

DATE: 21/01/2026

**REQUEST FOR QUOTATION: No. RFQ/UNHCR/JOR/2366
FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF
MAINTENANCE AND REPAIR SERVICES OF ELECTRIC VEHICLES (EVs)
INCLUDING SUPPLY OF SPARE PARTS TO UNHCR**

QUOTATION TO BE RECEIVED BY: 04/02/2026 12:59 Jordan time

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly. UNHCR intends to establish a Frame Agreement for the provision of maintenance and repair services of electric vehicles with a duration of two (2) years with a potential extension for one (1) year and requests your price quotation for the following Services specified in this Request for Quotation (RFQ).

1. REQUIREMENTS

- Supplier: a company with specialized tools, equipment and personnel with proven experience and qualifications for EVs maintenance and repairs.
- Description of services: provision of maintenance and repair services for electric vehicles (EVs)
- Duration: 2 + 1 years
- Location: Amman, Jordan

Find attached in **Annex A - Terms of References** and **Annex B – Estimated Requirements** for more information about the services required.

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 volume of Services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders.

Please note that UNHCR has tax and duty exemption status, so you shall include the following price information in your quote without VAT:

- Currency: JOD
- Cost for services (all inclusive): prices to be indicated per job including cost of parts/consumables and labor as per norma-hours.

IMPORTANT! As a part of Technical Evaluation, UNHCR may conduct workshop inspections to verify compliance with technical and operational requirements. Inspection will review location/accessibility, tools/equipment, service bay layout, technician qualifications, and safety measures. Findings may influence the technical evaluation and award decision.

1.1 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 **27/01/2026 at 14:00 hrs**. Local Jordan Time.

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

2. 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

3. RFQ SUBMISSION

Your quotation shall be received on or before **04/02/2026 – 12:59 hrs Jordan time** by e-mail in PDF/Excel format to joramsup@unhcr.org.

Your submission must contain the following:

- Acknowledgment of the ToR via signed and stamped document (Annex A);
- Documentation required as per the ToR / Section 16. Evaluation Criteria (Annex A);
- Acknowledgment of the UNHCR General Terms and Conditions for the Provision of Services via signed and stamped document (Annex E);
- Acknowledgment of the UN Supplier Code of Conduct via signed and stamped document (Annex F);
- Filled, signed and stamped Annex C1 - Financial Offer Form (parts, consumables, labor);
- Filled, signed and stamped Annex C2 - Financial Offer Form (periodic maintenance schedule).

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.

Please indicate in the e-mail subject field:

- RFQ 2366
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)
For example: RFQ 2366 Company ABC (email 1 of 3)

Your quotation must be valid as least for **60** days. The standard payment terms of UNHCR are net 45 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Notwithstanding the payment terms set forth in Clause 30 of the General Conditions of Contract for the Provision of (GCC), which forms 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 30.". Please note that this is a temporary measure that applies until UNHCR sends notice of its discontinuation.

Please find attached in **Annex E the UNHCR's General Conditions of Contracts for the Provision of Services**, which have to be acknowledged by submitting a signed copy together with your offer.

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Services.

The award of this Frame Agreement will be done to the lowest bid submitted.

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

Thank you for your kind attention.



Anatolii Shcherbyna
Associate Supply Officer
UNHCR Jordan