

DATE: 20 September 2026

REQUEST FOR QUOTATION No: UNHCR RFQ 3488

**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**

QUOTATION TO BE RECEIVED BY: 30 September 2026 by 23:59 hrs. Jordan Time

1. INTRODUCTION TO UNHCR

1.1. UNHCR, the United Nations (UN) Refugee Agency, is a global organisation dedicated to saving lives, protecting rights and building a better future for people forced to flee their homes because of conflict and persecution. We lead international action to protect refugees, forcibly displaced communities and stateless people. We deliver life-saving assistance, help safeguard fundamental human rights and develop solutions that ensure people have a safe place called home where they can build a better future. We also work to ensure that stateless people are granted a nationality. We work in over 130 countries, using our expertise to protect and care for millions.

2. OVERVIEW AND REQUIREMENTS OF REQUEST FOR QUOTATION

2.1. The purpose of this Request for Quotation (RFQ) from the Office of the United Nations High Commissioner for Refugees (UNHCR) is to invite qualified service providers to submit a quotation (hereafter also referred to as offer) for the provision of Maintenance Services for Printers, Multi-Functional Printers (MFP) and Supply of Genuine Spare Parts for UNHCR for the establishment of a Frame Agreement initially for two (2) years extendable for one (1) additional year based on satisfactory performance of the FA holder. UNHCR may award Frame Agreements to multiple service providers, taking into consideration their locations and capacity to provide the required services.

Currency: Jordanian Dinars (JOD)

Find attached in **ANNEX A** more information about the services required and TORs.

2.2. This RFQ is an invitation to submit offers to UNHCR and is not intended and shall not be construed in any way as an offer to contract with your firm or as giving rise to any binding commitments on the part of UNHCR, whether expressed or implied. No binding Contract or other understanding or arrangement, whether expressed or implied, will exist between the bidder and UNHCR and nothing in, or in connection with this RFQ shall give rise to any liability on the part of UNHCR until a Contract is signed by UNHCR and the successful bidder.

2.3. UNHCR is exempt from all direct taxes and customs duties. For this RFQ, the price must be given without VAT.

- Currency: Jordanian Dinars
- Fees should be charged as identified in Annex C Financial Offer Form
- Financial rates need to be fixed for the duration of the frame agreement (3 years)

- Total Cost for the spare parts need to be all inclusive of delivery and installation on DDP (Delivery Duty Paid) basis.

3. RFQ DOCUMENTS

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

- Annex A: Terms of Reference
- Annex B: Printers List
- Annex C: Financial Offer form - Must be filled, signed, and stamped in PDF format and must also be shared as an Excel format.
- Annex D: UNHCR Vendor Registration Form - Must be filled, signed, and submitted. (if you are not registered with UNHCR, or confirm your registration with UNHCR).
- Annex E: UNHCR General Conditions of Contracts for the Provision of Goods and Services Must be signed and submitted.
- Annex F: UN Supplier Code of Conduct
- Annex G: Supplier Portal Guidelines (for those vendors who are not registered with UNHCR).

The successful bidder will be responsible for the provision of the goods and services as per the attached specifications mentioned in - **Annex A**.

4. RFQ SUBMISSION

4.1. The quotation shall be submitted to on or before **30 September 2026 by 23:59 hrs. Jordan Time** by e-mail in PDF format to JORAMSUP@UNHCR.ORG

4.2. 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.

4.3. Please indicate in the e-mail subject field:

UNHCR RFQ 3488 – [Company Name] – Email 1 of 3

- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)
For example: UNHCR RFQ X Company ABC (email 1 of 3)

4.4. Your quotation must be valid at least for **[90]** days from the deadline for submission. UNHCR will make its best effort to select a company within this period.

4.5. Please find attached **[ANNEX E]** in the **UNHCR's General Conditions of Contracts for the Provision of Goods and Services - version July 2018**, which have to be acknowledged by submitting a signed copy together with your offer.

5. REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFQ- by e-mail to joramsup@unhcr.org

Deadline for receipt of questions is 24 September 2026 at 14:00 hrs. Local Jordan Time.

UNHCR will reply to the questions received as soon as possible by email to all invited bidders.

6. TECHNICAL EVALUATION

Your offer will be evaluated based on the documentation and information provided below.

Stage 1: Mandatory Requirements:

The following mandatory requirements must be met. Non-compliance with any of the below requirements will totally disqualify the proposal.

No.	Requirement
1.	Copy of a valid License/Commercial registration/business certificate in Jordan from chamber of Commerce
2.	Bidders need to have a commercial bank account, please fill Annex D (Vendor Registration Form), if you are not registered with UNHCR, or confirm your registration with UNHCR

Bidders complying with all the above requirements will proceed to the second stage of technical evaluation.

Stage 2: Technical Evaluation:

Proposals meeting all the mandatory requirements in stage (1) will be further assessed subjected to the Technical Evaluation based on PASS FAIL criteria as follows

No.	Requirement	PASS	FAIL	Remarks
1	Minimum of five (5) years relevant experience			
2	Vendor is fully registered in the UNHCR ERP as a Supplier (Please see Annex G for instructions on registration)			
3	Provided a list of relevant of experience with UN organizations International Organizations, Embassies and Multinational Corporation & with local companies, bidders should provide at least three (3) reference contact details			
4	Only genuine / original replacement parts that come in sealed, have QR Code for verification and securely packed will be accepted			
5	The bidder(s) must be an authorized HP service provider. Proof of this must be submitted with the tender document			

6.1 CONTENT OF THE TECHNICAL OFFER

The following should be included in your technical offer (apart from the Annexes indicated above):

- Company profile: Companies participating in the tender should have Chamber of Commerce registration/business certificate in Jordan.
- A list of relevant of experience with UN Agencies, International Organizations, Embassies and Multinational Corporation, a minimum of 3 references should be provided.

7. CONTENT OF THE FINANCIAL OFFER

Please use **Annex C** to prepare your price quotation and include the following information in your submission:

- Currency: Jordanian Dinar (JOD)
- Your prices should stay unvaried in case of partial purchase order award. Your quotation must be valid for at least 90 days.
- ***UNHCR is exempt from all direct taxes, with this regard, price has to be given without VAT.***

Financial offers will be evaluated only for bidders that meet all mandatory technical requirements. The Frame Agreement will be awarded to the technically compliant bidder(s) offering the lowest priced financial offer.

8. ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFQ by return e-mail to joramsup@unhcr.org as to:

- Your confirmation of receipt of this RFQ Whether or not you will be submitting a bid

9. CURRENCY, PAYMENT TERMS AND GENERAL CONDITIONS OF CONTRACTS

9.1. Any Purchase Order issued as a result of this RFQ will be made in the currency of the winning offer. Payment of invoices will be made in accordance with the General Conditions of Contract and in the currency in which the Purchase Order is issued.

9.2. UNHCR's standard payment terms are by bank transfer, net 30 (thirty) days after satisfactory implementation and receipt of documents in order. Payments shall only be processed after confirmation by UNHCR business owner of successful completion of the project, or of delivery by UNHCR business owner, and after acceptance of contractor's invoice.

9.3. Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of Contracts for the Provision of Goods and Services - version July 2018 (**Annex E**) which will be strictly adhered to for the purpose of any future Frame Agreement awarded.

9.4. The bidders are required to maintain the quoted prices for 90 days. Unless this RFQ is cancelled, UNHCR will award the Frame Agreements to the bidder who provided the lowest priced technically compliant offer.

Thank you for your kind attention.

Signature



Digitally signed by
Muhammad Anjum
Date: 2026.09.20
12:10:04 +03'00'

Muhammed Anjum
Supply Officer
Supply Unit
UNHCR Jordan