to have engaged in such activities may face sanctions from UNHCR and other UN agencies.

Sincerely,

Guadalupe Perez Digitally signed by Guadalupe Perez
Date: 2026.09.17 12:54:12 +03'00'
Guadalupe Perez Casares

Senior Supply Officer
UNHCR Regional Bureau MENA