

## ANNEX A

RFP/2018/1124

### REQUEST FOR PROPOSAL FOR THE PROVISION OF VEHICLE LOGISTICS and CONVERSION SERVICES

#### Terms of Reference (ToR)

##### **Background:**

UNHCR is represented in around 120 countries and operates approximately 5.500 light vehicles in 105 countries worldwide. The main operational areas are West, Central and East Africa, the Middle East, Central and South East Asia, Central and South America.

An analysis of the UNHCR vehicle fleet operations identified excessive operating costs, poor asset control and significant risks to staff safety in the field. The report made recommendations to restructure vehicle fleet management within the organisation under a Global Fleet Management (GFM) project. This project was launched early 2013 and has been institutionalized since then.

Following a directive from the High Commissioner the UNHCR Global Fleet Management Project has been established with the following objective:

*To provide UNHCR field offices and operations with appropriate, cost-effective, safe vehicles and professional fleet management services to support optimum programme delivery.*

The gain in operating effectiveness is provided through an appropriately sized, centrally managed fleet (asset management) and operating under clear guidelines. The GFM model is appropriate for organizations with a vehicle fleet of a size where the economies of scale can be harnessed to deliver benefit to the entire organization.

Objectives of the GFM program include a reduction of the overall size of the UNHCR fleet, lowering of the average age of the vehicles and standardization of the composition of the fleet. To achieve these objectives, UNHCR has embarked on the endeavor to renew the entire UNHCR light vehicle fleet within 5 years. GFM expects to reach the mark of 75% by the end of 2018.

Based on the program objectives, UNHCR established a global supply chain for vehicles by utilizing third party service provider/s in at least two strategic location in order to support the timely delivery of ready to use vehicles to UNHCR country operations. The vehicle logistics hub provider/s are integrated and strategic partner/s of the Global Fleet Management Unit (GFM) based in Budapest from where the vehicle supply chain is managed.

The anticipated number with regards to vehicle turn-over for 2019 until 2024 is projected as 1.200 units and above per year. The distribution between the future vehicle hub locations will be determined by the outcome of this tender.

The vehicle logistics hub provider/s will receive, store, equip and/or convert, and dispatch vehicles on behalf of UNHCR GFM. UNHCR GFM's scope is light vehicles, predominantly heavy duty 4x4 (i.e. Land Cruiser 70 series), medium duty 4x4 (i.e. Land Cruiser 150), minibuses (i.e. Hiace and Urvan) and sedans (i.e. Corolla) supplied by

Toyota and Nissan. Nevertheless, UNHCR is not limited to those brands and the service providers need to be able to cope with any other brand/model delivered to the vehicle hub. Beside the light vehicle model line-up GFM is also in charge of the UNHCR armoured vehicle (AV) supply chain including spare parts (category 3 – see below).

The vehicle log service providers, are the staging points between the incoming shipments from the car manufacturers (mainly Japan and South Africa) and the outgoing shipments to all possible UNHCR country operations. All global shipments are carried out by UNHCR appointed global freight forwarders (i.e. Kuehne & Nagel, Damco, SGL, etc.) managed and monitored by UNHCR Budapest.

Note: UNHCR GFM does not provide staff on site for hub operation.

### **Scope of the program related to this specific RFP:**

UNHCR Global Fleet Management (UNHCR GFM) is looking for service providers for the provision of vehicle logistics and conversion services which include the following tasks:

- reception of vehicles (soft skins and armoured), equipment and accessories
- storage of vehicles (soft skins and armoured), equipment and accessories,
- installation of equipment and accessories,
- performing pre-delivery inspections on UNHCR light vehicles and armored vehicles,
- dispatching,
- conversion (i.e ambulances, work shop trucks, mobile clinics, any other as required)
- administrative work (data entry into UNHCR database, creation of shipping documents)
- engineering (i.e. brackets, wiring harness, suspension upgrades, conversions)

The service provider will need to have proven expertise in delivering the below described services and is required to submit the qualifications and portfolio of the company.

The capability of meeting the requirements detailed below is requested at the time of the offer. **In cases where the bidder is able to prove that the required capacity can be built within 2 months the offer can also be considered.**

The service provider must operate within a free-zone or operate a bonded warehouse which allows simplified import and export of goods. Vehicles, accessories and radio equipment will be provided by UNHCR and will be supplied to the vehicle logistics hubs. Equipment for vehicle conversions has to be supplied by the service provider.

Customs bond is a pass/fail required. The bonded status must allow for storage of vehicles, radio and tracking equipment and any other accessories as deemed necessary for at least 730 days.

The RFP is divided into THREE DIFFERENT SERVICE CATEGORIES and THREE DIFFERENT GEOGRAPHICAL AREAS.

**Bidders can submit bids for all service categories and for all geographical areas or for individual services and areas as described below:**

**Service Categories:**

Service Category 1 – Vehicle Hub Service (light vehicles/soft skin)

Service Category 2 – Conversion Services (light vehicles/soft skin)

Service Category 3 – Vehicles Hub Services for Armoured Vehicles (AV)

**Geographical Area 1 (Far East, South East Asia)**

Only bidders who operate in following ports/free-zones will be considered (pass/fail):

Nagoya (Japan),  
Yokohama (Japan),  
Hongkong (China),  
Singapore,  
Laem Chabang (Thailand)  
Klang (Malaysia)

**Geographical Area 2 (Europe)**

Only bidders who operate in following ports/free-zones or operate bonded warehouses close (radius of max 150 km) to the below mentioned ports will be considered (pass/fail):

Rotterdam (Netherlands),  
Amsterdam (Netherlands),  
Antwerp (Belgium),  
Zeebrugge (Belgium),  
Hamburg (Germany),  
Bremerhaven (Germany),  
Algeciras (Spain),  
Sines (Portugal),  
Le Havre (France),  
Marseilles (France),  
Southampton (UK),  
Valencia (Spain),  
Barcelona (Spain)

**Geographical Area 3 (East Africa)**

Only bidders who operate in following ports/free-zones will be considered (pass/fail):

Mombasa (Kenya),  
Dar es Salaam (Tanzania)

## **Bidding combinations – Geographical Area vs Service Categories**

### **Geographical Area 1 – Far East/South East Asia:**

- **Service Category 1 – mandatory**
- **Service Category 2 – mandatory**

Bidders who want to bid for Geographical Area 1 MUST bid for Service Category 1 and 2 but must not bid for Service Category 3.

### **Geographical Area 2 – Europe:**

- **Service Category 1 – mandatory – no obligation to bid for Service Category 2 and 3 though**
- **Service Category 2 – optional – Bidders for the geographical area 2 CAN bid for service category 2 provided they bid for service category 1.**
- **Service Category 3 – optional – no obligation to bid for Service Category 1 and 2**

Bidders can bid for only one of the Service Categories however Service Category 2 comes with a condition to bid for Service Category 1. Please note that a bid can be submitted for Service Category 3 solely.

### **Geographical Area 3 – East Africa:**

- **Service Category 1 – mandatory**
- **Service Category 2 – mandatory**

Bidders who want to bid for Geographical Area 3 MUST bid for Service Category 1 and 2. They must not bid for Service Category 3.

## **Description of SERVICE CATEGORIES**

### **Service Category 1: Vehicle Hub Services (light vehicles – soft skin)**

#### **1. Reception of vehicles**

Based on the information and documentation received from the various suppliers and UNHCR the service provider prepares for the reception of vehicles, accessories and equipment.

Upon arrival of vehicles the service provider coordinates and conducts the custom formalities and customs entry to the bonded warehouse or free zone location.

Carries out the vehicle check-in process: receipt of vehicles and documents, discharging, checking eventual damages, system input, intake check report/protocol, Fleet ID stickers (numeric code) have to be applied outside the vehicles – front and rear.

Finalizes the documentation, reports on the conditions of the received vehicles to UNHCR GFM and updates the UNHCR Fleet Management Information System (vehicles creation in the system).

GFM can ask for transport and handling services from the port of entry to the premises of the service provider.

## **2. Storage of vehicles**

The service provider must have minimum outdoor storage capacity for 800 units at any given time. The storage space for vehicles will be utilized based on needs. The charge for storage has to be based on actual usage per day/per number of vehicles.

### **Monthly vehicle maintenance:**

The service provider must check the conditions of the vehicles and carry out following maintenance protocol on a monthly basis: reconnect battery, check all fluids, start engine, run engine until fan kicks in, revving engine once operating temperature is reached, running A/C, tyre check, drive the vehicle for at least 100 meters, engage the 4x4 mode, brake test, parking vehicle in different position to avoid tyre flat spotting, disconnecting battery. This procedure has to be recorded and records to be provided to GFM on request.

The service provider is required to provide fuel for each vehicle at cost whenever necessary.

## **3. Pre-Delivery Inspection – PDI**

The service provider is required to perform Pre-Delivery Inspection on different brand/make and models of vehicles following the same protocol as the intake procedure – the protocol is provided by GFM and follows the industry standard.

## **4. Installation of Equipment and Accessories**

The service provider is required to receive and manage stocks of equipment and accessories ordered by UNHCR for installation in the vehicles – see paragraph 7 warehousing.

**4.1** The service provider is required to perform the installation of **HF radios** according to the instructions of the radio manufacturer. Device is provided by UNHCR. UNHCR HF standard at the time of the RFP – CODAN Envoy.

The installation process includes:

- Installation of Codan HF radio (wiring, etc.),
- Fitting of Codan HF antenna (including bracket – in case no bulbar is installed),
- Programming (if required) and testing of HF equipment,
- **Provision** and fitting of aluminum plate that carries the transceiver (pls provide drawings or pictures of the installation)
- Installation includes all consumables – bolts, nuts, screws, etc.

The service provider will be required to have the license/authorization to install CODAN equipment at the time of contract award. UNHCR provided bulbar includes an adapter for antenna mounting. Quote for separate antenna bracket is required in case no bulbar is installed – see item 4.5.

**4.2** The service provider is required to perform the installation of VHF/UHF radios according to the instructions of the manufacturer. Device is provided by UNHCR. UNHCR VHF standard at the time of the RFP – ICOM.

The installation process includes:

- Installation of ICOM VHF/UHF radio (wiring, etc.),
- Fitting of VHF/UHF antenna (roof top drilling),
- Programming (if required) and testing of VHF/UHF equipment,
- Installation includes all consumables – bolts, nuts, screws, brackets (provided by the service provider) if required etc.
- Provide drawings or pictures of the requested installation

The service provider will be required to have the license/authorization to install ICOM equipment at the time of contract award.

**4.3** The service provider is required to perform the installation of Track and Trace devices according to the instructions of the manufacturer. Devices are provided by UNHCR. UNHCR standard vehicle tracking devices at the time of the RFP are supplied by Novacom France

The installation process includes:

- Installation of Novacom tracking device
- Fitting of GPS/satellite/GPRS antennas, HTS/IDP Hybrid terminal, RFID reader, alert button, immobilizer ....
- Testing and validation of the equipment
- Installation includes all consumables – bolts, nuts, screws, etc.

The service provider will be required to have the license/authorization to install and test Novacom equipment at the time of contract award.

**4.4** Installation of bull bars provided by UNHCR. Brand used at the time of the RFP – ARB Australia

**4.5** Provision and installation of HF radio brackets only

Quote for the HF bracket. Provide CAD design for at least 3 models mentioned below. Installation of the bracket might be required in cases where no bulbar (which includes the adapter bracket) is requested but HF radio needs to be installed or pre-wired.

Bidders are requested to indicate the price for the bracket for following models separately: Nissan Patrol, Toyota LC 76/78/79, Toyota Corolla, Toyota Camry, Toyota Prado, and Toyota Hiace).

**4.6** Installation of roof racks provided by UNHCR. Roof rack supplier at the time of RFP – ARB Australia

**4.7** Pre-wiring of radios and/or sat-phone terminals according to UNHCR/supplier instructions.

**4.8** Applying shatter resistant film on vehicle windows. Film will be provided by UNHCR. UNHCR film supplier at the time of the RFP – Madico, Safety Shield 700.

**4.9** Installation of electric winch. UNHCR winch at the time of the RFP – Ironman 9.500lbs

## **5. Equipping/Placing of accessories**

Service provider is required to equip UNHCR vehicles with the following items on request:

- first aid kit,
- snow chain,
- apply stickers in the vehicle (on dashboard: no smoking, fasten seat belts, speed limit)
- placing UN and/or UNHCR stickers in the vehicle,
- log book,
- tow rope,
- jump leads and gloves.

Service provider is required to apply UN and/or UNHCR stickers outside the vehicle on request – sticker location: roof, side doors, and bonnet.

The above items will be provided by UNHCR.

## **6. Dispatching**

Based on the dispatch request from UNHCR, the service provider will prepare the vehicle for dispatching which includes cleaning (inside/outside), provision of 10 liters of fuel (fuel can only be charged at cost).

Service provider will coordinate, conduct the vehicle checkout process, handle customs formalities, loading and if requested the transfer of vehicles to port of embarkation or international airport. Stuffing and vehicle lashing has to be quoted separately.

Bidders need to specify the location of storage area/warehouse, the name/s of the port of embarkation and the name/s of the international airport which will be considered. In addition, the service provider has to specify the distance between the storage area/warehouse and the port/s and international airports considered.

The service provider has to prepare the import shipping document for the consignee - packing list, pro-forma invoice, Certificate of Origin and any other document required. Any courier service required to carry out the above tasks can only be charged to UNHCR GFM at cost.

## **7. Warehousing**

The service provider needs to have the capacity of storing the accessories indoor and storing the HF, VHF radios and tracking device in secured room.

The service provider needs to have the capability and the capacity to transfer 20'/40' container from the warehouse to port of embarkation, and to coordinate and to conduct the customs formalities for incoming and outgoing goods as partial or full container loads.

Bidders need to specify the location of warehouse and the port. A map with the exact location of the facilities needs to be provided.

## **8. Extra elements**

The service provider will have to shrink-wrap and strap goods on pallets and provide EURO pallets or/and NON-EURO pallets based on needs. In case of road transport, the service provider will need to prepare CMRs.

The service provider has to provide the labour rate per hour for any additional work not specified above. The hourly rates have to be specified – i.e. skilled, unskilled, administrative work, engineering, CAD

The service provider has to be able to provide installation services under articles 4.1/4.2/4.3 on site in any **mission location where UNHCR operates fleet assets**

**provided security situation permits.** This is to be determined on a case to case basis. Daily rates for these so called global installation needs to be provided for each installation item based on an installation output of minimum 5 installations per item (HF, VHF, Tracking) per day. Daily rates for travel needs to be provided as well.

#### **9. Quality standard certificates**

The bidder is requested to list and provide copies of any standard certificate which refer to quality and environmental management (i.e. ISO 9001, ISO 14000).

Additional scoring can be achieved through the provision of OEM recognitions or certification that demonstrate quality standards are reached and maintained.

#### **10. Key performance indicator**

UNHCR will evaluate the technical capacity and future performance based on following indicators:

Minimum output capacity of **10 vehicles per working day** including work described under Paragraphs 3, 4 and 5.

#### **11. Reporting:**

Service provider will be required to provide stock report of vehicles, equipment and accessories (incoming, outgoing, balance) on a weekly basis and on demand.

Service provider will be required to use UNHCR's fleet management software (FleetWave) to receive work orders from GFM and to communicate progress on shipment preparation.

Exceptional reports for loss and damage as the incidents occur have to be provided within 24 hours.

#### **Considerations:**

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex E). In addition, note that UNHCR requires subcontracting to be restricted to the first layer. Sub-contracting must be indicated before work commences.

#### **Service Category 2: Vehicle Conversions**

GFM requires mainly two type of vehicles conversions but the scope of work is not restricted to these types:

- 1) Ambulances based on following chassis:
  - a. Land Cruiser 78 (6 and 11/13-seater versions)
  - b. Hiace minibuses short wheelbase/low roof and long wheelbase/high roof
  - c. Land Cruiser 79 single cabin
- 2) Workshop trucks based on Land Cruiser 79 single cabin chassis

Please provide drawing and/or pictures and prices for each of these conversion elements:

### 1.1. Ambulance Land Cruiser 78 (6 and 11/13-seater version)

Base conversion (drawings and/or pictures and/or specifications need to be provided):

- Upholstery for attendant seat (vinyl) when using OEM bench
- LED emergency light bar (blue or red)
- White cross/green background stickers (fitted)
- LED interior lights
- Comprehensive first aid kit (EN1789)
- IV hanger
- Main Stretcher, Low Frame
- Public address system with siren
- Tinted heat reflective film (fitted) for rear compartment
- Wipe clean interior panels, partition with sliding window to the driver compartment and floor (12V 2nd lighter socket mounted in rear)
- Transit safety box for loose parts
- Fire extinguisher 1 kg mounted in driver's cabin
- Rear ambulance compartment fan assisted ventilation
- Roof mounted electric ventilator (which blows hot air outside)
- Metal locker 5 drawers

Furthermore, following options need to be provided by the bidder (pictures and/or drawings and/or specifications).

- Portable defibrillator
- Ventilator w/air entrainment valve, mask & bracket, compatible with oxygen system fittings
- Fitted oxygen pipeline system with 2 fixed cylinders (2,540 oxygen liters each)
- Portable oxygen therapy kit (425 oxygen liters) with regulator, socket and flow valve
- 220/110 V power outlet including transformers
- Manual Resuscitator
- Stethoscope
- KENDRICK EXTRICATION DEVICE (KED)
- Sphygmomanometer (Electric)
- Sphygmomanometer (Manual)
- Spinal board
- Head immobilizer
- Cervical collar
- Pulse Oximeter
- Transit safety box-metal type
- Duo-folding secondary stretcher
- Scoop stretcher with mounting brackets
- Air condition for patient compartment
- Medical suction unit (electric)
- Medical refrigerator, chest type, 41 liters, 12 volts
- Map lamp internal (driver compartment) lighting
- Medical waste bin mounted
- Attendant Seat with seat belt - additional (for vehicle without standard seat)
- Installation of rear bench as attendant seat including seat belt (in case of 6-seater version)
- decal: AMBULANCE front and rear, red, 100 x 15 cm
- frosted foil for side and rear glass applied, 2/3 of the glass

- frosted foil for side and rear glass applied, 3/3 of the glass
- Full length grab rail
- 2 x LED external work lamp
- LED magnetic work lamp, portable
- Emergency flashing light (side and rear)
- Recovery pack
- Premium recovery pack

1.2. Ambulance Hiace (short wheel base, low roof)

Base conversion (drawings and/or pictures and/or specifications need to be provided):

- Upholstery of OEM seat to vinyl
- LED emergency light bar (blue or red)
- White cross/green background stickers (fitted)
- LED interior lights
- Comprehensive first aid kit (EN1789)
- IV hanger
- Main stretcher (low frame)
- Public address system with siren
- Tinted heat reflective film (fitted) for rear compartment
- Wipe clean interior panels, partition with window to the driver compartment and floor (12V 2nd lighter socket mounted in rear)
- Transit safety box
- Fire extinguisher 1 kg mounted in driver's cabin
- Roof mounted electric ventilator
- Metal locker 5 drawers

Furthermore, following options need to be provided by the bidder (pictures and/or drawings and/or specifications).

- Portable defibrillator
- Ventilator w/air entrainment valve, mask & bracket, compatible with oxygen system fittings
- Fitted oxygen pipeline system with 2 fixed cylinders (2,540 oxygen liters each)
- Portable oxygen therapy kit (425 oxygen liters) with regulator, socket and flow valve
- 220/110 V power outlet including transformers
- Manual Resuscitator
- Stethoscope
- KENDRICK EXTRICATION DEVICE (KED)
- Sphygmomanometer (Electric)
- Sphygmomanometer (Manual)
- Spinal board
- Head immobilizer
- Cervical collar
- Pulse Oximeter
- Transit safety box-metal type
- Duo-folding secondary stretcher
- Scoop stretcher with mounting brackets
- Air condition for patient compartment (for Van)
- Medical suction unit (electric)
- Medical refrigerator, chest type, 41 liters, 12 volts

- map lamp internal (driver compartment) lighting
- Medical waste bin mounted
- Attendant Seat with seat belt - additional (for Van)
- decal: AMBULANCE front and rear, red, 100 x 15 cm
- frosted foil for side and rear glass applied, 2/3 of the glass
- frosted foil for side and rear glass applied, 3/3 of the glass
- Full length grab rail
- 2 x LED external work lamp
- LED magnetic work lamp, portable
- Emergency flashing light (side and rear)
- Recovery pack
- Premium recovery pack

### 1.3. Ambulance Hiace (long wheel base, high roof)

Base conversion (drawings and/or pictures and/or specifications need to be provided):

- Upholstery of OEM seat to vinyl
- LED emergency light bar (blue or red)
- White cross/green background stickers (fitted)
- LED interior lights
- Comprehensive first aid kit (EN1789)
- IV hanger
- Main stretcher (low frame)
- Public address system with siren
- Tinted heat reflective film (fitted) for rear compartment
- Wipe clean interior panels, partition with window to the driver compartment and floor (12V 2nd lighter socket mounted in rear)
- Transit safety box
- Fire extinguisher 1 kg mounted in driver's cabin
- Roof mounted electric ventilator
- Metal locker 5 drawers\*
- Headlining Trimming
- Stainless steel heater cover, rear

Furthermore, following options need to be provided by the bidder (pictures and/or drawings and/or specifications).

- Second stretcher (low frame)
- Medical Cabinet, fiberglass
- Oxygen cylinder set (2 of 20 liter tanks) with Outlets
- Additional Medical Attendant Seats (2) with 3 point belts
- Portable defibrillator
- Ventilator w/air entrainment valve, mask & bracket, compatible with oxygen system fittings
- Fitted oxygen pipeline system with 2 fixed cylinders (2,540 oxygen liters each)
- Portable oxygen therapy kit (425 oxygen liters) with regulator, socket and flow valve
- 220/110 V power outlet including transformers
- Manual Resuscitator
- Stethoscope
- KENDRICK EXTRICATION DEVICE (KED)
- Sphygmomanometer (Electric)

- Sphygmomanometer (Manual)
- Spinal board
- Head immobilizer
- Cervical collar
- Pulse Oximeter
- Transit safety box-metal type
- Duo-folding secondary stretcher
- Scoop stretcher with mounting brackets
- Air condition for patient compartment (for Van)
- Medical suction unit (electric)
- Medical refrigerator, chest type, 41 liters, 12 volts
- map lamp internal (driver compartment) lighting
- Medical waste bin mounted
- Attendant Seat with seat belt - additional (for Van)
- decal: AMBULANCE front and rear, red, 100 x 15 cm
- frosted foil for side and rear glass applied, 2/3 of the glass
- frosted foil for side and rear glass applied, 3/3 of the glass
- Full length grab rail
- 2 x LED external work lamp
- LED magnetic work lamp, portable
- Emergency flashing light (side and rear)
- Recovery pack
- Premium recovery pack

The bidder must demonstrate the capability of building the two-stretcher option. Pls pay attention to conflicting options and indicate if there are such.

#### 1.4. Ambulance Land Cruiser 79 Single Cab

Base conversion (drawings and/or pictures and/or specifications need to be provided):

- Attendant Seat with seat belt
- Upholstery of attendant seat (vinyl)
- PA System+Siren Beacon light
- White cross green background sticker
- LED Interior lights
- Comprehensive first aid kit (EN1789)
- IV Hanger
- Main Stretcher, Low Frame
- Tinted heat reflective film (fitted) for rear compartment
- Ambulance box which is fitted in the original pick loading bed, floor, grab handle and side partition with 12 V plug
- Transit Safety Box
- Fire extinguisher 1 kg mounted in driver's cabin
- Fan at the side panel (one of each side)
- Roof mounted electric ventilator
- Metal locker 5 drawers
- Rear Door
- Front Rear Intercom
- Rear step
- Spare tire roof tray (on driver's cabin)
- Roof cabinet in patient compartment

Furthermore, following options need to be provided by the bidder (pictures and/or drawings and/or specifications).

- Portable defibrillator
- Ventilator w/air entrainment valve, mask & bracket, compatible with oxygen system fittings
- Fitted oxygen pipeline system with 2 fixed cylinders (2,540 oxygen liters each)
- Portable oxygen therapy kit (425 oxygen liters) with regulator, socket and flow valve
- 220/110 V power outlet including transformers
- Manual Resuscitator
- Stethoscope
- Kendrick extrication device (KED)
- Sphygmomanometer (electronic)
- Sphygmomanometer (Manual)
- Spinal board
- Head immobilizer
- Cervical collar
- Pulse Oximeter
- Transit safety box-metal type
- Duo-folding secondary stretcher
- Scoop stretcher with mounting brackets
- Air condition for patient compartment
- Medical suction unit (electric)
- Medical refrigerator, chest type, 41 liters, 12 volts
- Map lamp internal (driver compartment) lighting
- Medical waste bin mounted
- Frosted foil for side and rear glass applied, 2/3 of the glass
- Frosted foil for side and rear glass applied, 3/3 of the glass
- Rear View Camara
- LED external working lamps x 4
- Recovery pack
- Premium recovery pack

The bidder must pay attention to potential conflicting options and indicate if there are such.

Key performance indicator for vehicle conversion (ambulance) is set to a **minimum of 15 units** of basic conversions per week.

#### 2.1. Mobile Workshop Truck based on Land Cruiser 79 Single Cab

Please provide drawings and/or pictures and prices for each of these conversion elements:

- Mobile maintenance body (inside standing height of at least 1.8m) with two back doors with windows
- Hand held fire extinguisher 9kg fixed in the maintenance body
- LED lighting inside and spot/work lamps (mobile) for outside (magnetic)
- Second 12 volts battery with charging relays and disconnecting switch in case of primary battery failure
- Workshop area equipped with perforated wall liners for tools fixing
- Workshop area (inside) equipped with bolt in shelves modules include lockable doors, drawers, trays, plastic bins, etc.

- Independent tent made of heavy-duty waterproof fabric
- Tent made of heavy-duty waterproof fabric and as an extension of workshop (area) vehicle
- Portable electrical generator, silenced, diesel engine, 2.5KVA min, 120/240V AC, 12V, 8Amp, 100W DC
- Portable air compressor (indicative type 400W AC, single phase, 7kg/sq cm working pressure, 40 litre tank, 45 litre/min)
- Engine crane, capable of lifting 250kg at 1.5m
- Portable gas cutting and welding equipment set
- High pressure grease pump
- Work Bench included Vice
- Bench-mounted angle grinder
- Battery Charger
- Air hoses on reel and recoiled for air-operated tools
- Jack hydraulic 5 Tones, bottle type
- Air-operated impact wrench with sockets (metric)
- Air-operated drill with drill bits
- Specific workshop tool kit wrenches (metric) - open and ring, socket set (metric) hammers, screwdrivers, pliers - combination, side-cutting, long nose, file set
- Starter cable set
- Hydrometer and resistor type battery tester
- Vehicle Stand/Safety Prop 5 Tones x 2
- Test lamp
- Electrical digital multi-tester
- Tyre air pressure gauge
- Heavy Duty suspension system, including shock absorbers (front/rear), coil and leave spring upgrade, leave spring upgrade has to increase the loading capacity of the rear axle by at least 300kg

Key performance indicator for vehicle conversion (workshop truck) is set to a minimum of 2 units of the above conversion level (all elements listed) per week.

Beside the above listed conversions (ambulances and workshop truck) additional conversion designs based on various chassis might be required. The bidder must have in-house expertise and capacity to design and prototype in close collaboration with UNHCR GFM any requirement that arises. **Therefore, pls quote on rates for engineering services (hourly/daily).**

In case such conversions are required the bidder must be able to build the prototype for inspection within 8 weeks after agreeing on the design with UNHCR GFM.

### **Service Category 3: Vehicle Hub Service for Armoured Vehicles (AVs)**

GFM operates an armoured vehicle pipeline/stockpile which requires receiving, stocking, providing maintenance, inspection and dispatch services as described below. No installations have to be performed on these vehicles.

#### **1. Reception of armoured vehicles (AV) and AV spare parts**

Based on the information and documentation received from the various suppliers and UNHCR, the service provider prepares for the reception of the armoured vehicles directly from the manufacturer. Upon arrival of vehicles the service provider coordinates and

conducts the custom formalities and customs entry to the bonded warehouse or free zone location.

Carries out the vehicle check-in process: receipt of vehicles and documents, discharging, checking eventual damages, system input, intake check report/protocol, Fleet ID stickers (numeric code) have to be applied outside the vehicles – front and rear.

Finalizes the documentation, reports on the conditions of the received vehicles to UNHCR and updates the UNHCR Fleet Management Information System (vehicles creation in the system).

## **2. Storage of AV and spare parts**

The service provider must have minimum **indoor storage** capacity for 100 units at any given time. The storage space for vehicles will be utilized based on needs. The charge for storage has to be based on actual usage per day/per number of vehicles.

Monthly vehicle maintenance:

The service provider must check the conditions of the vehicles and carry out following maintenance protocol on a monthly basis: reconnect battery, all fluids check, start engine, run engine until fan kicks in, revving engine once operating temperature is reached, running A/C, tyre check, driving the vehicle, engage the 4x4 mode, brake test, parking vehicle in different position to avoid tyre flat spotting, disconnecting battery.

The batteries of AVs shall be connected to smart charges at any given time. Smart chargers are provided by GFM. Power supply to the smart chargers is the responsibility of the service provider.

The service provider is required to provide fuel for each vehicle at cost whenever necessary.

## **3. Pre-Delivery Inspection – PDI on AVs**

The service provider is required to perform Pre-Delivery Inspection on the AVs following the same protocol as the intake procedure – the protocol is provided by GFM and follows the industry standard.

## **4. Equipping/Placing of accessories**

Service provider is required to equip UNHCR vehicles with the following items on request:

- first aid kit,
- snow chain,
- apply stickers in the vehicle (on dashboard: no smoking, fasten seat belts, speed limit)
- placing UN and/or UNHCR stickers in the vehicle,
- log book,
- tow rope,
- jump leads and gloves.

Service provider is required to apply UN and/or UNHCR stickers outside the vehicle on request – sticker location: roof, side doors, and bonnet.

The service provider might be required to place any other item in the vehicle based on needs.

The above items will be provided by UNHCR.

## **5. Dispatching of AVs and spare parts**

Based on the dispatch request from UNHCR the service provider will prepare the vehicle for dispatching which includes cleaning (inside/outside), provision of 10 liters of fuel (fuel can only be charged at cost).

Service provider will coordinate, conduct the vehicle checkout process, handle customs formalities, loading and if requested the transfer of vehicles to port of embarkation or international airport. Stuffing and vehicle lashing has to be quoted separately.

Bidders need to specify the location of storage area/warehouse, the name/s of the port of embarkation and the name/s of the international airport which will be considered. Beside that the service provider has to specify the distance between the storage area/warehouse and the port/s and international airports considered.

The service provider has to prepare the import shipping document for the consignee - packing list, pro-forma invoice, Certificate of Origin and any other document required. Any courier service required to carry out the above tasks can only be charged to UNHCR GFM at cost.

**The service provider has to assist in obtaining the export license for the AV if required on behalf of UNHCR from the country of export (location of the service provider). Same applies to AV spare part shipments – see para 6.**

**PLs describe the process of obtaining the export license.**

## **6. AV Spare Parts storing and handling**

AV spare parts (glass, suspensions, brake parts...) are ordered from the manufacturers and shipped through the AV vehicle hub to the final destination. These parts fall under the same restrictions as AVs and require in most cases the same import and export permits. The service provider must be able to handle these parts and store them indoors and assist in obtaining the export licenses where required.

Please describe the process for obtaining the export license if required.

Storage can only be charged based on utilized space (needs basis).

## **7. Quality standard certificates**

The bidder is requested to list and provide copies of any standard certificate which refer to quality and environmental management (i.e. ISO 9001, ISO 14000).

Additional scoring can be achieved through the provision of OEM recognitions or certification that demonstrate quality standards are reached and maintained.