

RETENDER

DATE: 19th JANUARY 2023

**REQUEST FOR PROPOSAL: NO. RFP/HCR/ROK/2023/01 FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR RENT OF LIGHT VEHICLES, BUSES & TAXI SERVICES.**

CLOSING DATE AND TIME: 13TH FEBRUARY 2023 – 23:59 HRS SUDAN STANDARD 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 17,878 people in 132 countries and territories continues to help about 82.4 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

1. RFP INFORMATION

The office of the United Nations High Commissioner for Refugees (UNHCR) Sudan operations invites qualified Car hire and Taxi companies to make a firm offer for the establishment of a frame agreement for Light vehicles, Buses and Taxi services for UNHCR offices (in **Damazine, GADAREF, KASSALA, ELOBIED, KOSTI, & Khartoum**). UNHCR has approximately total of 600 employees with lot of regular visits between the offices and internal trips within the above cities. The selected supplier must have the capacity to cover the domestic trips between the offices and inside the cities.

The trips listed below will give you an overview of the requested services. Orders for trips will be placed for the trips below by UNHCR on regular basis.

- Khartoum ELOBIED and or vice versa, order should be executed within one day and to consider the emergency request. Supplier should make sure the Car provided meet the UNHCR required standard criteria.
- Khartoum GADAREF or vice versa, order should be executed within one day and to consider the emergency request. Supplier should make sure the Car provided meet the UNHCR required standard criteria.
- Khartoum KOSTI or vice versa, order should be executed within one day and to consider the emergency request. Supplier should make sure the Car provided meet the UNHCR required standard criteria.
- Khartoum KASSALA or vice versa, order should be executed within one day and to consider the emergency request. Supplier should make sure the Car provided meet the UNHCR required standard criteria.
- Khartoum DAMAZINE or vice versa, order should be executed within one day and to consider the emergency request. Supplier should make sure the Car provided meet the UNHCR required standard criteria.
- Transport within Khartoum state.
- Any other trips between the other cities or inside the cities may arise according to emergency will be subject to the agreement

Lot No	Origin	Destination	Note
Lot 1	Khartoum	ELOBIED	Or vice versa and within the cities mentioned.
Lot 2	Khartoum	GADAREF	Or vice versa and within the cities mentioned.
Lot 3	Khartoum	KOSTI	Or vice versa and within the cities mentioned.
Lot 4	Khartoum	KASSALA	Or vice versa and within the cities mentioned.
Lot 5	Khartoum	DAMAZINE	Or vice versa and within the cities mentioned.
Lot 6	Khartoum	Khartoum	Within Khartoum State.

UNHCR may award Frame Agreement(s) with initial duration of 1 (one) year, potentially extendable for a further period of 1 (one) year and for maximum of three years. The successful bidder(s) will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

Please note that the requirements stated in our terms of reference (Annex A) have been specified 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.

Other United Nations Agencies, Funds and Program 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 Frame Agreement(s) 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 19** "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 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 G). Note: this document is not construed in any way as an offer to contract with your firm.

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: Technical Evaluation Criteria
- Annex C: Financial Offer Form
- Annex D: Bid Data Sheet
- Annex E: Vendor Registration Form
- Annex F: UNHCR General Conditions of Contracts for the Provision of Services – 2018
- Annex G: UNHCR Supplier's Code of Conduct
- Annex H: How to Join Microsoft Teams without an account
- Annex I: Calendar of Activities

2.2 ACKNOWLEDGEMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to sudkh-su@unhcr.org with CC: sulimamo@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 PRE-BID CONFERENCE AND REQUESTS FOR CLARIFICATION

We would also like to inform you that UNHCR Representation Office Khartoum will organize a Pre-Bid conference Meeting via Microsoft Teams on the **1st February 2023** at 10:00 Hrs to discuss details of the Terms of Reference for the tender. All bidders are encouraged to participate in order to ask questions and raise concerns to UNHCR.

Bidders should therefore submit their details including phone number and email address for the purpose of inviting them to the meeting via Microsoft Teams on or before **30th January 2023** for us to prepare the platform for the virtual meeting.

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to SUDKH-SU@unhcr.org with CC: sulimamo@unhcr.org. **The deadline for receipt of questions is on 30th January 2023 23:59 HRS Sudan Standard Time.** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail addresses above. Failure to comply with this provision may result in disqualification.

EMAIL SUBJECT: RFP/HCR/ROK/2023/001 – QUERY

UNHCR will reply to the questions received as soon as possible to each participating bidder shortly after query deadline **30th January 2023 -23:59HRS** or the same will be addressed during the pre-bid conference meeting.

IMPORTANT:

Please note that Bid Submissions are not to be sent to the e-mail address above.

2.4 YOUR OFFER

IMPORTANT: UHCR 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.

Note: Bidders may apply for one or more than one lot. However, in order to qualify for more than one lot, the bidder shall meet aggregate requirements for technical capacity of staff, facilities and financial soundness for the lots he is applying for. If during evaluation it is found that a bidder has submitted a financial offer for multiple lots whereas his technical offer (staffing and/or financial soundness particularly) qualifies only for one lot, UNHCR will financially evaluate the bidder on the qualified lot.

Important: A bidder who is bidding for all 06 lots must have enough resources (financial, logistic and labor) to execute the UNHCR orders & works in all the sites and complete them within the agreed timeframe.

Please submit your offer using the submission template provided. It should conform to the requirements and contain all information required. The offers not conforming to the requested format will 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 other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

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 technical detail of the required service provider for the establishment of a frame agreement for Light vehicles, buses and Taxi services to UNHCR staff for Sudan operation are specified in the Terms of Reference and Requirements in [Annex A](#).

The following details shall also be provided in the Technical Offer:

1. **Evidence on previous Similar Experience:** 3-years of experience in provision of similar services.
2. **Accessibility, unique selling point and additional benefits or services that are of value for UNHCR:** reachable, with convenient access and have enough communication channels and procedures including email and mobile Number. [Annex A:](#)

3. **Taxi, Bus & light vehicles status:** Ideally all vehicles including buses, taxis should have appropriate tools, equipment which are critical in providing the right solutions for the quick maintenance and repair of motor vehicles such as covered service bays, inspection pits, vehicle lift and ramp to mention a few. All vehicles should be licensed and with comprehensive insurance and the vehicles seating conditions and Air Condition to be in a good status. Car year of manufacturer should always be considered.
4. **Occupational Safety and Health Administration:** The buses and all other vehicles should abide by Occupational Health & Safety best practices described in [Annex A](#)
5. **Technical Qualification and Experience of Staff and drivers:** The proposed Car hire and Taxi services Co should have relevant technical qualification and experience as demonstrated in the terms of reference ([Annex A](#)).
6. **Vendor Registration Form: Duly completed Vendor Registration Form** [Annex E](#).
7. **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of and Services by signing [Annex F](#).

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

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in **US Dollars**.

The financial offer must cover all the services to be provided (price "all inclusive"). If no financial offer is received, the bid shall be automatically disqualified. The bidder should submit a list of the vehicles with year of manufacturer, the transport cost against the UNHCR orders during the contract period.

Lot No	Origin	Destination	Note	Type of Car	Price Per Trip/ Day USD
Lot No 1	Khartoum	ELOBIED	Or vice versa	Bus 50 Passenger	
				Bus 28 Passengers	
				Minibus 14 Passengers	
				Landcruiser 4-wheel drive	
				Toyota Double Cabin	
				Toyota single Cabin	
				Sedan Car	
Lot No 2	Khartoum	GADAREF	Or vice versa	Bus 50 Passenger	
				Bus 28 Passengers	
				Minibus 14 Passengers	
				Landcruiser/ 4-wheel drive	
				Toyota Double Cabin	
				Toyota single Cabin	
				Sedan Car	
Lot No 3	Khartoum	KOSTI	Or vice versa	Bus 50 Passenger	
				Bus 28 Passengers	

				Minibus 14 Passengers	
				Landcruiser 4-wheel drive	
				Toyota Double Cabin	
				Toyota single Cabin	
				Sedan Car	
Lot No 4	Khartoum	KASSALA	Or vice versa	Bus 50 Passenger	
				Bus 28 Passengers	
				Minibus 14 Passengers	
				Landcruiser 4-wheel drive	
				Toyota Double Cabin	
				Toyota single Cabin	
				Sedan Car	
Lot No 5	Khartoum	DAMAZINE	Or vice versa	Bus 50 Passenger	
				Bus 28 Passengers	
				Minibus 14 Passengers	
				Landcruiser 4-wheel drive	
				Toyota Double Cabin	
				Toyota single Cabin	
				Sedan Car	
Lot No 6	Khartoum	Khartoum	Within Khartoum	Bus 50 Passenger	
				Bus 28 Passengers	
				Minibus 14 Passengers	
				Landcruiser 4-wheel drive	
				Toyota Double Cabin	
				Toyota single Cabin	
				Sedan Car	
Total					

The Financial Offer is to be submitted as per financial offer form (Annex). Bids that have a different price structure may not be accepted.

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

You are requested to hold your offer valid for a minimum of **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 bid 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.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of Service provider 's invoice and delivery and acceptance by UNHCR of the services.

IMPORTANT: UNHCR can only facilitate payments through the local banks and not banks outside Sudan and therefore the current market condition must be factored in before submitting your quote.

2.5 BID EVALUATION

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will not be considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

2.5.1 Supplier Registration:

The qualified company (s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing.
- Core business.
- Track record.
- Contract capacity.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

- Technical Offer will be weighed at 60 points (or 60%)
- Financial Offer will be weighed at 40 points (or 40%)

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score, with a minimum passing score of 36 points.

IMPORTANT: Failure to submit a valid registration certificate as legal entity will lead to disqualification.

The technical offers will be evaluated as follows:

Evaluation Factors
Mandatory -Pass and Fail
Valid Registration Documents / Certificate issued by competent authority
Company Age Not less than 3 years from the date of registration / incorporation
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose of the proposed contract. Annex G: General Conditions of Contracts for the provision of and Services -2018 Annex H: Supplier's Code of conduct
Scoring Criteria
Responsiveness to RFP (0-20) marks
Location, accessibility, and Area Coverage (0-15) marks
Company qualifications (0-20) marks
Proposed Services (0-15) marks
Qualified staff & drivers (0-10) marks
Ability to provide, Vehicle year of manufacturing and Safety and security standards in vehicles and its status (AC & seats) (0-10) marks
Annual Turn over- (0-10)
Total Marks (100)
Passing Marks (60 out of 100)

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off points for submissions to be considered technically compliant will be 60 out of 100 points (60%) and those who will not reach the score will be excluded from further evaluation.

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

The **financial offer** will use the following percentage distribution: **40%** 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, e.g., $[\text{total Price Component}] \times [\text{US\$ lowest}] \setminus [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

2.6 SUBMISSION OF BID

The offers must bear your official letter head, clearly identifying your company. The bid and can also be sent to the street address of UNHCR offices via Post or Courier or Email at the addresses mentioned below:

The Bid must be sent in the following manner:

By e-mail:

Bids should be submitted by e-mail and all attachments should be 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 clearly separated.

The Technical offer should be sent by E-mail ONLY to: SUDKHTO@unhcr.org

The Financial offer should be sent by E-mail ONLY to: SUDKHFO@unhcr.org

It is your responsibility to verify that all e-mails/documents have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of [8] Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

Bid [Number]

Name of your firm with the title of the attachment

Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: RFP/HCR/ROK/2023/01 Company ABC (email

SUBMISSION OF OFFERS BY COURIER / POST OR HAND DELIVERY:**Attention:**

TO: THE SECRETARY LOCAL COMMITTEE ON CONTRACTS UNHCR REPRESENTATION OFFICE KHARTOUM-SUDAN.

REQUEST FOR PROPOSAL NO: RFP/HCR/ROK/2023/01 FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR Light vehicles, Buses and Taxi services TO UNHCR.

UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM

IMPORTANT TO NOTE: The submission is based on two envelop system separating the technical and financial offer.

The outer envelope should be containing two inner envelopes as described below:

Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer. The second inner envelope shall be marked "Price Component" and include your signed and stamped financial offer.

IMPORTANT: The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification. All bids must be clearly marked: NOT TO BE OPENED BY REGISTRY

Deadline: Monday 13th February 2023 - 23:59 HRS Sudan Standard Time

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

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.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

2.7 BID ACCEPTANCE

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

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 Goods.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. 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.

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.

2.8 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 Goods and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES - 2018

Please note that the General Conditions of Contracts for the provision of Services -2018 ([Annex G](#)) 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.

2.10 ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such advise suppliers not to offer any gift, favor, hospitality, etc. to UNHCR staff.


Haider Kakakhel
Supply Officer
UNHCR Representation Office in Sudan

Annex A- Terms of Reference: Light vehicles, Buses and Taxi services to UNHCR Vehicles in Sudan

1. INTRODUCTION

1.1. Background

The United Nations High Commissioner for Refugees (UNHCR) Representation office in Khartoum is looking for proposals from qualified service providers (legal entities) to provide, Light vehicles, Buses and Taxi services A commercial solution that is efficient and cost effective as described below to vehicles directly or indirectly under UNHCR Representation Office in Khartoum and field offices whenever required by a qualified technical staff. The company should also supply the required vehicles with its required standards specification stated by UNHCR.

1.2. Lots, Locations and Fleet composition

Sudan operation with its Representation office in Khartoum has 4 sub-offices (Kosti, El Fasher, Kassala and Kadugli) supported by 7 Field offices (El Geneina, Nyala, El Daein, Damazine, El Fula, Zalingei and Gedaref)

Trips will be requested as per below table and the limousine Company should list its vehicles and types against each location i.e. Lots in details:

Lot No	Origin	Destination	Note
Lot 1	Khartoum	ELOBIED	Or vice versa
Lot 2	Khartoum	GADAREF	Or vice versa
Lot 3	Khartoum	KOSTI	Or vice versa
Lot 4	Khartoum	KASSALA	Or vice versa
Lot 5	Khartoum	DAMAZINE	Or vice versa
Lot 6	Khartoum	Khartoum	Within Khartoum

2. SCOPE OF WORK

- Provision of Light vehicles, Buses and Taxi services to UNHCR staff and passengers traveling or moving between the field and sub offices.
- To carry out quality and comprehensive trip and taxi services, that may include picking up staff inside the field offices, cities or between the UNHR offices.
- Respond to UNHCR's service requests in a timely manner. Provide quality control checks to ensure that the company vehicles matching UNHCR standards including safety & security tools and procedures.
- Limousine Company to confirm that its vehicles are covered with comprehensive insurance.
- Limousine Company to confirm that its vehicles status (seating, air-condition, car body and new model).

2.1 Expected services.

1. **Staff trips and movement inside/ within their work area or city:** According to UNHCR order that should be enough time prior to the order. Type of the car going to perform the trip will be advised by UNHCR.
2. **Staff trips and movement outside their work area or city and as per above table:** According to UNHCR order that should be enough time prior to the order. Type of the car going to perform the trip will be advised by UNHCR.
3. **Fuel, driver, oil and Air Condition:** the rented vehicles should be provided ready to move/ travel.
4. **Water and Juice:** to be provided in the buses when the travel between the field offices.

With each order from, UNHCR is going to do an accurate inspection to the proposed vehicle that going to pick up its staff. The final inspection or quality control should be carried out to ensure that the car provided is according to the UNHCR standards and to its satisfaction.

A. Minimum requirements for Light vehicles, Buses and Taxi services.

1. Location, accessibility and coverage:

- Availability of limousine Company in various locations.
- Preferably, wide operational range with abilities to mitigate risks and challenges related to geography, climate and security.
- Located near main road, with convenient access.

2. Maintenance equipment and tools (Tools and equipment needed to make sure of the car readiness): The Company will have basic garage equipment, tools and facilities:

- Pit Tools such as; complete sets of spanners, screw drivers, Allan keys set, wrenches, hammers, etc.
- Wheel spanners for various kinds of vehicles,
- compressor unit,
- Auto AC tools
- Normal & heavy-duty lift Jacks and stands,
- Gear box oil (CC) dispenser,
- Inspection trolley.
- Grease dispenser.
- Tyre change tools; Wheel balancing and wheel alignment machines,
- Engine tune- up sets.
- Electrical inspection set, i.e. meters & gauges.
- Working facilities including several covered inspection areas; service bays, washing bays and at least 2 inspection pits, 1 vehicle lift and 1 ramp per workshop.

3. Enough courtyard: turning space for vehicles entering and leaving, turning and parking, preferably without having to back up.

4. Insurance, Safety and Security: All Vehicles must.

- Be insured against fire,
- Not be liable to flooding and dust problems.
- Be covered with comprehensive insurance.
- Have fire-extinguishers and first aid box.

B. Minimum requirements for Light vehicles, Buses and Taxi services.

1. Availability of Technical expertise: (Trained and skilled staff, drivers and mechanics that complement

experienced, trained and competent maintenance managers, supervisors).

2. **Car year of manufacturer.**
3. **Availability of alternative (backup) car/ vehicle:** In case of a vehicle transporting UNHCR employees stops.
4. **Information management:**
 - Availability of a designated staff with a good command of English language able to maintain a flow of information (incoming and outgoing).
 - Availability of a mechanism and a designated staff able to maintain Vehicle rented report in case requested by UNHCR.
5. **Occupational Safety and Health Administration:** The service provider will ensure all his staff abide by Occupational Health & Safety best practices including but not limited to:
 - Personal protective equipment's (PPEs),
 - Fire protection and emergency management,
 - Provision of electric safety,
 - Manual handling and tool safety

C. Light vehicles, Buses and Taxi management tasks flow (UNHCR Sudan and the Service provider).

- i. **Creation of Service Request:** Upon UNHCR need, a Service/ Rent Request is prepared by the custodian indicating the order, car type and the rent time. The service request is forwarded to the Fleet manager. The authorized Fleet management officer from UNHCR shall sign and forward to the service provider.
- ii. **Requested work analysis:** The Fleet manager will analyze the vehicle's problems, staff feedback and rent issues and forward to the Qualified Light vehicles, Taxi, Bus and Limousine service provider for further action. Any additional works/ services not provided in the trip order shall be approved prior the works/ services take place. UNHCR shall not be obligated to compensate for services which were not approved in advance (No Trip orders to be accepted verbally).
- iii. **Technical assessment and Needs assessment approval:** The Inspection Officer establish Technical Diagnosis in the presence of the driver who can facilitate by providing relevant information. The vehicle can be rented and used after the inspection confirmation.
- iv. **In case of External Work (When the Service provider outsources a third party for special tasks):** The Service provider will have to first notify UNHCR formally for approval and will have to report outcomes of the outsourced tasks.
- v. **Repair:** The Qualified light vehicles, Taxi, Bus and Limousine Service provider will also ensure proper Repair and fixation of his/ her vehicles.
- vi. **Trip's Time Sheet:** The reporting of service provided, and time spent in the trip is done through the Time Sheet form. The Time Sheet is completed by the rented car driver.
- vii. **Completion of trip:** Upon completion of trip, the service provider will get the service completion form indicating the trip done and get a signature from the UNHCR passenger certifying the completion of work.
- viii. **Invoice Submission:** As indicated in the RFP invoices will be sent to UNHCR for settlement within 3 days of completion and acceptance of the service. The service provider will submit invoice attached with Service Request and Service completion form signed by the vehicle's passenger. Invoices should display unique identification number, Purchase Order number, and vehicle plate number.
- ix. **Payment:** UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.
- x. **Reporting:** Monthly consolidated report with associated invoices to show outstanding amounts must be sent latest on the 9th of every month. The report will contain at least the following parts:
 - Vehicle movements (Including Vehicles Plate numbers and type),
 - Description of work carried out,
 - Hours of trips done,

Annex B: Detailed Technical Evaluation Criteria

Technical Evaluation Matrix	
Evaluation Factors	Max Scores Allocated
Mandatory	
Valid Registration Documents / Certificate issued by competent authority	PASS/FAIL <i>(failing to meet a single mandatory criterion will result in disqualification of the Service provider from further technical evaluation)</i>
Company Age Not less than 3 years from the date of registration / incorporation	
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose of the proposed contract.	
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose of the proposed contract Annex G: General Conditions of Contracts for the provision of and Services -2018 Annex H: Supplier's Code of conduct	
Scoring Criteria	
Responsiveness to RFP (0-20 marks)	Required Parameters:
	1. Understanding of, and responsiveness to, UNHCR requirements.
	2. Understanding of scope, objectives and completeness of response.
	3. Overall concord between UNHCR requirements and the proposals.
	Full understanding of UNHCR requirements: the proposal made by the bidder is complete and is fully responsive based on above parameters and is in line with "The Terms of reference" (Annex A) = -- 20 Marks
	To a larger extent, understands UNHCR requirements and the proposal made by the bidder is complete and is mostly responsive based on above parameters and is in line with "The terms of reference" (Annex A) = -- 10 Marks
	Does not understand UNHCR requirements and the proposal made by the bidder is not complete and is not responsive based on above parameters and is not in line with "The terms of reference" (Annex A) = -- 0 Marks
	Max. = 20 Marks
Location, accessibility and coverage (0-15 marks)	The supplier Covers 90 % of UNHCR Designated Area of operation and with convenient access -- 15 marks
	The supplier Covers 60 % of UNHCR Designated Area of operation with convenient access -- 10 marks
	The supplier Covers 50 % of UNHCR Designated Area of operation and with convenient access -- 6 marks
	Max. = 15 Marks
Company Qualifications (recommendation letters, experience certificates, copy of previous contracts with UN agencies, Embassies, NGOs, Companies, etc.) (0-20 marks)	Strong relevant experience on Light Vehicles, CAR HIRE & TAXI SERVICES with Client references; reports from previous Service provided-- 20 marks
	Average experience on Light Vehicles, CAR HIRE & TAXI SERVICES with Client references; reports from previous Service provided-- 15 marks
	Any other credentials -- 8 marks
	Max. = 20 Marks

<p>Proposed Services (Appropriateness of methodology and match with business requirements) (0-15 marks)</p>	<p>The service provider proposes high quality and logic of work plan with an Innovative approach with high number of owned vehicles and proposes to always give priority to UNHCR requests for rented vehicles--15 Marks</p> <p>The service provider proposes high quality and logic of work plan with an Innovative approach with high number of owned vehicles but depending on the number of customers requests priority might be given to UNHR request for rented vehicles--10 marks</p> <p>The service provider guarantees quality of work to be performed on UNHCR vehicles as per instructed by UNHCR only with a first in first served approach vis à vis the taxi, bus and limousine services—5 marks</p>
<p>Max. = 15 Marks</p>	
<p>Qualified staff & drivers (0-10 marks)</p>	<p>Presence of a qualified staff and drivers with preference they have academic qualifications to with at least 10 years of experience in Car rental services. – 10 marks</p> <p>Presence of a qualified staff and drivers with preference they have academic qualifications to with at least 8 years of experience in Car rental services. – 5 marks</p> <p>Presence of a qualified staff and drivers with preference they have academic qualifications to with at least 4 years of experience in Car rental services. – 4 marks</p>
<p>Max. = 10 Marks</p>	
<p>Vehicle year of manufacturing, Safety and security standards & tools in vehicles and its status (AC & seats) (0-10) marks</p>	<p>The service provider can ensure the availability of safety and security standards and tools with very high-quality AC and seats at any given time in any quantity in 100 % of the company vehicles. The Car year of manufacturer will be considered—10 marks.</p>
<p>Max. =10 Marks</p>	
<p>Annual Turn over- (0-10) (within pervious five year)</p>	<p>Annual turnover up to USD 50,000 or above= 10 marks Annual turnover up to USD 30,000 = 8 marks Annual turnover up to USD 20,000 = 4 marks</p>
<p>Max. =10 Marks</p>	
<p>Total Marks (100)</p>	<p>Passing Marks 60%</p>

ANNEX E: BID DATA SHEET

THE FOLLOWING SPECIFIC DATA FOR THE SERVICE TO BE UNDERTAKEN SHALL COMPLEMENT, SUPPLEMENT OR AMEND THE PROVISION IN THE INSTRUCTIONS TO BIDDERS. WHENEVER THERE IS A CONFLICT, THE PROVISION HEREIN SHALL PREVAIL.

DEADLINE FOR SUBMISSION OF BIDS	13 th February 2023, 23.59 Hours (Sudan standard Time) BIDS TO BE MARKED:	
SUBMISSION OF BIDS:	SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM	<p><u>BIDS MUST BE SUBMITTED EITHER BY HAND DELIVERY, EMAIL OR COURIER</u></p> <p>ATTN: SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM</p> <p>REQUEST FOR PROPOSAL NO.: RFP/HCR/ROK/2023/01- FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR Light vehicles, Buses and Taxi services TO UNHCR FOR SUDAN OPERATION.</p> <p><u>Clearly Marked: NOT TO BE OPENED BY REGISTRY</u></p>
LATE SUBMISSION OF OFFERS:	OFFERS SHOULD BE SUBMITTED IN GOOD TIME TO BE RECEIVED BY CLOSING DATE AND TIME.	
BID VALIDITY PERIOD:	180 DAYS	
PRICE VALIDITY PERIOD:	180 DAYS	
SPECIFICATIONS:	FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR Light vehicles, Buses and Taxi SERVICES TO UNHCR FOR SUDAN OPERATION.	
DELIVERY SCHEDULE:	DELIVERY TIME: IN DAYS	
LANGUAGE OF THE BID:	ENGLISH	
BID SUBMISSION & SAMPLES	THE HAND DELIVERY TO BE SUBMITTED TO: UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM.	
REQUESTS FOR ADDITIONAL INFORMATION:	<p>EMAIL SUBMISSION TO: THE TECHNICAL OFFER SHOULD BE SENT TO: SUDKHTO@UNHCR.ORG THE FINANCIAL OFFER SHOULD BE SENT TO: SUDKHFO@UNHCR.ORG</p> <p>BIDDERS ARE REQUIRED TO SUBMIT ALL THEIR ENQUIRIES IN RESPECT OF THIS REQUEST FOR PROPOSAL BY E-MAIL TO: SUDKH-SU@UNHCR.ORG</p>	
	ON OR BEFORE TUESDAY 30 th January 2023 AT 2359 HRS (CUT-OFF DATE FOR QUERIES). UNHCR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.	

ANNEX I: TENTATIVE CALENDAR OF ACTIVITIES

Calendar of Activities			
S/No:	Action Description	Date	
		From	To
1	Tender available to vendors	19-January-2023	13-February-2023
2	Closing date for Queries		30-January-23
3	Pre-bid conference Meeting	01-Feb-2023	01-Feb-2023
4	Tender Closing date		13-Feb-23
5	Bid opening Date	9-Feb-23	16-Feb-23
6	Technical and Financial Evaluation	19-Feb-23	28-Feb-23
7	Approval of Contract	05-Mar-23	12-Mar-23

