

DATE: 15TH JUNE 2020
REQUEST FOR PROPOSAL: NO. RFP/HCR/ROK/2020/008
FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR MAINTENANCE & REPAIR SERVICES WITH PROVISION OF GENUINE SPARE PARTS
TO UNHCR VEHICLES IN SUDAN OPERATION.

CLOSING DATE AND TIME: 27th JULY 2020 – 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 7,685 people in more than 125 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 operations, invites qualified vehicle maintenance companies to make a firm offer for the establishment of a frame agreement for maintenance & repair services for the provision of genuine spare parts to UNHCR vehicles for Sudan operation.

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

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party. The initiation of conciliation or arbitral proceedings in accordance with **article 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: Responsibilities and Obligations:

Annex C: Technical Evaluation Criteria

Annex D: Financial Offer Form

Annex E: Bid Data Sheet

Annex F: Vendor Registration Form

Annex G: UNHCR General Conditions of Contracts for the Provision of Services – 2018

Annex H: UNHCR Supplier's Code of Conduct

Annex I: International Labor organization's Safety and Health at the Motor vehicle repair shop document.

Annex J: How to Join Microsoft Teams without an Account

2.2 ACKNOWLEDGEMENT

We would appreciate your 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 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 organise a Pre-Bid conference Meeting via Microsoft Teams on the **6th July 2020 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 2nd July 2020 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: habanzin@unhcr.org. **The deadline for receipt of questions is on 5th July 2020 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/2020/008 – QUERY

UNHCR will reply to the questions received as soon as possible to each participating bidder shortly after query deadline **5th July 2020 -23:59HRS**.

IMPORTANT:

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

2.4 YOUR OFFER**IMPORTANT:**

Cancellation of Solicitation: 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.

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 integral part of this Request for proposal.

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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 maintenance & repair services with the provision of genuine spare parts to UNHCR vehicles 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 and Proper Courtyard space:** Located near main road, with convenient access and have enough courtyard turning space for vehicles entering, leaving, turning and parking as enshrined in [Annex A](#):

3. **Workshop working facilities:** Ideally the workshop should have appropriate tools, equipment which are critical in providing the right solutions for the maintenance and repair of motor vehicles such as covered service bays, inspection pits, vehicle lift and ramp to mention a few.
4. **Occupational Safety and Health Administration:** The workshop should abide by Occupational Health & Safety best practices described in [Annex A](#) and [Annex C](#).
5. **Technical Qualification and Experience of Staff:** The proposed maintenance and Repair workshop 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 F](#).
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 G](#).

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 Sudanese Pounds or 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 Financial Offer is to be submitted as per financial offer form ([Annex D](#)). 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 **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 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 35 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 (0-10) marks
Proposed Services (0-15) marks
Qualified Engineer (0-10) marks
Qualified Workshop foreman/ Senior mechanic (0-10) marks
Ability to provide genuine spare parts (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 point 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., [total Price Component] x [US\$ lowest] \ [US\$ other] = 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/2020/008 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/2020/008 FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR MAINTENANCE & REPAIR SERVICES WITH PROVISION OF GENUINE SPARE PARTS TO UNHCR VEHICLES FOR SUDAN OPERATION.

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 27th July 2020 - 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.

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

Annex A- Terms of Reference: Maintenance & Repair services with provision of genuine spare parts 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; periodic, minor, comprehensive maintenance and ad-hoc repair 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 genuine spare parts as specified by the manufacturer.

1.2. 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, Abu Jubeiha, El Fula, Girba and Gedaref) and 3 Field units (Zalengei, El Obeid and Radoom).

UNHCR’s fleet in Sudan mainly composed of different Toyota brands namely; Corolla, Hiace, FA100, Land cruiser (pick-ups single and double cabins, Prado TXLs, Hard top series 76/78, and LC J200s), Nissan and Agricultural machines distributed in all offices to provide the logistical support for various programs implementation and thereby assist in achieving the mission of the organization.

Fleet Composition and estimated number of Vehicles per location in details:

Make	Brand	Location	Number of units
TOYOTA	TOYOTA LAND CRUISER PRADO	Kassala	8
		Khartoum	9
		Kadugli	2
		Kosti	3
		El Fasher	1
		Nyala	2
	TOYOTA LAND CRUISER 4x4 STATION WAGON 76	El Daein	14
		El Fasher	9
		El Geneina	5
		El Fula	15
		Kassala	40
		Kadugli	18
		Khartoum	40
		Kosti	22
		Nyala	13
		Zalengei	2
	TOYOTA LAND CRUISER 4x4 STATION WAGON 78	El Daein	4
		El Fasher	1
		El Geneina	4
		El Fula	2
		Kassala	11
		Kadugli	6
		Khartoum	9
		Kosti	15
		Nyala	2
	PICK-UP TOYOTA-HILUX, D/CAB, RHD	Kosti	1
TOYOTA LAND CRUISER 4x4 pick up 79	El Daein	1	
	Kassala	3	
	Khartoum	2	

		Kosti	3
		Nyala	1
	Minibus TOYOTA HIACE	El Daein	3
		El Fasher	3
		El Geneina	6
		Khartoum	13
		Kosti	2
		Nyala	4
		Zalengei	3
		El Fasher	4
	TOYOTA-COROLLA ZRE182L-GEFNK	El Geneina	6
		Khartoum	16
		Nyala	3
		Zalengei	3
		Khartoum	7
	TOYOTA Land Cruiser, VDJ200L	Kassala	1
		El Fasher	1
		Khartoum	1
	TOYOTA CAMRY ASV70L-AETNKW	Khartoum	1
NISSAN	BUS NISSAN CIVILIAN COOLER 30	Kassala	1
	GENERAL CARGO TRUCKS	Kassala	1
TAFE	TAFE, AGRICULTURAL VEHICLES	Kassala	7
MF (Massey Ferguson)	MF, AGRICULTURAL VEHICLES	Kassala	11
LANDINI	LANDINI, AGRICULTURAL VEHICLES	Kassala	2

2. SCOPE OF WORK

- Provision of standard preventive maintenance services and ad-hoc repairs for a fleet of 366 vehicles that includes; (25) Toyota Prado vehicles, (178) TOYOTA Land Cruiser 4x4 Station Wagon-76 Series, (54) TOYOTA Land Cruiser 4x4 Station Wagon-78 Series, (1) TOYOTA Hilux, (10) TOYOTA Land Cruiser 4x4 Pick up-79 Series, (35) TOYOTA Hiace, (32) TOYOTA Corolla, (9) TOYOTA Land cruiser VDJ 200 Series, (1) NISSAN Bus, (1) TOYOTA FA100 GENERAL CARGO TRUCK, (20) Agricultural machines.
- To carry out quality and comprehensive body work repairs, that may include panel beating, body alignment & spray painting of accident vehicles and minor dents. (if part of the service delivery agreed upon)
- Respond to UNHCR's service requests in a timely manner. Provide quality control checks to ensure that the mechanical services unit delivers satisfactory services in a prompt and optimal time.
- Quick responses to motor vehicles rescue operations as a result of mechanical breakdowns, towing/recovery services and accident related incidences within and outside the operational area.
- Optimizing the Existing Stock of Spare Parts- the existing spare parts stocks will have quite a number of obsolete spare parts. As a result of this new organizational policy, UNHCR will request the successful service provider to identify such "dead stocks". The identified obsolete spare parts will be auctioned off through the established UNHCR Asset Management procedures. When submitting your offer, please confirm willingness and capacity to perform this one-time exercise, and indicate associated cost, if any.

2.1 Expected services.

1. **Zero-kilometer services, Service A and B:** Zero Kilometer services are checks or minor repairs performed before the vehicle is put into use. Service A includes inspections, checks, changes of oils and fluids, and the replacement of normal wearing parts due to accumulated time or distance. Service B consists of all tasks of Service A plus the following tasks; Clean fuel tank, Drain and renew oil in hub reduction gears, Drain and renew oil in gearboxes, Drain and renew oil in differentials, Clean and repack front wheel bearings, Tyres and tubes rotation.
2. **Minor repair** involves the repair or replacement of specific parts and components that fails or wear out and that can be replaced in a relatively short time and may need some special tools and equipment. Examples are batteries, tires, electrical system components, brake system components starters, and alternators.

3. **Major repair** usually includes component or system repair needing more special tools or equipment and typically requiring more time and training. Examples are replacement of large truck tires, suspension repair and alignment, brake system overhaul, hydraulics repairs, and electrical systems, as well as accident repair and heavy bodywork.
4. **Overhaul and rehabilitation** include extensive renewals of power train, chassis, and body systems.
5. **On-road repair** includes mobile road-call response, with on-site repairs or vehicle recovery.
6. **Inspection and handing over:** The final inspection or quality control should be carried out to ensure that repairs are done according to the workshop standards and to the satisfaction of the client. The user must sign on vehicle hand over form and job card when collecting the vehicle.

2.2 Maintenance Records

1. All vehicle repairs and maintenance must be recorded on a work order/job card and filed accordingly.
2. Every vehicle must have a vehicle file for archiving systematic documents and compiled service records, referring to a detailed job card, specified works carried out, spare parts supplied and all related service and maintenance records for the respective vehicles.
3. Monthly fleet maintenance records for each vehicle to be submitted to UNHCR Fleet manager electronically and in hard copy.
4. Old records and documents can only be destroyed/disposed-off upon the disposal of the vehicle from the fleet with the approval from UNHCR.

2.3 Objectives and Requirements

A. Objectives

The Frame Agreement will divide Vehicle maintenance services into 5 objectives;

Objective 1: Undertake a preventive, minor and comprehensive maintenance for UNHCR vehicles (Vehicles fleet directly managed by UNHCR and vehicles loaned to Implementing partners under Rights of use Agreements, RoUA).		
Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<ul style="list-style-type: none"> Provision of services upon receipt of authorized service request from UNHCR, Submit to UNHCR a work order identifying the work to be performed. Provision of intermediate maintenance, preventive maintenance and scheduled inspections/tests; Repair/replace unserviceable parts, assemblies, sub-assemblies and components; refinish, fabricate parts and make modifications; repair accessories and auxiliary equipment and body structural repair if necessary and approved by UNHCR. Installation or transfer of vehicle accessories and special equipment as approved by UNHCR. The Service provider shall be responsible for repairs and parts after installation which should fall under warranty. 	<ul style="list-style-type: none"> The company should inspect the vehicle and identify the problem and share the itemized list of the required spare parts to the agency's focal point for review and endorsement. The company should use the genuine spare parts as specified by the manufacturer in the manual only. The company should provide the required maintenance within a reasonable time depending on the severity of the problem. The company should prioritize UNHCR vehicles and provide a timely maintenance 	<ul style="list-style-type: none"> Work to be completed on or before 2 days after acceptance of car for maintenance.

Objective 2: Perform unplanned Repairs and Maintenance services		
Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<ul style="list-style-type: none"> Perform any work that was not scheduled or expected by the maintenance planning system. This will include corrective emergency and deferred maintenance tasks. Provision of ad-hoc repair services to the vehicles as required. Prepare a list of the required spare parts to undertake the maintenance and repairs work and submit a proforma invoice to UNHCR for review. Provide the necessary spare parts to maintain/ repair vehicles. Conduct the maintenance as detailed in this TOR. 	<ul style="list-style-type: none"> Provision of the required machinery and manpower to undertake the maintenance and repairs for UNHCR vehicles. 	<ul style="list-style-type: none"> Ad-hoc repairs to be scheduled within 3 working days after formal notification by UNHCR.
Objective 3: To provide mobile services and maintenance for the vehicles in remote areas		
Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<ul style="list-style-type: none"> Provision of mobile services to the vehicles to the field offices/ outreach units in remote areas as required. Prepare a list of the required spare parts to undertake the maintenance and repairs work and submit a proforma invoice to UNHCR for review. Provide the necessary spare parts to maintain/ repair the vehicle at the field. Conduct the maintenance as detailed in this TOR. 	<ul style="list-style-type: none"> Provision of the required machinery and manpower to undertake the maintenance and repairs for UNHCR vehicles at the field whenever required Availability of a mobile workshop to service vehicles in areas with limited access. 	<ul style="list-style-type: none"> Work completed within 5 working days after formal notification by UNHCR.
Objective 4: Vehicle Recovery and Towing services		
Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<ul style="list-style-type: none"> The Service provider should be able to provide fast and efficient vehicle recovery and towing services wherever and whenever necessary in the country. Have a fleet of tilt and slide recovery vehicles and roadside service vans with qualified operators that may intervene in case of they are contacted for assistance. Have an extensive knowledge of the national road network 	<ul style="list-style-type: none"> Provision of assistance with an average response time of two (2) days throughout the country. 	<ul style="list-style-type: none"> Response within 2 working days.
Objective 5: Reporting		
Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<ul style="list-style-type: none"> The Service provider should provide UNHCR Sudan timely reports on a monthly basis. Submit to UNHCR Supply unit copies of all documents associated with the repair of each vehicle repaired during the month (Service requests, Job cards, and Completion forms). 	<ul style="list-style-type: none"> Keep an intact flow of information and records. 	<ul style="list-style-type: none"> 9th of every month.

B. Minimum requirements for Maintenance and Repair facility.

1. Location, accessibility and coverage:

- Availability of purpose-built workshop buildings 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 for routine maintenance and repairs): A workshop facility 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. Reliable electrical Installations and water supply; such as generators, solar panels and water supply able to support workshop activities in case of disconnection from public electrical grid or water supply.

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

5. Insurance, Safety and Security: The Maintenance facilities must;

- Be insured against fire,
- Not be liable to flooding and dust problems;
- Be fenced with night-time lighting, CCTV Cameras and security guards.

C. Minimum requirements for Maintenance and Repair management.

1. Availability of Technical expertise: (Trained and skilled mechanics that complement experienced, trained and competent maintenance managers, supervisors), The service provider shall also have at least one designated specialist (Heavy equipment engineer) for repair and maintenance of Tractors.

2. Availability of genuine parts: Suitable for all makes and models in this document;

3. Information management:

- Availability of a designated staff with a good command of English language able to maintain a flow of information (incoming and outgoing), prepare and share monthly vehicle Repair Status reports- specifying completed repairs and vehicles under repair.
- Availability of a mechanism and a designated staff able to maintain Vehicle Maintenance Files for each repaired UNHCR vehicle (The file is useful to monitor the frequency and nature of individual vehicle servicing and spare parts consumption trend)

4. Occupational Safety and Health Administration: The service provider will ensure all his staff abide by Occupational Health & Safety best practices illustrated in [Annex C](#) including but not limited to:

- Personal protective equipment's (PPEs),
- Fire protection and emergency management,
- Provision of electric safety,
- General workshop safety,
- Housekeeping and chemical exposure,
- Manual handling and tool safety,

D. Maintenance and Repair management tasks flow (UNHCR Sudan and the Service provider).

- i. **Creation of Service Request:** Upon problem statement in the form of service request, the Service Request is prepared by the custodian indicating the developed problem by the vehicle. The service request is forwarded to the Fleet manager. The authorized Fleet management officer from UNHCR shall sign a work order request to the service provider, specifying the barcode and plate number of the vehicle and requesting service/ maintenance to be provided.
- ii. **Requested work analysis:** The Fleet manager will analyze the vehicle's problem and forward a request to the Qualified Maintenance & Repair service provider for further action. Any additional works/ services not provided in the work 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 work orders to be accepted verbally).
- iii. **Job Card:** The Job Card is opened by the Inspection Officer, as soon as the vehicle enters the workshop. It is the **MAIN DOCUMENT** to record, trace and track services provided-related information. The Job Card is immediately registered into the system by the Database clerk at the garage if there is any. A file containing the Job Card is constituted and will follow the vehicle during all its service. All related documents will be annexed to the file all along the process.
- iv. **Prices for Service A and B:** They will be pre-approved with the service provider as part of the FA in line with the terms of conditions of pricing and no quotation will be required.
- v. **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 is formally handed over by the driver to the Inspection Officer, by signing the handover form. The driver is not authorized to remain at the workshop. The Qualified Maintenance & Repair Service provider will carry out a proper technical assessment and needs assessment and come up with a repair quotation for approval.
- vi. **For unscheduled services and repairs:** UNHCR will obtain quotations, which need to be explicitly accepted by purchase order or order confirmation letter. (As per the FA, one quotation will also be accepted, but the UNHCR maintains the right to seek other quotations as well).
- vii. **Service Approval:** After Approval of quotations the Qualified Maintenance & Repair Service provider will ensure availability of genuine spare parts.
- viii. **In case of External Work (When the Service provider outsources a third party for special tasks):** The Service provider will have to first formally notify UNHCR for approval and will have to report outcomes of the outsourced tasks. An External Work Report is opened and annexed to the Job Card. When the external work is completed, the Inspection Officer, must control the work before the asset return to Repair and Maintenance workshop. The external work description of services and costs are reported separately on the External Work Report. The External Work Report is annexed to the Job Card.
- ix. **Repair:** The Qualified Maintenance & Repair Service provider will also ensure proper Repair and fixation of the parts.
- x. **Road Test for the repaired vehicle:** Upon completion of repairs, the maintenance service provider will perform post repair scans of cameras or sensors (in some cases) and a dynamic road test with the driver who brought the vehicle to the garage.
- xi. **Mechanic's Time Sheet:** The reporting of service provided, and time spent by the mechanical sections is done through the Time Sheet form. The Time Sheet is annexed to the Job Card. The Time Sheet is completed by the technician in charge, by referring to the job code list, under the supervision of the chief mechanic.
- xii. **Completion of repair:** Upon completion of repairs, the maintenance service provider will get the service completion form indicating the fixed parts and get a signature from the custodian certifying the completion of work and fixed part. The completion would clearly identify the preventive maintenance service/ repairs performed. It will also state any future issues which may arise with the vehicle and how to prevent their consequences, if

necessary. At any time, UNHCR can request that replaced parts be sent at the Service provider's expense to UNHCR for inspection.

- xiii. **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 custodian. Invoices should display unique identification number, Purchase Order number, vehicle plate number and Barcode.
- xiv. **Payment:** UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.
- xv. **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 Identification (Plate numbers, Barcodes, Chassis numbers, make and model),
 - Service checklists (what's checked),
 - Description of work carried out,
 - Hours of labor with associated costs,
 - New parts mounted with associated costs,
 - Warranty
- xvi. **Filing:** The service provider is advised to maintain a stand-alone Technical File for each vehicle / Asset serviced/Maintained at the workshop for the sake of traceability and records keeping. The file in question will contain at least the following:
- A copy of the Job Card,
 - The Service Request
 - Technical Diagnosis
 - The Mechanics Time Sheet
 - Technical assessment and Needs assessment approval.
 - Invoice
 - The External Job Report

ANNEX B: RESPONSIBILITIES AND OBLIGATIONS

Service provider obligations

- a. The Service provider agrees to provide services, maintenance and inspections of UNHCR vehicles in Sudan as requested by UNHCR.
- b. The Service provider acknowledges that UNHCR shall have no obligation to provide him/her any assistance in performing the Services other than expressly set forth herein.
- c. Delivery time of completed work to be communicated at time of handing over the vehicle to the custodian.
- d. The service provider shall take full responsibility for any error made through maintenance rendered by it and shall be responsible at his own cost for any loss or damage.
- e. The Service provider shall be liable to compensate UNHCR for any damage, loss, wear, tear and deterioration resulting from improper handling, carelessness or negligence from his staff.
- f. The Service provider shall report to UNHCR in timely manner on Damage, loss, wear, tear and deterioration and be cooperative in all procedures and necessary steps for identification of causes and solutions.
- g. The Service provider shall provide warranties for all services performed.
- h. No Services may be rendered by the Service provider to UNHCR, unless specific written instructions have been sent to the Service provider. The Service provider shall be responsible for any services released without specific written instructions from UNHCR.
- i. The Service provider shall maintain an adequate inventory of genuine spare parts from authorized manufacturers listed in this tender and shall have a satisfactory source of supply for such parts as may be needed in the performance of the services.
- j. All supplies and materials shall be of a type and quality that conform to Manufacturer's specifications and standards. All supplies, materials, and equipment to be used in the performance of work described herein are subject to be checked as deemed required.
- k. The Service provider will avail the services of his/her workshop(s) and try the best in giving priority to UNHCR vehicles with all necessary repair and maintenance to comply with the service delivery timeframes above.
- l. The Service provider shall perform all services, in a meticulous, skillful and professional manner in strict compliance with the provision of this TOR and the instructions of the UNHCR.
- m. The Service provider shall keep and maintain up to-date records of all services rendered to UNHCR vehicles and shall notify UNHCR in advance of the next service schedules.
- n. The Service provider shall ensure that the mechanics for any repair works are skilled (trained and certified) and sufficiently trained for the respective vehicles. Unskilled mechanics/ staff shall not carry out any major repairs on UNHCR vehicles.
- o. Assist in Organizing and facilitate training of drivers, staff, UNHCR partners, Non-Governmental Organizations (NGO) and government counterparts in driving and car maintenance best practice.
- p. The service provider shall submit monthly statements for all vehicles maintained during that month. The statements shall identify all maintenance services provided by location, invoice number, associated costs, vehicle's plate number and barcode.
- q. The Service provider shall have land lines and mobile phone access, email address and fax for continuous communication in case of emergency or unplanned replacement of parts on UNHCR vehicles during the working period (from Sunday to Thursday, 8 am to 5 am). All the information on services performed by the Service provider is to be provided to UNHCR on a monthly basis. The form and content of such information shall be agreed in advance with UNHCR.
- r. The Service provider shall neither seek nor accept instructions from any authority external to UNHCR in connection with the performance of its services under this services contract. The Service provider shall refrain from any action that may adversely affect UNHCR or the United Nations and shall fulfil its commitment with the fullest regard to the interests of UNHCR.
- s. No change, amendment or modification to the scope of works and prices of this Contract will be accepted unless agreement has been made in writing between UNHCR and the Service provider. These changes will be incorporated through an amendment to this CONTRACT, which will be duly signed by representatives of each party.

- t. If the contract is terminated, the contracted service provider must agree to transfer all established business processes in full to UNHCR and to the subsequent service provider in order to guarantee continuity of the established UNHCR maintenance and repair activities.

UNHCR Sudan obligations

- a. Communicate in an official way, expected maintenance or repair tasks in advance, giving the Service provider ample time for preparations,
- b. UNHCR to notify each custodian to facilitate statutory inspection for their respective vehicles.
- c. UNHCR to approve all repairs and maintenance requests or otherwise reject a service request if deemed appropriate.
- d. UNHCR shall not be liable to indemnify any third party in respect of any claim, debt, damage or demand arising out of the implementation of this Contract and which may be made against the Service provider.
- e. UNHCR shall not be liable for any claims for compensation for death, disability or other hazards which may be suffered by personnel of the Service provider as a result of their employment on work which is the subject matter of this Contract.

Annex C : 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
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	
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	
Max. = 20 Marks	
Location, accessibility and coverage (0-15 marks)	The supplier Covers 90 % of UNHCR Designated Area of operation and car workshops are located near main roads, with convenient access --15 marks
	The supplier Covers 70 % of UNHCR Designated Area of operation and car workshops are located near main roads, with convenient access --10 marks
	The supplier Covers 60 % of UNHCR Designated Area of operation and car workshops are located near main roads, 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.) (0-10 marks)	Strong relevant experience on maintenance services with Client references; reports from previous Service provided--- 10 marks
	Average experience on maintenance services with Client references; reports from previous Service provided--- 8 marks
	Any other credentials -- 6 marks
	Max. = 10 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 in checking the vehicles and diagnosing the defects and proposes to always give priority to UNHCR Vehicles for preventive maintenance and repairs--15 marks</p> <p>The service provider proposes high quality and logic of work plan with an Innovative approach in checking the vehicles and diagnosing the defects but depending on the number of customers priority might be given to UNHCR Vehicles for preventive maintenance and repairs--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 maintenance and repairs of vehicles—5 marks</p> <p style="text-align: center;">Max. = 15 Marks</p>
<p>Qualified Engineer (0-10 marks)</p>	<p>Presence of a qualified engineer with a bachelor’s degree in automotive mechanical engineering or other related field with at least 5 years of experience in the management of workshops. – 10 marks</p> <p>Presence of a qualified engineer with a bachelor’s degree in automotive mechanical engineering or other related field with at least 3 years of experience in the management of workshops. – 8 marks</p> <p>Presence of a qualified engineer with a bachelor’s degree in automotive mechanical engineering or other related field with at least 1 year of experience in the management of workshops. – 4 marks</p> <p style="text-align: center;">Max. = 10 Marks</p>
<p>Qualified Workshop foreman/ Senior mechanic (0-10 marks)</p>	<p>Presence of a qualified Workshop foreman/ Senior mechanic with a Diploma in Automotive mechanical engineering with at least 10 years of experience in Car Maintenance and Repair services. – 10 marks</p> <p>Presence of a qualified Workshop foreman/ Senior mechanic with a Vocational Certificate in Automotive mechanical engineering with at least 8 years of experience in Car Maintenance and Repair services. – 8 marks</p> <p>Presence of a qualified Workshop foreman/ Senior mechanic with a Vocational certificate in Automotive mechanical engineering with at least 5 years of experience in Car Maintenance and Repair services. – 4 marks</p> <p style="text-align: center;">Max. = 10 Marks</p>
<p>Ability to provide genuine spare parts (0-10) marks</p>	<p>The service provider can ensure the availability of genuine spare parts at any given time in any quantity in 90 % of UNHCR requirements in designated locations—10 marks.</p> <p>The service provider can ensure the availability of genuine spare parts at any given time in any quantity in 70 % of UNHCR requirements in designated locations-- 8 marks</p> <p>The service provider is able to ensure the availability of genuine spare parts at any given time in any quantity in 50 % of UNHCR requirements in designated locations-- 4 marks</p> <p style="text-align: center;">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 style="text-align: center;">Max. = 10 Marks</p>
<p>Total Marks (100)</p>	<p style="text-align: center;">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	27 th July 2020, 2359 Hrs (Sudan standard Time) BIDS TO BE MARKED:	
SUBMISSION OF BIDS:	SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM	<u>BIDS MUST BE SUBMITTED EITHER BY HAND DELIVERY, EMAIL OR COURIER</u> ATTN: SECRETARY TO THE LOCAL COMMITTEE ON CONTRACTS – UNHCR REPRESENTATION OFFICE IN SUDAN-KHARTOUM REQUEST FOR PROPOSAL NO.: RFP/HCR/ROK/2020/008- FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR MAINTENANCE & REPAIR SERVICES WITH PROVISION OF GENUINE SPARE PARTS TO UNHCR VEHICLES FOR SUDAN OPERATION. <u>Clearly Marked: NOT TO BE OPENED BY REGISTRY</u>
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:	FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR MAINTENANCE & REPAIR SERVICES WITH PROVISION OF GENUINE SPARE PARTS TO UNHCR VEHICLES FOR SUDAN OPERATION AS PER THE TOR.	
DELIVERY SCHEDULE:	DELIVERY TIME: IN DAYS:	
LANGUAGE OF THE BID:	ENGLISH	
BID SUBMISSION & SAMPLES	<u>THE HAND DELIVERY TO BE SUBMITTED TO: UNHCR REPRESENTATION OFFICE FOR SUDAN-KHARTOUM, ALONG AHMED KHEIR ROAD KHARTOUM.</u> <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	
REQUESTS FOR ADDITIONAL INFORMATION:	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 5 TH JULY 2020 AT 2359 HRS (CUT-OFF DATE FOR QUERIES). UNCHR MAY, AT ITS DISCRETION, COPY ANY REPLY TO A PARTICULAR QUESTION TO ALL OTHER INVITED / PARTICIPATING BIDDERS.	