

RFQ/UNHCR/JOR/2026/3488

TERMS OF REFERENCE

FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF MAINTENANCE SERVICES FOR PRINTERS, MULTI-FUNCTIONAL PRINTERS (MFP) AND SUPPLY OF GENUINE SPARE PARTS FOR UNHCR IN JORDAN

1. Background

United Nations High Commissioner for Refugees (UNHCR) in Jordan, inviting qualified companies to make a firm offer for the establishment of Frame Agreement with initial period of two (2) years with a possible extension of one (1) year based on satisfactory performance for the Provision of Maintenance Services for printers, Multi-Functional Printers (MFP) and Supply of genuine Spare Parts with qualified Suppliers and Service Providers.

2. Objectives:

The objective of this tender is to establish a frame agreement with potential service providers to acquire a professional service that will undertake repair of defective equipment (Corrective maintenance) with minimum down time. The resultant contract would cover the provision of **Provision of Maintenance Services for printers and Multi-Functional Printers (MFP) & Supply of Spare Parts**, hereafter referred to as **"Maintenance Services for Printers and Supply of Spare Parts"**. The Services shall include, but not limited to:

- Maintenance Services for printer
- Maintenance for Multi-Functional Printer (MFP)
- Spare Parts for all printers (as per the listed tables)

This service will include frequent repairs and maintenance of the Printers when required.

3. Requirements:

The office of the United Nations High Commissioner for Refugees (UNHCR) in Amman, Jordan, invites qualified suppliers, authorized dealers and distributors to make a firm offer for the establishment of Frame Agreement for the **Maintenance Services for printers and Supply of Spare Parts** for all UNHCR office locations in Jordan as following:

- Service will be done on devices categorized below as **"On demand"** in line with the maintenance upon request by UNHCR.
- Service provider shall advise UNHCR on recommended usage and part replacement requirements that need to be replaced within a specified operational cycle for devices categorized below as **"On demand"**
- For items categorized as **"On demand"**, only maintenance service will be required upon specific request by UNHCR.
- Service provider shall maintain/repair equipment upon receipt of authorized service request from UNHCR focal persons.

- Supply of replacement parts must be done within 5 working days.
- Vendor must indicate in the technical offer that prices of spare parts are provided in their financial offer for printer consumables.
- Two or more vendors will be selected to provide the service to ensure competitive pricing of spare parts is achieved.
- UNHCR has multiple locations around Jordan as follows:
 - i. Amman (Abdoun)
 - ii. Amman (Khalda)
 - iii. Mafrq (Zaatari Refugee Camp)
 - iv. Azraq (Azraq Refugee Camp)
 - v. Irbid (Irbid Municipality) – If and when required

4. Profile of Equipment:

The following is the **profile of the existing equipment** in each office which may also change over the coming years.

EQUIPMENTS PROFILE					
Printer Model	Service Category	Printer Quantity			
		Amman	Mafrq	Azraq	MENA Bureau
HP Plotter t1530 DesignJet	On demand		1		
HP Officejet 8600+8610+8620	On demand	1	3		8
HP Enterprise 600	On demand		2		
HP Officejet 8710	On demand		8		4
HP Color LaserJet CP5225	On demand				2
HP M400	On demand	8			
HP8720	On demand	1			
HP 880Z	On demand		8	3	5
HP MFP m477fnw	On demand	4	2	10	
HP Color LaserJet Ent M651	On demand		2	1	2
Epson LQ-690	On demand	1			1
HP Color LaserJet Pro MFP M479fnw				6	

	On demand				
HP LaserJet Enterprise flow MFP M830z	On demand		3		
HP Officejet Pro 9013	On demand	6			
HP Color LaserJet Pro MFP M479 fdw	On demand	4			5
HP Color LaserJet Enterprise M553dn	On demand				2
HP Color LaserJet Enterprise M653dn	On demand				2
HP LaserJet Pro 200 Color MFP M276n	On demand				1
HP Office Jet Pro 9010	On demand				5
HP DESIGN JET T920	On demand				1
HP Digital Sender Flow 8500 fn1 - l2719	On demand				1
HP Digital Sender Flow 8500 fn2 - L2762	On demand				3
Canon ImageRUNNER c3025i	On demand				2
Canon i-SENSYS MF4350d	On demand				1
Canon i-SENSYS MF4370dn	On demand				1
Konica Minolta bizhub C284e	On demand				1
HP Color LaserJet Enterprise M554	On demand	6	2	1	
Color LaserJet Managed MFP E877	On demand	14			
Canon image PROGRAF TM-350	On demand				1