

DATE: 18 JANUARY 2021

REQUEST FOR PROPOSAL: NO. RFP/HCR/ROK/2021/001

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF ROAD TRANSPORT SERVICES (PASSENGER BUSES AND CARGO TRUCKS) INCLUDING LOADING AND OFFLOADING OF CARGOS FOR UNHCR SUDAN OPERATIONS.
CLOSING DATE AND TIME: 10 FEBRUARY 2021 – 23:59 HRS SUDAN STANDARD TIME.**

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) 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 16,765 people in more than 138 countries continues to help about 34 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. RFP INFORMATION

The office of the United Nations High Commissioner for Refugees (UNHCR) Sudan's operations, invites qualified entities to make a firm offer for the **establishment of Frame Agreement for the provision of Road transport services for passenger buses, cargo trucks including loading and offloading of cargos for UNHCR Sudan operations** which should be Submitted in terms of Separate Lots as highlighted below:

Lots	Description	Capacity
1	Passenger Transportation (Buses) in Khartoum, Gezira, Northern and River Nile states	14/25/35/48-seater buses
2	Passenger Transportation (Buses) in North, West and South Kordofan states	14/25/35/48-seater buses
3	Passenger Transportation (Buses) in North, West, Central, East and South Darfur states	14/25/35/48-seater buses
4	Passenger Transportation (Buses) in Kassala, Gedaref and Red Sea states	14/25/35/48-seater buses
5	Passenger Transportation (Buses) in Blue Nile, White Nile and Sennar states	14/25/35/48-seater buses
6	Cargo transportation including loading and offloading in Khartoum, Gezira, Northern and River Nile states	10MT/15MT/25MT/50MT
7	Cargo transportation including loading and offloading in North, West and South Kordofan states	10MT/15MT/25MT/50MT
8	Cargo transportation including loading and offloading in North, West, Central, East and South Darfur states	10MT/15MT/25MT/50MT
9	Cargo transportation including loading and offloading in Kassala, Gedaref and Red Sea states	10MT/15MT/25MT/50MT
10	Cargo transportation including loading and offloading in Blue Nile, White Nile and Sennar states	10MT/15MT/25MT/50MT

N/B-Bidders May apply for One or more Lots as stated depending on the capacity of their company. UNHCR shall evaluate each of the twelve (12) Lots and make an award based on each Lots performance.

UNHCR may award a Frame Agreement for the agreed period of the contract. The successful bidder will be requested to maintain their quoted price model for the entire duration of the Frame Agreement.

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 fully utilize your

services. Duration of service may vary and will depend on the actual requirements and funds available, regulated by issuance of a Purchase Orders against any required service during the Frame Agreement period.

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 bidder and could form the basis for a service contract with other UN Agencies.

IMPORTANT:

When a service contract 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 (**July 2018 Version**) 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 herein 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 F**).

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 an integral part of this Request for proposal.

Annex A1: Terms of Reference, (Lot 1, 2, 3, 4, 5).

Annex A2: Terms of Reference, (Lot 6, 7, 8, 9, 10).

Annex B: Technical Evaluation Criteria.

Annex C1: Financial Offer Form, (Lot 1, 2, 3, 4, 5).

Annex C2: Financial Offer Form, (Lot 6, 7, 8, 9, 10).

Annex D: Bid Data Sheet.

Annex E: Vendor Registration Form.

Annex F: UNHCR General Conditions of Contracts for the Provision of Services – (July 2018 version).

Annex G: UNHCR Supplier's Code of Conduct.

Annex J: How to Join Microsoft Teams without an Account.

2.2 ACKNOWLEDGEMENT

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

- Your confirmation of receipt of this Request for Proposal
- 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 organise a Pre-Bid conference Meeting via Microsoft Teams on **1 February 2021 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 **31 Jan 2021** 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 **The deadline for receipt of questions is on 31 Jan 2021 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/2021/001– QUERY

UNHCR will reply to the questions received as soon as possible to each participating bidder shortly after query deadline **31 Jan 2021 2021 -23:59HRS.**

2.4 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.

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 for evaluation.

The following annexes form an integral part of this Request for proposal.

Annex A1: Terms of Reference, (Lot 1, 2, 3, 4, 5).

Annex A2: Terms of Reference, (Lot 6, 7, 8, 9, 10).

Annex B: Technical Evaluation Criteria.

Annex C1: Financial Offer Form, (Lot 1, 2, 3, 4, 5).

Annex C2: Financial Offer Form, (Lot 6, 7, 8, 9, 10).

Annex D: Bid Data Sheet.

Annex E: Vendor Registration Form.

Annex F: UNHCR General Conditions of Contracts for the Provision of Services – (July 2018 version).

Annex G: UNHCR Supplier’s Code of Conduct.

Annex J: How to Join Microsoft Teams without an Account.

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 the provision of Road transport services for passenger buses, cargo trucks including loading and offloading of cargos for UNHCR Sudan operations as per the terms of reference in Annex A.

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

1. Registration documents issued the Government of Sudan
2. All documents mandatory for the provision of transportation services issued by Relevant Authorities of Sudan
3. The organizational structure or organizational chart
4. List of References for similar works performed elsewhere

5. List of Buses/Trucks owned by the firm to include but not limited to year of Manufacture (YOM), Make and Model, Seating Capacity & copies of Valid Insurance certificates
6. Insurance policy for the buses/trucks and passengers
7. Information on Drivers including years in service, background, Valid driving License
8. Availability of Rescue Vehicle (for the purpose of maintenance in case of breakdowns)
9. Minimum time needed for mobilization of buses/trucks under UNHCR request
10. Any other documentation (permissions/certificates/licenses etc.) required by the Government of Sudan for provision the transportation services or deemed by the bidder as relevant.
11. **Vendor Registration Form:** Duly completed Vendor Registration Form **Annex E.**
12. **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for the Provision of Services by signing **Annex F.**
13. **UNHCR Supplier's Code of Conduct:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for the Provision of Services by signing **Annex G.**

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

2.4.2 Content of the Financial Offer

Your separate **Financial Offer** must contain an overall offer in **United States Dollars (USD)**.

Taking into consideration the current economic situation in the country, the financial offer must cover all the cost associated with the services (price "all inclusive"). If no financial offer is received, the bid shall be automatically disqualified.

The Financial Offer is to be submitted as per the financial offer form (Annex C1/C2). Bids that have a different price structure may not be accepted.

UNHCR is exempted 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 **90 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 within thirty (30) days after acceptance of Service provider's invoice, delivery and acceptance by UNHCR of the services through regular tracking mechanism.

IMPORTANT:

The financial offer signed and stamped is to be sent separately from the technical offer

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 governs 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%.

IMPORTANT:

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

The technical offers will be evaluated using the following Summarized criteria:

Evaluation Factors
Mandatory -Pass and Fail
Valid Registration Certificate issued by the Government of Sudan
Company Age Not less than 3 years from the date of registration / incorporation
Bidder confirms the acceptance of Annex F : General Conditions of Contracts for the provision of and Services -2018 in writing and will be required to strictly adhere to; for the purpose of the proposed contract.
Scoring Criteria
Understanding of the RFP requirements (0-5) marks
General Experience of similar service delivery (0-10) marks
Past Experience and performance records with other UN Agencies, NGOs or any other clients and other credentials (0-10) marks
Number of Fleet/ Capacity to undertake the required services (0-20) marks
Average Age of the fleet (0-10) marks
Insurance policy for the buses/trucks and passengers (0-10) marks
Company's organizational structure (Company has Finance, Maintenance, Client services Units and etc.) (0-10) marks
Detailed Annual Maintenance plans for Buses/Trucks for 2020 and 2021 (0-5) marks
Audited financial statements for the last three (3) years (0-10) marks
Time for buses/trucks mobilization under UNHCR request (0-10) marks
Total Marks (100)

The Minimum Score to be considered technically compliant is 60 marks (36%) out of max 100 marks. Proposals that score below the threshold will not be considered in the financial evaluation nor for the award of the contract.

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

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.

2.5.3 The Financial offer will use the following percentage distribution: 40% from the total score.

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., [total Price Component] x [US\$ lowest] / [US\$ other] = points for other supplier's Price Component.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.6 SUBMISSION OF BID

The offers must bear your official letter head, clearly identifying your company and can be sent to the street address of UNHCR offices 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/2021/001 Company ABC (email 1 of 3)

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/2021/001 FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF ROAD TRANSPORT SERVICES FOR PASSENGER BUSES, CARGO TRUCKS INCLUDING LOADING AND OFFLOADING OF CARGOS FOR UNHCR SUDAN OPERATIONS.**

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

IMPORTANT TO NOTE: The submission is based on a two envelopes system, separating the technical and financial offers;

The outer envelope should contain 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: Wednesday 10th February 2021 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 Services.

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 – July 2018 version

Please note that the General Conditions of Contracts for the provision of Services – July 018 version (Annex F) 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.

Muhammad Abdul Mueed Khan
Snr. Supply Officer
UNHCR Representation Office in Sudan



Annex A1: Terms of Reference on Passengers transportation by buses (Lot 1, 2, 3, 4, 5)

UNHCR is looking for locally qualified and experienced service providers to provide buses for passenger transportation services within Sudan to deliver the required assistance in line with its humanitarian mandate. The Passenger transportation services are required but not limited for transportation of UNHCR Person of Concern such as the New Arrivals/Voluntary Repatriation/IDP returnees from/to the border entry points, the camps, different sites within Sudan depending on the cases being handled at that critical Juncture.

Obligations

1. The transportation company is to provide passenger transportation services on a regular or on an urgent basis for transportation of refugees (new Arrivals/Voluntary Repatriation) and IDP returnees within Sudan borders. Beneficiaries of the services could include single women, children, PWD, people with serious medical problems, elderly etc.
2. The selected company must be familiar with road networks and security context within Sudan. The selected company must ensure compliance with the Sudan transportation laws, registration and insurance requirements for bus and passengers.
3. Providing insured, technically roadworthy and in a good working order and condition, buses and mini-buses as specified in the tender of either 11-14/25-29/35/48-seater buses which should be ready, standby and in a good mechanical manner.
4. To fulfill UNHCR needs in transportation services within Sudan, the fleet capacity must be above 50 buses in a total of all required bus types. 30 buses are a minimum acceptable fleet capacity.
5. The company should have in its fleet 4x4 buses with good engine capacity that capable to drive on sand roads.
6. The buses must be equipped with First Aid kits.
7. The buses provided should be in a good condition, drivers have all valid documents for moving from one location to another within Sudan.
8. The transportation company ensures that all drivers operating the Buses are qualified and comply with all Rules and Regulations including but not limited to insurances and permits, required for passenger transportation in Sudan.
9. The journey shall be performed daytime unless there is emergency which requires movement at Night Time . Under no circumstances shall UNHCR PoCs be combined with any other passengers during the assigned trip.
10. The Contractor shall transport the passengers at the respective destinations timely and take all necessary precautions for passengers' transportation.
11. Transportation cost should be provided per each route as per type of bus on all-inclusive basis, as indicated in Annex C1.
12. For exceptional cases, if a new humanitarian emergency takes place and the coverage of new routes will be needed, the transportation cost of the new routes will be calculated on the basis of the price per kilometer, as indicated in Annex C1.
13. Request for buses will be done through the designated email of the company which will be followed with cellphone call by the UNHCR designated staff. Request should outline but not limited by the following:
 - Embarkation address and time
 - Disembarkation address
 - Contact person and details
 - Number and types of busses needed
14. The company will keep UNHCR regularly informed through its focal person on the progress of the Fleet on road thus ensuring a smooth process of deliveries
15. Upon UNHCR request (within 24 hours) and on a priority basis, buses should be availed to embarkation point;

16. In case of any break-down and un-serviceability or any other event on the bus provided, responsibility should be owned by the contractor and make necessary alternative arrangement immediately. UNHCR will not be liable for any incidents/accident to the vehicle or noncompliance by the driver.
17. No escalation of prices is allowed during the duration of the contract since the prices are in US Dollars.
18. Subcontracting is allowed only upon agreement with UNHCR. The Frame Agreement holder shall obtain prior written approval from UNHCR. UNHCR shall not be liable for any action, omission, negligence or misconduct of the Frame Agreement holder's sub-contractors performing work or services in relation with the Frame Agreement.
19. The Frame Agreement(s) contract shall be within an initial duration of 1 (one) year, potentially extendable for a further period of 1 (one) year and for maximum of three years subject to satisfactory performance of the service.
20. UNHCR maintains the right to terminate the services of the Frame Agreement holder should its services be found unsatisfactory.
21. Payment is made on the basis of the purchase order and corresponding invoice submitted after verification and certification of the Waybills, trucking sheet and any other relevant documents.
22. UNHCR 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.
23. The full postal address of the transporter with Mobile cell No. to be mentioned at the appropriate space provided in the Tender.
17. The rate quoted shall be ALL inclusive. Provision of necessary materials, tools, breakdown recovery services, labor force and equipment related to the transport services shall be included in the offer, which will not be paid separately by UNHCR. The price shall be **exclusive of tax** as UNHCR is exempted from all forms of taxes.
18. All the rates are to be quoted on the proper form of tender only. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing are liable to be rejected. A bidder shall submit no more than one offer.

Annex A2: Terms of Reference on cargo transportation including loading and offloading (Lot 6, 7, 8, 9, 10)

UNHCR is looking for locally qualified and experienced service providers to provide trucks for cargo transportation services including loading and offloading of cargos within Sudan deliver the required assistance in line with its humanitarian mandate. The Cargo transportation services are required but not limited by the following:

1. Transportation of various Core Relief and Non-Food Items (i.e. Blankets, Plastic Sheets/Rolls, Soap Bars, Mosquito Nets, Jerry Cans, Sanitary Materials/Kits, Water Buckets, Kitchen Sets, Tents, and Sleeping Mats and etc.) including the transportation of Shelter Construction Materials and etc. from one destination to another within Sudan.
2. Transportation of 20ft. and 40ft. containers within Sudan.
3. Transportation of luggage and belongings of UNHCR Person of Concern such as the New Arrivals/Voluntary Repatriation/IDP returnees from/to the border entry points, the camps, different sites within Sudan depending on the cases being handled at that critical Juncture.

Obligations

- 1) The transportation company will provide overland transport for un-containerized and containerized loads within Sudan, deliver cargo from UNHCR main Warehouses to other locations within Sudan and ensure safety of supplies loaded on trucks to point of delivery, as well safety of supplies during loading and offloading.
- 2) The selected company must be familiar with road networks and security context within Sudan. It must ensure compliance with the Sudan transportation laws, registration and insurance requirements for cargo transportation.
- 3) Providing insured, technically roadworthy and in a good working order and condition, strong half body truck having the capacity as specified in the tender of either 10 Mt, 15Mt, 25 Mt & 50 Mt which should be ready, standby and in a good mechanical manner.
- 4) To fulfill UNHCR needs in transportation services within Sudan, the fleet capacity must be above 50 trucks in a total of all required truck types. 30 trucks are a minimum acceptable fleet capacity.
- 5) The company should have in its fleet 4x4 trucks covered with good engine capacity that capable to drive on sand roads.
- 6) The Trucks provided should be half body (open) having full length Tarpaulin or any securing materials that would support for the safety of the UNHCR items, all valid documents for moving one location to another (within Sudan).
- 7) The transportation company ensures that all drivers operating the trucks are qualified and comply with all Rules and Regulations including but not limited to insurances and permits, required to deliver goods in Sudan are obtained.
- 8) Provide loading and offloading services to UNHCR cargo.
- 9) The journey shall be performed daytime only and area accessible by humanitarian organizations. Under no circumstances shall UNHCR cargo be combined with other cargo which does not belong to UNHCR during the assigned trip.
- 10) The transporter shall be required to reimburse UNHCR in case of any damage or discrepancy of goods that have been entrusted to their care.
- 11) Transportation services price should be provided per route, as per type of truck on all-inclusive basis, as indicated in Annex C1.
- 12) For exceptional cases, if a new humanitarian emergency takes place and the coverage of new routes will be needed, the transportation cost of the new routes will be calculated on the basis of the price per kilometer, as indicated in Annex C1.
- 13) Request for truck will be done through the designated email of the company which will be followed with cell phone call by the UNHCR designated staff. Request should outline but not limited by the following:
 - Shipment collection address and time
 - Shipment delivery address
 - Contact person and details
 - Shipment quantity, items and weight
 - Number and types of trucks needed

- 14) The company will keep UNHCR regularly informed through its focal person on the progress of the Fleet on road thus ensuring a smooth process of deliveries
- 15) Upon UNHCR request (within 24 hours) and on a priority basis, trucks should be availed to loading point;
- 16) In case of any break-down and un-serviceability or any other event on the Truck provided, responsibility should be owned by the contractor and make necessary alternative arrangement immediately. UNHCR will not be liable for any incidents/accident to the vehicle or noncompliance by the driver.
- 17) No escalation of prices is allowed during the duration of the contract since the prices are in US Dollars.
- 18) Subcontracting is allowed only upon agreement with UNHCR. The Frame Agreement holder shall obtain prior written approval from UNHCR. UNHCR shall not be liable for any action, omission, negligence or misconduct of the Frame Agreement holder's sub-contractors performing work or services in relation with the Frame Agreement.
- 19) The Frame Agreement(s) contract shall be within an initial duration of 1 (one) year, potentially extendable for a further period of 1 (one) year and for maximum of three years subject to satisfactory performance of the service.
- 20) UNHCR maintains the right to terminate the services of the Frame Agreement holder should its services be found unsatisfactory.
- 21) Payment is made on the basis of the purchase order and corresponding invoice submitted after verification and certification of the Waybills, trucking sheet and any other relevant documents.
- 22) UNHCR 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.
- 23) The full postal address of the transporter with phone no., Mobile cell No. to be mentioned at the appropriate space provided in the Tender.
19. The rate quoted shall be ALL inclusive. Provision of necessary materials, tools, breakdown recovery services, labor force and equipment related to the transport services shall be included in the offer, which will not be paid separately by UNHCR. The price shall be exclusive of tax as UNHCR is exempted from all forms of taxes. Price shall be exclusive of tax as UNHCR is exempted from all forms of taxes.
20. All the rates are to be quoted on the proper form of tender only. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing are liable to be rejected. A bidder shall submit no more than one offer.
21. The Contractor shall deliver the consignments at the respective destinations in good condition and take all necessary precautions of care to the consignment (s) under his responsibility. The Contractor shall assume full responsibility of the consignment (quantity, condition and integrity) in his custody or that of his employees, agents or sub agencies.
22. All missing or damaged items and any spillage or leakage during the period of delivery, will be under the Contractor's responsibility, otherwise, the contractor will be held liable for any damage and should reimburse the cost.
23. Damaged/Missing items shall be identified by UNHCR and/or it's Supply Officer or/and designated consignee and recorded on the transport waybill which must be signed by both, the Contractor and consignee/receiving party. The Contractor shall not be obliged to load damaged goods, unless expressly requested by UNHCR, in writing and agreed to by the Contractor

Annex B: Detailed Technical Evaluation Criteria

Technical Evaluation Matrix		
Mandatory		
Valid Documents issued by Relevant Authorities of Sudan	PASS/FAIL	
Company's Age Not less than 3 years from the date of registration / incorporation	PASS/FAIL	
Bidder confirms the acceptance of the following in writing and will be required to strictly adhere to; for the purpose of the proposed contract	<i>(failing to meet a single mandatory criterion will result in disqualification of the Service provider from further technical evaluation)</i>	
Annex F: General Conditions of Contracts for the provision of and Services -2018		
Annex G: Supplier's Code of conduct		
Scoring Criteria	Required Parameters:	Max Scores Allocated
Understanding of the RFP requirements	<p>Full understanding of UNHCR requirements (RFP solicitation document and "The Terms of reference" (Annex A): the proposal made by the bidder is complete and fully responsive – 5 marks</p> <p>the proposal made by the bidder is responsive – 3 marks</p> <p>the proposal made by the bidder is not complete and is not responsive – 0 marks</p>	5
General Experience of similar service delivery	<p>Bidder has been performing transportation services for more than ten (10) companies/organizations during the last 3 (three) years prior to bid opening – 10 marks</p> <p>Bidder has been performing transportation services for five to ten (5-10) companies/organizations during the last 3 (three) years prior to bid opening – 5 marks</p> <p>Bidder has been performing transportation services for less than five (5) companies/organizations during the last 3 (three) years prior to bid opening – 3 marks</p> <p>Bidder has not been performing transportation services during the last 3 (three) years prior to bid opening – 0 marks</p>	10
Past Experience and performance records with other UN Agencies, NGOs or any other clients and other credentials	<p>Bidder has experience of provision of similar services to local commercial or government companies (of size comparable to UNHCR) over the last 3 (three) years – 10 marks</p> <p>Bidder has not been a contractor for the provision of similar services over the last 3 (three) years – 0 marks</p>	10
Number of Fleet/ Capacity to undertake the services	Number of Fleet/ Capacity is sufficient to fully cover UNHCR needs in passengers/cargo transportation within Sudan (Above 50 Fleets) – 20 marks	20

	<p>Number of Fleet/ Capacity is satisfactory to a larger extent, to cover UNHCR needs in passengers/cargo transportation within Sudan (30 - 49 Fleets) – 10 marks</p> <p>The Service Provider has a Minimum Fleet/ Capacity between 10 to 29 Fleets to cover UNHCR needs in passengers/cargo transportation within Sudan – 0 marks</p>	
Average Age of the fleet	<p>Average Age of the fleet is:</p> <ul style="list-style-type: none"> • less than 5 years – 10 marks • less than 10 years – 5 marks • more than 10 years – 0 marks 	10
Insurance policy for the buses/trucks and passengers	<p>Availability of insurance policy for the buses/Trucks and passengers – 10 marks</p> <p>Insurance policy for the buses/Trucks and passengers is not provided – 0 marks</p>	10
Company's organizational structure (Company has Finance, Maintenance, Client services Units and etc.)	<p>The company has a well-defined organizational structure – 10 marks</p> <p>Company has a minimal organizational structure – 5 marks</p> <p>Company has no organizational structure – 0 marks</p>	10
Detailed Annual Maintenance plans for Buses/Trucks for 2020 and 2021.	<p>The bidder provided Detailed Annual Maintenance plans for Buses/Trucks – 5 marks</p> <p>The bidder provided Annual Maintenance plans for Buses/Trucks – 2 marks</p> <p>The bidder did not provide any Annual Maintenance plans for Buses/Trucks – 0 marks</p>	5
Audited financial statements for the last three (03) years	<p>Audited financial statements for the last three years are provided by the bidder – 10 marks</p> <p>Audited financial statements for the last three years are not provided by the bidder – 0 marks</p>	10
Time for buses/trucks mobilization under UNHCR request	<p>Time needed for provision of buses/trucks under the request, up to 24 hours – 10 marks</p> <p>up to 2 days – 5 marks</p> <p>more than 2 days – 0 marks</p>	10
Total Marks (100)		100
<i>Passing Marks (60 out of 100)</i>		

ANNEX D: 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	10th February 2021, 23:59 Hrs (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/2021/001- FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF ROAD TRANSPORT SERVICES (PASSENGER BUSES AND CARGO TRUCKS) INCLUDING LOADING AND OFFLOADING OF CARGOS FOR UNHCR SUDAN OPERATIONS.</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. IMPORTANT NOTE: BIDS RECEIVED AFTER THE DEADLINE FOR SUBMISSION OF BIDS AND BIDS TRANSMITTED IN ANY OTHER MANNER THAN THOSE INDICATED ABOVE WILL NOT BE CONSIDERED.	
BID VALIDITY PERIOD:	90 DAYS	
PRICE VALIDITY PERIOD:	90 DAYS	
SPECIFICATIONS:	RFP/HCR/ROK/2021/001 FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF ROAD TRANSPORT SERVICES (PASSENGER BUSES AND CARGO TRUCKS) INCLUDING LOADING AND OFFLOADING OF CARGOS FOR UNHCR SUDAN OPERATIONS	
LANGUAGE OF THE BID:	ENGLISH	
BID SUBMISSION	<p><u>THE HAND DELIVERY TO BE SUBMITTED TO:</u> UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM.</p> <p><u>EMAIL SUBMISSION TO:</u> THE TECHNICAL OFFER SHOULD BE SENT TO: SUDKHTO@UNHCR.ORG THE FINANCIAL OFFER SHOULD BE SENT TO: SUDKHFO@UNHCR.ORG</p>	
REQUESTS FOR ADDITIONAL INFORMATION:	<p>BIDDERS ARE REQUIRED TO SUBMIT ALL THEIR ENQUIRIES IN RESPECT OF THIS REQUEST FOR PROPOSAL BY E-MAIL TO: SUDKH-SU@UNHCR.ORG ON OR BEFORE SUNDAY 31 JAN 2021 AT 23:59 HRS (CUT-OFF DATE FOR QUERIES).</p> <p>UNCHR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.</p>	