

## **REQUEST FOR PROPOSAL**

### **FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF**

### **MAINTENANCE, OPERATION, MONITORING AND CLEANING FOR SOLAR PLANTS**

### **IN ZAATARI REFUGEE CAMP**

#### **INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

#### **RFP DOCUMENTS:**

- Annex A: Terms of Reference (TOR)
- Annex B: Financial Offer Form
- Annex C: UN Supplier Code of Conduct
- Annex D: UNHCR General Conditions of Contracts for the Provision of Goods and Services
- Annex E: ERP Supplier Portal Guidelines
- Annex F: Supplier's Checklist

#### **BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the requirements, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

Proposals should NOT be addressed to the email addresses in this email. Proposals should be submitted via UNHCR's Cloud ERP Supplier Portal.

Bidder MUST be registered and the Supplier Portal can be accessed via the following URL:

<https://www.unhcr.org/get-involved/work-us/become-supplier/how-become-supplier>

Click 'Supplier registration portal' for suppliers new to doing business with UNHCR.

Click 'Supplier portal log-in' for suppliers previously registered with UNHCR.

Please read Annex E carefully for registration and submission via UNHCR's Supplier Portal.

### **CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

### **RFP KEY DATES:**

RFP Launch Date	05/04/2026
Site Visit	21/04/2026
Questions submission deadline	23/04/2026

RFP Submission deadline	14/05/2026
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**Supply Unit**

**UNHCR Country Office Jordan**

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## **1 Overview**

### **1.1 General Information**

Title **UNHCR RFP 2570 For Operation & Maintenance Service for Solar Plants-Zaatari**

Introduction

### **REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Country Office Jordan, invites qualified suppliers, manufacturers and service providers to make a firm offer for the establishment of Frame Agreement for the provision of maintenance, operation and monitoring of the solar plant in Zaatari Refugee Camp, as described in the Terms of Reference.

UNHCR may award a Frame Agreement with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

The estimated annual requirement of UNHCR is specified in the attached Annexes.

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 a minimum quantity of goods / services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). The standard payment terms of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance by UNHCR. Payment will be made in accordance to the General Conditions for the Provision of Goods and Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

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

The successful bidder will be requested to maintain their quoted price for the duration of the Frame Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

### **IMPORTANT**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party. The initiation of conciliation or arbitral proceedings in accordance with article 18 "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal (RFP) and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

**Sub-Contracting:** Please take careful note of **article 5** of the General Terms and Conditions attached under "Requirements-Preliminary examination"

**Note:** This document is not to be construed in any way as an offer to contract with your firm.

### **INTENTION TO BID:**

Bidders intending to participate in this tender are requested to create a draft response to this RFP in the ERP system.

### **REQUEST FOR CLARIFICATION**

Bidders are required to submit any request for clarification or any question in respect of this RFP directly in this ERP portal using the messaging functionality. **The deadline for receipt of questions is 23:59 hrs CET on 23/04/2025.** Bidders are requested to keep all questions concise.

UNHCR will reply to the received questions as soon as possible using the messaging functionality in this ERP portal or by attaching the list of Questions and Answers to this RFP in this ERP portal.

### **IMPORTANT**

Please note that proposals are **NOT** to be sent using the messaging functionality. Proposals sent using the messaging functionality will result in disqualification of the offer.

### **SITE VISIT**

**UNHCR is organizing a site visit and strongly recommends all interested bidders to participate. The site visit will be the 21 April 2025 at 11:00 amman Local Time. Venue: UNHCR Zaatari Refugee Camp.**

The assembly time at the main gate will be at **10:30 am**. UNHCR will be responsible for the transportation of the visitors inside the camp, no entry allowed after **10:45 am**.

Please use the messaging functionality through the system to submit the below documents maximum by 12 April 2025 in order to get the entry permission to the camp:

**1- Valid Vehicle insurance**

**2- National ID**

### **YOUR OFFER**

Your offer shall be prepared in **English**.

Please submit your offer using the Annexes provided under the requirement section. Offers not conforming to the requested formats may not be taken into consideration.

### **IMPORTANT**

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff will result in disqualification of the offer.

### **SUBMISSION OF PROPOSAL**

Proposals should be submitted directly in the portal and all attachments should be uploaded in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.). The Technical and Financial offers shall be submitted in the specified sections. Failure to do so may result in disqualification.

The proposal submission deadline is specified in the Overview section. Any proposal received after this deadline or outside of the online portal will be rejected. UNHCR may at its discretion, extend the proposal submission deadline and the notifications will be sent to all prospective bidders directly in the online portal. The extension of the deadline may accompany a modification of the requirements prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

It is your responsibility to verify that your offer has been submitted properly in the portal before the deadline. Please be aware that the system requirements employed by UNHCR limit the size of attachments to a maximum of 24 Mb in each required field, as specified in the Requirements Section.

UNHCR will not be responsible for locating or securing any information that is not identified in the proposal.

Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the proposal, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

## **ACCEPTANCE OF PROPOSAL**

UNHCR reserves the right to accept the whole or part of your proposal, or allow split or partial awards on this project.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

Please note that UNHCR is not bound to select any of the firms submitting proposals and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the proposal considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested. Failure to send the above requested information may result in disqualification of your offer from further evaluation.

**This is a two stage negotiation and all responses will be evaluated in two stages.**

### **1.2 Schedule**

Preview Date		Open Date	<b>05/04/26 07:00 AM</b>
Close Date	<b>14/05/26 11:59 PM</b>	Award Date	
Time Zone	<b>Coordinated Universal Time</b>		

### **1.3 Negotiation Controls**

Response Visibility	<b>Sealed</b>
<b>Lines Settings</b>	
Rank Indicator	<b>1,2,3...</b>
Ranking Method	<b>Multiattribute scoring</b>

### **1.4 Terms**

Agreement Start Date		Agreement End Date	
Agreement Amount (JOD)		Minimum Release Amount (JOD)	
Payment Terms	<b>HCR Net 30</b>	Freight Terms	
Shipping Method		FOB	<input type="checkbox"/>
Negotiation Currency	<b>JOD (Jordanian Dinar)</b>		<b>Buyer managed transportation</b>
		Price Precision	<b>3</b>

### **1.5 Attachments**



File Name or URL	Type	Description
Annex A - Terms of Reference.p	File	Annex A - Terms of Reference

## 2 Requirements

*\*Response is required*

### 2.1 Section 1. Preliminary Requirements (Technical)

#### \*1. Terms of Reference - Annex A

Please download and study the attached TOR (Annex A) for the details of the required services

Attachments:

File Name or URL	Type	Description
Annex A - Terms of Reference.p	File	

Select one of the following:-

☐ a. ToR and BoQ downloaded and studied

#### \*2. General Conditions of Contracts

Please note that the General Conditions of Contracts will be strictly adhered for the purpose of any future contract.

Do you accept the UNHCR General Conditions of Contracts for the provision of Goods and Services?

Attachments:

File Name or URL	Type	Description
Annex D - UNHCR General Condit	File	

Select one of the following:-

☐ a. Upload signed and stamped UNHCR General Conditions of Contracts for the provision of Goods and Services  
(*Response attachments are required*)

Comments:

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#### \*3. Do you Accept All terms of UN Supplier Code of Conduct attached under this requirement?

Attachments:

File Name or URL	Type	Description
UN Supplier Code of Conduct.PD	File	

Select one of the following:-

☐ a. Upload signed and stamped UN Supplier Code of Conduct(*Response attachments are required*)

Comments:

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#### \*4. Please provide a signed and stamped letter from your bank showing a valid bank account with name of account holder matches the name of institution (i.e., not personal account).

Select one of the following:-

☐ a. Upload a signed and stamped letter from the bank showing a valid bank account as requested(*Response attachments are required*)

Comments:

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## 2.2 Section 2. Mandatory Requirements (Technical)

- \*1. Please provide a valid company registration certificate from the Companies Control Department with company purposes including design, supply, installation, operation and maintenance and testing of renewable energy systems.

Select one of the following:-

- ☐ a. Please upload Company Registration Certificate(*Response attachments are required*)

- \*2. Please provide valid License Class "A" from Energy and Minerals Regulatory Commission (EMRC)

Select one of the following:-

- ☐ a. Upload a valid License Class "A" from Energy and Minerals Regulatory Commission(*Response attachments are required*)

Comments:

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- \*3. Please submit proof/s that the company has at least 5 years of experience in solar photovoltaic design, installation, solar operation and maintenance.

Select one of the following:-

- ☐ a. Upload the requested proof(*Response attachments are required*)

Comments:

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- \*4. Please confirm that the Availability Guarantee (≥98% at inverter level)

Select one of the following:-

- ☐ a. Confirmed(*Response attachments are optional*)

Comments:

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- \*5. Please confirm your company attended the site visit to Zaatari Camp on the specified date.

Select one of the following:-

- ☐ a. Confirmed(*Response attachments are optional*)

## 2.3 Section 3. Company Profile and Qualifications (Technical)

- \*1. Please list all relevant similar sized projects of at least 5MW each, currently underway and/or successfully completed by your company in the past 8 years.

*Hint: The more projects you provide, higher the points you scored.*

Comments:

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- \*2. Please submit recommendation letters by previous clients (it's preferable to submit the recommendation letters of all projects with UN agencies and/or NGOs).

*Hint: The more letters you provide, higher the points you scored.*

*Response attachments are required.*

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Comments:

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## 2.4 Section 4. Proposed Services and Company Capacity (Technical)

- \*1. Please provide a technical proposal: a description of your organization's understanding of the requirement (including a comprehensive preventive maintenance plan, corrective maintenance plan, methodology and work plan, proposed list of tests)

*Response attachments are required.*

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Comments:

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- \*2. Please provide a list of all available machinery, tools, power tools, measurement instruments and equipment to be mobilized for the project.

*Response attachments are required.*

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Comments:

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- \*3. Please provide templates/samples of all proposals and forms PV Cleaning reports, Preventive Maintenance, Corrective maintenance, PV performance, Daily inspection reports Weekly and Monthly Check Lists and reports, Inventory report, loss and damage reports.

*Response attachments are required.*

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Comments:

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- \*4. For Dry and Wet Cleaning, please provide: Schedule, methodology, tools, materials, and brush type datasheets and/or certificates, quantities

*Response attachments are required.*

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Comments:

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- \*5. Please provide a comprehensive Health-Safety-security-Environment (HSSE) Plan that shall guide the implementation.

*Response attachments are required.*

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Comments:

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- \*6. Please provide the PV Performance Ratio guarantee as per IEC 61724 provided.

*Hint: Please submit the guarantees here*

*Response attachments are required.*

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Comments:

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- \*7. Please provide the corrections, calculation methods and any condition exemption from required guarantees which are in line with IEC 61724 and NREL TP-7A40-73822.

*Response attachments are required.*

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## 2.5 Section 5. Proposed Personnel (Technical)

\*1.

Kindly provide CV and qualifications of the project manager (with minimum experience of 10 years, 5 of which specifically managing solar PV construction, commissioning, or O&M).

*Response attachments are required.*

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Comments:

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- \*2. Kindly provide the CVs and qualifications of at least 4 Site Technicians that will carry out the service (with minimum experience of 10 years in solar PV and/or O&M).

*Response attachments are required.*

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Comments:

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- \*3. Kindly provide CV and qualifications of the O&M site Engineer that will carry out the service (with minimum experience of 5 years in solar PV and/or O&M).

*Response attachments are required.*

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## 2.6 Section 6. Financial Proposal (Commercial)

- \*1. The financial offer will use the following percentage distribution: 30% from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price.

Important: Kindly upload financial proposal documents in financial section (Financial Evaluation - Commercial) only. If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.

Please provide the cost breakdown of your financial proposal as per the template and instructions provided. Indicate the total amount here and make sure it matches with the total amount indicated under "lines" section.

Your Financial Offer must contain an overall offer in a single currency which is indicated in this Request for Proposal.

The financial offer must cover all the goods / services to be provided (price "all inclusive").

The breakdown of your Financial Offer is to be submitted as per the Financial Offer Form (attached here). Proposals that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT.

You are requested to hold your offer valid for [ 180 ] days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is

not to be considered as a contract. In case of any discrepancies, the information provided in the offer form (Annex B) supersedes the information mentioned under the tab Lines.

UNHCR will not provide any advance payments or payments by letter of credit.

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

*Hint: Please download the attached financial offer form, fill in the required details and upload it under this requirement (both PDF and Excel).*

Select one of the following:-

☐ a. Financial Offer Form Submitted(*Response attachments are required*)

☐ b. Financial Offer Form not submitted

Comments:

3 Lines

Instructions	<b>Below must include the total price offer for three years as a lump-sum.</b>
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### 3.1 Line Information

Line	Estimated Quantity	Response Price	Line Amount	Response Minimum Release Amount
1-Provision of Maintenance, Operation, Monitoring and Cleaning for Sola Plants In Azraq Camp				

### 3.2 Line Details

#### 3.2.1 Line 1 Provision of Maintenance, Operation, Monitoring and Cleaning for Sola Plants In Azraq Camp

Category Name	<b>ADM Building and facility maintenance and repair services</b>		
Allow Alternate Lines	<b>No</b>		
Target Minimum Release Amount (JOD)	Estimated Total Amount (JOD)		
Start Price (JOD)			