

DATE: 26 NOVEMBER 2025

REQUEST FOR QUOTATION REF. NO.: UNHCR RFQ 2192

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE SUPPLY
AND DELIVERY OF HYGIENE MATERIALS FOR ALL UNHCR OFFICES IN JORDAN**

QUOTATION TO BE RECEIVED BY: 17 December 2025 by 16:00 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) in Amman, Jordan is to invite qualified suppliers to submit a quotation (hereafter also referred to as offer) for the establishment of a **Frame Agreement for the Supply and delivery of Hygiene Materials for all UNHCR Offices in Jordan**, as fully detailed in the attached **Annex A** of this document.

Delivery Location: UNHCR Offices in Amman, Zaatar, Irbid and Azraq
Currency: Jordanian Dinars (JOD)
Incoterm: DDP

Find attached in Annex A, more information about the goods required and items (specifications).

2.2. Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders.

2.3. 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.

2.4. UNHCR reserves the right to accept the whole or part of your offer, or to allow split or partial awards and to cancel this informal solicitation at any stage of the procurement process prior to final notice of award of a Contract.

2.5. UNHCR is exempt from all direct taxes and customs duties. For this RFQ, the price must be given without VAT/or segregating the VAT cost.

- Currency: JOD
- Unit Cost: DDP UNHCR Offices
- Cost of all items/goods:
- Total Cost for goods (all inclusive):
- Delivery time

3. RFQ DOCUMENTS

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

- **Annex A:** Technical Specifications
- **Annex B:** Technical offer form – Must be filled, signed, and submitted.
- **Annex C:** Financial offer Form – Must be filled, signed, and submitted.
- **Annex D:** Vendor Registration Form - Must be filled, signed, and submitted.
- **Annex E:** UNHCR's General Conditions of Contracts for Goods – Must be signed and submitted.
- **Annex E1:** UNHCR's General Conditions of Contracts for Goods (Arabic Version)
- **Annex F:** UN Supplier Code of Conduct – Must be filled, signed, and submitted.

The successful bidder will be responsible for the supply and delivery of the items as per the attached specifications mentioned in **Annex A**.

4. RFQ SUBMISSION

4.1. The quotation shall be submitted to on or before **17 December 2025 by 16:00 hrs Jordan** time by e-mail in PDF format to JORAMTOC@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: UNHCR RFQ 2192**
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)
For example: RFQ/2025/2192 Company ABC (email 1 of 3)

4.4. Your quotation must be valid at least for **[120]** 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 - version June 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 07 December 2025 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 below documentations and information provided.

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.	Bidders should submit a valid copy of Commercial registration / business certificate from Chamber of Commerce
2.	Bidders should submit a valid commercial Company bank account; personal accounts are not accepted
3.	Bidders are requested to provide Sample of each offered item meeting the required criteria as requested in Annex (A) for technical evaluation

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 requirement in stage (1) will be further assessed subjected to the Technical Evaluation criteria as following:

No.	Requirement	PASS	FAIL	Remarks
1.	Provide Material Safety Data Sheets (MSDS) or Product safety data sheet (PSDS).			
2.	Provide a list and proof of relevant experiences with UN Agencies, International Organisations, Embassies and Multinational Corporation and with local companies. Minimum of 3 reference.			
3.	Items' compliance with the specifications and requirements mentioned in (Annex A) as well as			

	acceptance of samples by the technical evaluation committee.			
4.	Bidders shall submit certificate that the product(s) offered meets and comply with the national standards of Jordan from the Royal Scientific Society (RSS). Or a copy of internationally recognized quality certificate of the manufacturing company together with a copy of quality certificate for the finished product (ISO certificates or equivalent).			
5.	Shelf life: The bidder shall clearly state the recommended shelf life of the product. The production date should be no longer than 12 months			
6.	Provide order fulfilment capacity responses time between placement of purchase order (PO) and delivery lead time. Note: Maximum deliver lead time is 15 days from the placement of PO			

6.2 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 be registered as authorized dealers (to be supported by the official registration certificate).
- Compliance with the specifications as proposed in Annex A to be provided.
- A list of relevant of experience with UN Agencies, International Organizations, Embassies and Multinational Corporation, a minimum of 2 references should be provided.

6.3 Samples: samples shall be submitted with the technical offer as per below:

Submission of SAMPLES:

As part of your offer you are requested to send - free of charge –**samples** of each of the offered item, with the RFQ reference number and the company's name clearly mentioned on the sample.

The sample should be submitted based on the technical specifications outlines **in Annex A** of this document.

Samples have to be sent to the following address **by or before 17 December 2025 – 14:00 Amman Local time:**

UNHCR BO Amman

Attn: Supply Unit – Nisreen Abu Murri

Located on Wasfi Al-Tal Street Corner Musa George Fram Street, Opposite Paradise Bakery, Amman

Bidders are requested to notify UNHCR Supply Unit via email to joramsup@unhcr.org about the date and time of the visit for submission of the samples.

Failure to provide the requested sample(s) by the deadline will result in disqualifying the offer

IMPORTANT: Samples will form an integral part of the Frame Agreement to be established. No discrepancy between the samples and the delivered item will be accepted during the implementation of the contract.

Important Instructions for Submission of Samples:

Please, kindly ensure that your samples are well labelled with indelible ink bearing the name of the bidder and contact details.

Bidders are advised to submit preferably one (01) or maximum two (02) sample(s) meeting the specification as well as best prices for the submitted sample(s). In case of two samples, separate Financial Offer Forms clearly stating in the Financial Offer Form - Sample 1 and Financial Offer Form - Sample 2 must be submitted and samples must also be clearly labelled with indelible ink bearing the sample number, name of the bidder and contact details.

Each set of samples must accompany two copies of delivery note on the letter head of the bidder, of which one copy will be returned to bidder after signature of receiving person as receipt confirmation of the sample and one copy will be kept in our records for future reference and return of sample for unsuccessful bidders.

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 at least for 120 days.
- ***UNHCR is exempt from all direct taxes, with this regard, price has to be given without VAT.***

UNHCR is an international organization that provides humanitarian assistance and whose funding may be reduced or cancelled on short notice or without notice.

Currently, UNHCR faces sudden changes due to the suspension of certain contributions; accordingly, UNHCR has adopted temporary measures related to payment terms, including a superseding clause extending payment terms to 45 days as per the following:

“Notwithstanding the payment terms set forth in Clause 29 of the General Conditions of Contract for the Provision of Goods (GCC), which form part of the solicitation documents, UNHCR is implementing a 45-day payment term for the duration of the current measure, temporarily superseding any conflicting provisions in the GCC, specifically Clause 29”

Please note that this is a temporary measure which applies until UNHCR sends notice of its discontinuation.

8. ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFQ by return e-mail to abumurri@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 - version June 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

Muhammed Anjum
Supply Officer
Supply Unit
UNHCR Jordan