

**UNHCR**United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés**Date:** 24/09/2026**Reference no.:** RFQ/HCR/SUP/MENA/2026/004

Questions and Answers

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

Please find below the consolidated table with questions (and relevant answers) received regarding the tender reference no. RFQ/HCR/SUP/MENA/2026/004:

#	Question	Answer
1	Is this bid open to international bidders that are registered outside Jordan?	No. The bid is open only to companies that have a legal presence and are registered in Jordan.
2	Can international bidders enter into a joint venture with local Jordanian companies and submit a bid?	Yes, international bidders may enter into a joint venture with a local Jordanian company and submit a bid, provided that a duly signed Joint Venture Agreement between the two companies is submitted as part of the bid.
3	When is the Frame Agreement expected to commence?	The Framework Agreement is expected to commence in mid-January 2027.
4	How will the payment be processed to the service provider?	Payment will be made within 30 days following the satisfactory delivery of the service and receipt of the relevant invoice.
5	Will the awarded company be required to conduct an assessment of the existing equipment?	Yes. The awarded company will be required to conduct a comprehensive assessment of the existing equipment and submit a detailed assessment report to UNHCR.
6	What is the process for requesting and supplying non-standard spare parts that are not covered under the Frame Agreement?	The service provider will be required to submit a quotation to UNHCR for any non-standard spare parts not covered under the Frame Agreement. UNHCR may conduct a market survey, as deemed necessary, to assess the price reasonableness and market competitiveness of the quotation.