

DATE: 30 September 2026

REQUEST FOR QUOTATION No: UNHCR RFQ 3547

FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF COURIER SERVICES FOR THE DELIVERY OF ATM CARDS AND PERSONAL IDENTIFICATION NUMBERS (PINS) TO UNHCR BENEFICIARIES IN JORDAN

QUOTATION TO BE RECEIVED BY: 14 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) issued by the Office of the United Nations High Commissioner for Refugees (UNHCR) is to invite qualified courier service providers to submit a quotation (hereafter also referred to as an “offer”) for the provision of courier services for the delivery of ATM cards and Personal Identification Numbers (PINs) to UNHCR beneficiaries in Jordan.

UNHCR intends to establish one or more Frame Agreements (FAs) for an initial period of two (2) years, extendable for one (1) additional year, subject to satisfactory performance of the FA holder(s). UNHCR may award Frame Agreements to multiple service providers, taking into consideration their geographical coverage, operational capacity, and ability 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 are charged as per the table identified in Annex C Financial Offer Form

- Financial rates need to be fixed for the duration of the frame agreement (3 years)

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: UNHCR Vendor Registration Form - Must be filled, signed, and submitted, if you are not registered with UNHCR, or confirm your registration with UNHCR
- Annex C: Financial Offer Form - Must be filled, signed, and submitted.
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services (Must be signed or written confirmation of acceptance to be submitted).
- Annex E: UN Supplier Code of Conduct
- Annex F: Supplier Portal Guidelines (for those vendors who are not registered with UNHCR).

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

4. RFQ SUBMISSION

4.1. The quotation shall be submitted to on or before **14 October 2026 by 23:59 hrs. Jordan Time** by e-mail in PDF format (only Annex C: Financial Offer Form in excel as well) 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 **10 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 3547 – [Company Name] – Email 1 of 3

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- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)
For example: UNHCR RFQ 5 Company ABC (email 1 of 3)

4.4. Your quotation must be valid for at least **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 D]** in the **UNHCR's General Conditions of Contracts for the Provision of Services - version July 2018**, which have to be acknowledged by submitting a signed copy or written confirmation of acceptance to be submitted 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 07 October 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.

Mandatory requirement	Minimum evidence
The bidder holds a valid commercial registration or business license authorizing courier or delivery services in Jordan.	Copy of the valid registration or license.
The bidder needs to have a commercial bank account, please fill Annex B (Vendor Registration Form), if you are not registered with UNHCR, or confirm your registration with UNHCR	Signed/stamped Annex B (Vendor Registration Form), or confirmation of existing registration with UNHCR.
The bidder accepts the UNHCR General Conditions of Contract and the UN Supplier Code of Conduct included in the RFQ.	Signed applicable RFQ annexes or written confirmation of acceptance.

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.	Technical requirement	Pass standard	Minimum evidence	PASS	FAIL
1	Relevant experience and references	At least five years of relevant courier or delivery experience, including secure delivery of bank cards, PINs, confidential documents, or comparable sensitive items. At least three institutional client references must be provided.	Company profile and evidence of experience, with three reference contacts.		
2	Delivery coverage, timeframes, and attempts	Capacity to deliver within 48 hours in regular locations and within the timeframe stated in the Terms of Reference for remote locations. The bidder must also meet the required telephone and physical delivery-attempt procedures before classifying an item as undeliverable.	Signed service-level commitment and brief coverage/delivery plan.		

3	Secure delivery methodology and chain of custody	A clear end-to-end process covering receipt, secure storage, transport, delivery, return, reconciliation, and closure. ATM cards and PINs must remain separate unless UNHCR expressly authorizes otherwise.	Brief methodology or SOP, including chain-of-custody and card/PIN segregation controls.		
4	Recipient verification and proof of delivery	A reliable process to verify the authorized recipient using UNHCR-approved identification and to record proof of delivery. The bidder must also be able to conduct any address, location, or proof-of-life verification required under the Terms of Reference.	Verification procedure and sample proof-of-delivery or verification record.		
5	Tracking, reporting, and reconciliation	A unique tracking number for each shipment, status updates, an audit trail, and the ability to provide the daily, monthly, failed-delivery, incident, and reconciliation reports required by UNHCR.	System description or screenshots and sample operational reports.		
6	Security, confidentiality, and incident management	Appropriate controls for restricted access, protection of beneficiary data, staff confidentiality, and prompt reporting and investigation of loss, damage, data breach, suspected fraud, or other irregularities.	Summary of security and data-protection controls and incident-escalation procedure.		
7	Operational capacity, continuity, and quality control	Sufficient staffing, transport, and backup arrangements to manage normal volumes, urgent requests, peak periods, staff absence, vehicle breakdown, and other disruptions. The bidder must monitor delivery performance and address service failures.	Capacity statement and brief continuity and quality-control plan.		

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 must hold a valid commercial registration or business license authorizing courier or delivery services in Jordan.
- A list of relevant of experience with UN Agencies, International Organizations, Embassies and Multinational Corporation, a minimum of three 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 must 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 Services - version July 2018 (**Annex D**) 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: 2026.09.29
17:15:10 +03'00'

Muhammad Anjum
Supply Officer
Supply Unit, UNHCR Jordan