



UNHCR

DATE: 02 August 2026

REQUEST FOR PROPOSAL: No. RFP/UNHCR/JOR/2026/3295

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE DESIGN,
UPGRADE, SUPPLY, INSTALLATION AND MAINTENANCE OF INTERACTIVE SELF-
SERVICE KIOSKS**

CLOSING DATE AND TIME: 02 September 2026 – 23:59 hrs Amman Local Time

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>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) Jordan invites qualified, experienced and reputable companies including international companies with an established presence or authorized service partner in Jordan, to submit proposals for the establishment of a Frame Agreement for the design, upgrade, supply, installation and maintenance of interactive self-service kiosks.

The objective of this solicitation is to establish a Frame Agreement with one qualified suppliers capable of providing upgraded kiosk housing, hardware integration, installation and maintenance services in support of UNHCR Jordan's self-service registration programme.

The procurement consists of two lots:

- Lot 1 – Design, manufacture, supply and installation of upgraded kiosk housing while reusing existing UNHCR hardware where appropriate.
- Lot 2 – Design, manufacture, supply and installation of upgraded kiosk housing together with upgraded hardware.

IMPORTANT

The Terms of Reference (Annex A) describe detailed technical requirements.

The successful bidder will be requested to maintain the pricing offered throughout the duration of the Frame Agreement.

The initial duration of the Frame Agreement will be two (2) years, extendable by one (1) additional year.

Please note that:

- Award of a Frame Agreement does not constitute a commitment to purchase any minimum quantity.
- Purchases will be made only through individual Purchase Orders issued during the validity of the Frame Agreement.
- Quantities will depend on operational requirements and available funding.
- UNHCR reserves the right to procure any quantity up to the limits of the Frame Agreement.

It is strongly recommended that this Request for Proposal 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 attached General Terms and Conditions (Annex E).

Note: this document is not construed in any way as an offer to contract your firm.

Bidder Conference / Site Visit:

UNHCR intends to organize a bidder conference combined with a site visit to the existing self-service kiosk installation at the Khalda Registration Centre.

The objective is to provide prospective bidders with a better understanding of the operational environment, existing kiosk configuration and implementation expectations.

Participation is strongly encouraged.

The site visit will take place on 12 August 2026.

Bidders shall arrive no later than 11:00 AM at UNHCR Khalda Registration office located in Wasfi Al Tal Street, Opposite Paradise Bakery, Musa George Fram St.
Site visit will commence promptly at 11:15 AM.

Bidders arriving after the scheduled start time may not be able to participate in the site visit.

Site Visit Entry Permits:

The assembly location at the main gate is <https://maps.app.goo.gl/eDKhxqDpTMbK3Rme8>

Please share a copy of your National ID and company name to joramsup@unhcr.org by 10 August 2026 in order to get the entry permission
Maximum of two representatives from each company will be permitted to participate in the site visit.

Subject of your email for submission of your representative's IDs should be as below:

RFP3295 – (Company Name) – Submission of IDs for Site Visit

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form integral part of this Request for Proposal:

ANNEX A: Terms of Reference (TOR)



ANNEX B (i): Bidder Technical Compliance Matrix
ANNEX B (ii): Technical Evaluation Criteria
ANNEX C: Financial offer Form (two tabs, Lot 1 and Lot 2)
ANNEX D: Vendor Registration Form (NEW)
ANNEX E: UNHCR General Conditions of Contracts for Goods and Services 2018
ANNEX F: UN Supplier Code of Conduct
ANNEX G: UNHCR Cloud ERP Supplier Portal Guideline

2.2 **REQUESTS FOR CLARIFICATION**

Requests for clarification shall be submitted through the Messaging functionality in the UNHCR Supplier Portal no later than 17 August 2026 at 23:59 hrs (Jordan Local Time).

UNHCR will reply to the questions received as soon as possible by means of publication on the tender messaging functionality to all invited bidders and/or bidders who have shown interest. The answers to all questions will be available to all bidders to view.

2.3 **YOUR OFFER**

IMPORTANT:

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

Your offer shall be prepared in English.

ONLY submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration. Offers with additional documents that have not been requested may also not be taken into consideration.

Bidders are expected to carefully review all solicitation documents, including the Terms of Reference, Mandatory Compliance Matrix and Financial Offer requirements.

Failure to address the mandatory technical requirements may result in the proposal being considered technically non-responsive.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

IMPORTANT – TECHNICAL PROPOSAL

This procurement concerns a technically complex solution. Bidders are encouraged to submit a comprehensive Technical Proposal that clearly demonstrates compliance with the Terms of Reference. Generic catalogues or marketing brochures that UNHCR will need to look for solutions within, without clear references to the UNHCR requirements may adversely affect the technical evaluation.

2.4.1 **Content of the TECHNICAL OFFER**

IMPORTANT:

No pricing information should be included in the technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.



The Terms of reference (TOR) of the services requested by UNHCR can be found in **Annex A**. Your technical offer should be concisely presented, and structured in the following order to include, but not necessarily be limited to, the following information:

- Executive Summary
- Understanding of UNHCR requirements
- Proposed kiosk design
- Hardware proposal
- Accessibility approach
- Implementation methodology
- Maintenance methodology
- Team composition
- Company experience
- Completed Mandatory Compliance Matrix

Please note that submitting an offer is deemed as full acceptance of UNHCR's "General Conditions for Goods and Services 2018".

2.4.2 Content of the FINANCIAL OFFER

Your separate Financial Offer shall be submitted in a single currency (preferably Jordanian Dinars (JOD)).

The Financial Offer shall cover all goods and services required under this Request for Proposal and shall be submitted on an all-inclusive basis.

The Financial Offer shall be submitted using the Financial Offer Form (Annex C- two tabs for Lot1 and Lot2). Bids submitted using a different pricing structure may not be accepted. Bidders shall submit the completed Financial Offer Form in MS Excel format (for evaluation purposes) together with a signed copy in PDF format.

UNHCR is exempt from all direct taxes and customs duties. Accordingly, all prices shall be quoted exclusive of VAT.

Proposals shall remain valid for at least 120 calendar days from the proposal submission deadline. UNHCR will make its best efforts to complete the evaluation and award process within this period.

The cost of preparing and submitting a proposal, including participation in any bidder conference, site visit, clarification meeting, presentation, demonstration, or any related travel, shall be borne entirely by the Bidder and shall not be reimbursed by UNHCR. Any activity undertaken or expense incurred prior to the signature of a contract shall be at the Bidder's sole risk and expense. Notification of award or intention to award does not constitute a contract.

UNHCR will not provide advance payments or payments by letter of credit. Payment shall be made by bank transfer within thirty (30) days following satisfactory delivery of the goods and/or services, receipt of a correct invoice, and acceptance by UNHCR.

2.5 BID EVALUATION:

Proposals will be evaluated in accordance with the procedures and criteria specified in this Request for Proposal and its annexes.

The evaluation process will consist of:



- Technical Evaluation 70% weightage. Technical offers must achieve a minimum passing score of 49 out of 70 points, to qualify for the financial evaluation.
- Financial Evaluation 30% weightage and
- Combined Technical and Financial Evaluation.

Detailed evaluation criteria, technical compliance and scoring methodology are provided in **Annexes B(i) and B(ii)**.

UNHCR reserves the right to request clarifications from bidders during any stage of the evaluation process.

Financial Evaluation

Financial Offers will be opened only for bidders whose Technical Proposals have successfully passed the technical evaluation stages.

Financial evaluation will be conducted in accordance with the methodology specified in this solicitation.

Combined Evaluation

The final recommendation for award will be based on the combined technical and financial evaluation in accordance with the evaluation methodology specified in this Request for Proposal.

UNHCR reserves the right, at its sole discretion, to invite one or more technically compliant bidders to provide a presentation and/or demonstration of their proposed solution before the Technical Evaluation Committee.

Such presentations will be conducted solely for clarification purposes and shall not constitute an opportunity to modify, supplement or materially revise the submitted proposal.

2.6 BID ACCEPTANCE:

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

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

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.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers on the Cloud ERP. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier. Suppliers will be able to modify their submitted bids until the deadline.

You are strongly encouraged to submit your bids earlier than the deadline to avoid any technical difficulties with signing in and resolve them in advance.



UNHCR

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 needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.7 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 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.

2.8 UNHCR General Conditions of Contracts for Goods and Services 2018

Please note that the UNHCR General Conditions of Contracts for Goods and Services 2018 (**Annex E**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

2.9 UNHCR NEW CLOUD ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM

Please note that UNHCR has migrated to a new cloud-based ERP system and future tenders will require bidders to use the new UNHCR Supplier Portal <https://www.unhcr.org/get-involved/work-us/become-supplier/how-become-supplier> , for which guidelines are attached as Annex G.

Signature

Muhammad Anjum
Supply Officer
UNHCR CO Jordan