

DATE: 23 September 2026

REQUEST FOR QUOTATION No: UNHCR RFQ 3620

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF
MAINTENANCE, SUPPLY AND INSTALLATION, AS REQUIRED, OF SECURITY
SURVEILLANCE, VIDEO RECORDING, FIRE ALARM SYSTEMS AND SECURITY
EQUIPMENT AT UNHCR ZAATARI CAMP
QUOTATION TO BE RECEIVED BY: 05 October 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 an offer) for the establishment of a Frame Agreement for the provision of preventive and corrective maintenance, supply and installation, as required, of security surveillance, video recording, fire alarm systems and security equipment at UNHCR Zaatari Camp.

The required services cover, among others, CCTV and video recording systems, fire alarm systems and sirens, X-ray machines, walkthrough metal detectors and other related security equipment, including regular inspection, preventive maintenance, fault diagnosis, repair, testing and replacement of defective components and spare parts, as required.

The Frame Agreement is intended to cover a total period of three (3) years, subject to satisfactory performance and UNHCR requirements.

Currency: Jordanian Dinars (JOD).

Find attached in Annex A and the related technical annexes more information about the services, equipment, technical requirements, Scope of Work and spare parts required. 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 (JOD).
- Fees shall be charged as identified in Annex C2 – Financial Offer/Price Schedule.
- Financial rates shall remain fixed for the duration of the Frame Agreement.
- Prices for spare parts and replacement equipment shall be all-inclusive of installation and wiring, where required.
- Suppliers may propose prices for additional spare parts not specifically listed in the Financial Offer/Price Schedule. Any such additional spare parts or replacement equipment shall be subject to prior approval by UNHCR.
- Spare parts and replacement equipment will be requested only when required and subject to UNHCR approval and applicable procedures.
- Quantities indicated in the Financial Offer/Price Schedule are estimated quantities for financial evaluation purposes only and do not constitute a commitment by UNHCR to purchase the stated quantities.

3. RFQ DOCUMENTS

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

- Annex A: Terms of Reference (TOR) – Frame Agreement for the maintenance, supply and installation, as required, of security surveillance, video recording, fire alarm systems and security equipment at Zaatari Camp.
- Annex B1: Spare Parts List – CCTV and Fire Alarm Systems.
- Annex B2: Spare Parts List – X-Ray Machines and Walkthrough Metal Detectors.
- Annex B3: CCTV Service Area Layout.
- Annex B4: CCTV Base Camp and Registration Area Layout.
- Annex C1: Financial Offer Evaluation Methodology – Must be completed, signed and stamped in PDF format and should also be submitted in Excel format, where applicable.
- Annex C2: Financial Offer in Excel sheet format – must be submitted as PDF and as an excel sheet.
- Annex D: UNHCR Vendor Registration Form – Must be filled, signed and submitted if the bidder is not already registered with UNHCR, or the bidder shall confirm its existing 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, if applicable.

The successful bidder will be responsible for the provision of the services, spare parts and related requirements in accordance with the Terms of Reference, technical specifications, layouts and spare parts lists contained in the above Annexes.

4. RFQ SUBMISSION

4.1. The quotation shall be submitted on or before **5 October 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 3620 – [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 30 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 two (2) years relevant experience			

2	Vendor is fully registered in the UNHCR ERP as a Supplier (Please see Annex G for instructions on registration)			
3	Reference for minimum 3 relevant projects			
4	Signed and stamped Warranty Letter for minimum of one year for Zaatari Xray machine			

6.1 CONTENT OF THE TECHNICAL OFFER

The following shall be included in the technical offer, in addition to the Annexes indicated above:

- Company profile.
- Copy of a valid company registration certificate / Commercial Registration / business certificate in Jordan.
- Evidence demonstrating a minimum of two (2) years of relevant experience.
- Details of a minimum of three (3) relevant projects, including client/reference contact details.
- Proof of a commercial/business bank account and/or completed UNHCR Vendor Registration Form, as applicable.
- A signed and stamped Warranty Letter providing a minimum warranty period of one (1) year for the Zaatari Camp X-ray machine.
- Any other technical documentation considered necessary by the bidder to demonstrate its capacity to perform the services in accordance with Annex A – Terms of Reference.

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 validity of their quotations for ninety (90) days from the submission deadline and the financial rates shall remain fixed for the duration of the Frame Agreement. Unless this RFQ is cancelled, UNHCR will award the Frame Agreement to the bidder whose offer is technically compliant and represents the lowest Total Evaluated Cost in accordance with the Financial Evaluation Methodology.

Thank you for your kind attention.

Signature



Digitally signed by
Muhammad Anjum
Date: 2026.09.22
16:42:54 +03'00'

Muhammed Anjum
Supply Officer
Supply Unit
UNHCR Jordan