

DATE: 8/05/2020

REQUEST FOR PROPOSAL: No. RFP/2020-03/BGR
FOR TRANSPORTATION SERVICES

CLOSING DATE AND TIME: 25/05/2020 – 23.59 CET

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 9,700 people in more than 126 countries continues to help about 59 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), in Sofia, Bulgaria, invites qualified suppliers to submit their proposal to provide the office car rental with drivers services.

IMPORTANT:

Exact technical specifications of the services are detailed in Annex A of this document.

It is strongly recommended that this Request for Proposal document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

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
Annex B: RFP form
Annex C1: Price Proposal Form
Annex C2: Case Study: Monthly Price Calculation
Annex D: Vendor Registration Form

Annex E: Log Book Form

Annex F: UNHCR General Conditions of Contracts

In addition to the annexes Questionnaires 1 and 2 and the Excel file "Case Study Calculations" are also integral part of the RFP

2.2 ACKNOWLEDGMENT

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

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

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to UNHCR Sofia at rizova@unhcr.org The deadline for receipt of questions is 17:30 CET (18:30 Sofia, Bulgaria) on 21/05/2020.

IMPORTANT:

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

UNHCR will compile the questions received and plans to respond to questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4 YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Proposal" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- RFP form signed by bidder (Annex B of this RFP)
- Technical offer (to be provided by supplier) including the filled-in Questionnaires 1 and 2
- Price Proposal (Annex C1 and Annex C2 of this RFP)
- Vendor Registration Form filled and signed (Annex D of this RFP)

2.4.1 Content of the TECHNICAL OFFER

Your technical offer should clearly state whether or not the services you are offering are conforming to the TORs (Annex A) and that your company complies with the existing laws and regulations in Bulgaria and European Union. Clearly state and disclose any discrepancies with the specifications given.

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

a) **Description of the company and the company's qualifications**

A description of your company with the following details and documents:

- Company profile;
- Registration certificate;
- Last annual balance certified by an expert-accountant and legalized according to the Bulgarian legislation;
- If multi location company, specify headquarters location;
- Number of similar and successfully completed projects (please list the names of the companies and the duration of the contracts);
- Number of similar projects currently underway (please list the names of the companies and the duration of the contracts);
- Total number of corporate clients and list of main clients,
- Min. 3 references from company's clients issued between 2017 and 2020;

Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

b) **Understanding of the requirements for the services, proposed approach to the transportation needs of UNHCR, solutions, methodology and outputs:**

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:

- A description of your organization's capacity to provide the services up to 3 pages (with consideration of the requirements set out in the TOR);
- A description of your organization's experience in these services up to 3 pages;
- A detailed description of your organization's approach to UNHCR transportation needs as formulated in ToRs.

c) **Proposed personnel to carry out the assignment and company's fleet:**

The composition of the team you propose to provide the services:

- Please submit Curriculum Vitae of core staff (max two pages): key account manager and a back-up
- Information about the drivers (at least three drivers should be listed). For drivers' qualification please fill-in Questionnaire 1 and submit your company's written, signed and stamped acknowledgement that the proposed drivers have clear driving licenses,
- Information about company's fleet – please fill-in Questionnaire 2

d) **Any other data you find important for the evaluation of the services required**

e) **Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**).

f) **UNHCR General Conditions for Provision of Goods:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods by signing **Annex F**.

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.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, either in BGN, or US Dollars, or EUR.

The Financial offer should contain two documents:

- **Price Proposal Form (Annex C1)**
- **Case study: Monthly Price Calculation (Annex C2).**

Please use Annex C1 to make a special price proposal to UNHCR for the rental of all car brands in your fleet and for driver services. If you are going any additional fees, please indicate them under point 3. "*Any additional fees charged by the company*" of annex C1.

For the purpose of the financial evaluation you are kindly requested to prepare a case study (Annex C2) which includes calculation of a monthly price for 4 example trips based on your prices for car rental and driver services as indicated in Annex C1. You will find the Terms of Reference for preparing of the case study in Annex C2.

Bids that have a different price structure may not be accepted.
All prices have to be given without VAT.

You are requested to hold your offer valid for 45 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.

2.5 BID EVALUATION:

2.5.1 **Supplier Registration:**

The qualified supplier(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:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: 70 % from the total score.

Criteria	Percentage
1. Company's Qualifications <ul style="list-style-type: none"> - Years of experience in car rental services with drivers; - Company's financial status - Similar projects completed; - Similar projects with UN Agencies (completed or under way); - List of main clients - Recommendations from clients 	10%

2. Overall compliance to ToR:	-
2.1. Company's approach to UNHCR transportation needs	15%
2.1 Company's fleet <ul style="list-style-type: none"> - Average age of the vehicles rented; - Number of 4x4 crossover utility vehicles available; - Number of vehicles and diversity of types and models. 	10%
2.2 Project staff <ul style="list-style-type: none"> - Key account manager; - Drivers. 	20%
2.3 Proposed Services <ul style="list-style-type: none"> - Daily time schedule of the official driver's services provided without charging of overtime (indicate exact hours from – to); - Unlimited mileage included; - Minimum period of notification before the required services; - Minimum period of notification for adjustment of the required services; - Minimum period of notification for cancellation of the required services; - Provision of help-desk assistance and services in English; - Provision of emergency contact for 24/7 coverage. 	15%
Total:	70%

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

The **Financial offer** will be evaluated using the following criteria and percentage distribution: 30 % from the total score. 25% of the total 30% score will be distributed based on the evaluation of the case study (Annex C2), the remaining 5% will be distributed based on the driver services price and additional fees charged as indicated in Annex C2.

For each of the components of the Financial Offer the maximum number of points will be allotted to the lowest price offer that is compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., $[\text{total Price Component}] \times [\text{US\$ lowest}] \div [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

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). The Financial offers should be signed and stamped.

The Technical and Financial offers shall be clearly separated (in separate files) and sent in different e-mails!

Bid must be sent by e-mail ONLY to: bulsobid@unhcr.org

IMPORTANT:

The technical offer and financial offer are to be sent in separate documents (separate files) and separate e-mails. Failure to do so may result in disqualification.

Deadline: 25/05/2020, 23:59 CET

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.

It is your responsibility to verify that all e-mails 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 **20 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- **RFP/ 2020-03/**
- 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/2020-03 ABCD – Technical offer-1/3

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.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid.

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

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (**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.

Signature



Name: Shaira Ruzybaeva,

Title: Officer in Charge
UNHCR Representation in Bulgaria