

**Terms of Reference for the Provision of
Vehicle Rental Services for UNHCR in Greece
RFQ/GRC/2024/007**

Contents

1. Introduction	3
1.1 Background	3
1.2 Qualifications and Requirements of Bidders	4
2. Requirements	4
2.1 Car rental services	4
2.2 Additional Requirements	5
2.3 Reporting Requirements	6
2.4 Special Requirements and Conditions	6
2.5 Invoicing and Payment Instructions	6
2.6 Quality Control	7
3. Evaluation	8
3.1 Technical Evaluation	8
3.2 Performance Evaluation/Key Performance Indicators	9

1. Introduction

1.1 Background

Scope of the project: The UNHCR Representation in Greece (UNHCR) invites qualified vehicle rental providers to make a firm offer for the provision of vehicle rental services in various locations in Greece. In this respect, UNHCR is seeking to secure the rental of different type of vehicles to be used for official transportation across Greece.

UNHCR has already identified the below requirements for vehicles, which should be made available as of 01/07/2024. The list below is not exhaustive, binding or limited to the below list as depicted in the below tables; It is meant to be used as a tentative forecast to facilitate bidders to understand the context. The number, category, type etc of vehicles can be altered, increased, or decreased at UNHCR's discretion, on basis of operational requirements.

The required categories are defined by the standard codes as hereunder:

First letter: CATEGORY

CODE	CATEGORY
E	Economy
C	Compact
I	Intermediate
F	Full Size

Second letter: TYPE

CODE	TYPE
D	4-5 Door
F	SUV
V	Passenger Van

Third letter: TRANSMISSION/DRIVE

CODE	TRANSMISSION	DRIVE
M	Manual	Unspecified

Fourth letter: FUEL/AIR-CONDITIONING

CODE	FUEL	AIR-CONDITIONING
D	Diesel	Yes
V	Petrol	Yes
H	Hybrid	Yes
E	Electric	Yes

Required Categories:

1. E.D.M.D (Economy/ 4-5 Door/ Manual/ Diesel)
2. E.D.M.V (Economy/ 4-5 Door/ Manual/ Petrol)
3. E.D.M.H (Economy/ 4-5 Door/ Manual/ Hybrid)
4. C.D.M.D (Compact/ 4-5 Door/ Manual/ Diesel)

5. C.D.M.V (Compact/ 4-5 Door/ Manual/ Petrol)
6. C.D.M.E (Compact/ 4-5 Door/ Manual/ Electric)
7. C.D.M.H (Compact/ 4-5 Door/ Manual/ Hybrid)
8. I.F.M.D (Intermediate/ SUV/ Manual/ Diesel)
9. I.F.M.D (Intermediate/ SUV/ Manual/ Diesel with higher ground clearance)
10. I.F.M.H (Intermediate/ SUV/ Manual/ Hybrid)
11. F.V.M.D (Full Size/ Passenger Van/ Manual/ Diesel)
12. E.D.M.E (Economy/ 4-5 Door/ Manual/ Electric)

1.2 Qualifications and Requirements of Bidders

The successful bidder is expected to provide professional services, considering numerous factors when making offers and taking related actions. The car rental company shall be well-established and expected to employ well experienced agents, who possess all adequate skills and competencies to support the requests of UNHCR Greece. The continuity of the high level and quality services shall be always assured with well-designed back-up system. The competent supplier shall be pro- active, diligent and on stand -by as required. The successful bidder shall be able to advise UNHCR Greece on best practices and draw attention to further cost saving opportunities and suggest alternatives accordingly.

Bidders must demonstrate that they have in place all equipment, facilities, financial soundness and experienced personnel necessary to carry out professional services for UNHCR.

Car rental companies must meet the following minimum requirements:

- Have a good track record of serving international organizations, EU institutions, embassies, multinational corporations
- Financial soundness
- Good company reputation, with no involvement in or suspicion of corrupt or other malicious practices
- Employs competent and qualified personnel
- Commitment to delivery products and services in accordance to performance standards specified in this ToR.

2. Requirements

2.1 Car rental services

UNHCR will need an offer for:

- vehicles from categories **1 to 12** mainly for the lease of vehicles on monthly basis.

Estimated Pick-Up/Delivery Location and Quantities:

Athens: One (1) vehicle from categories 1 to 3 or category 12 and one (1) vehicle from category 11

Chios: Two (2) vehicles from categories 1 to 3.

Kos: Two (2) vehicles from categories 1 to 3.

Leros: One (1) vehicle from categories 1 to 3

Lesvos: One (1) vehicle from categories 1 to 3, one (1) vehicle from categories 08 to 10, one (1) vehicle from category 11.

Samos: One (1) vehicle from categories 1 to 3 and one (1) vehicle from category 11 .

Orestiada: One (1) vehicle from categories 6 to 10 and one (1) vehicle from categories 04 and 07.

Thessaloniki: One (1) vehicle from category 11 (1) vehicle from categories 04 to 07.

The above locations, number of cars and categories per location are not limited and can be changed according to operational needs of UNHCR. In addition to the above vehicle categories, bidders are requested to submit their corporate rates and required categories availability for all the different categories of vehicles available in each location.

The bidder shall maintain stable prices throughout the duration of the established contract/ Frame Agreement. To note that only authorized UNHCR staff (that will be indicated by UNHCR after the contract signature) will be designated to arrange/order car rental services.

2.2 Additional Requirements

The car rental company should offer:

- At least 2,000 km free mileage per month (24,000 km per year).
- At least two (2) drivers on contract (within the proposed fee) per vehicle; desirable (3) drivers on contract (within the proposed fee) per vehicle.
- Response time in case of emergency and provision of replacement vehicle in less than 48 hours in case of incident leading to vehicle unsuitable for driving; The response time for replacement should be stated for each location mentioned above.
- Full insurance including zero excess amount with Collision Damage Waiver (CDW), Theft Protection, Windscreen/Glass part protection, 24/7 Road Assistance within country limits, passenger and Third Party Liability Insurance. Insurance policy should be described in detail.
- A replacement vehicle is provided in case of service requirement or incident affecting the provided vehicle.
- Ensure vehicles and their equipment are in good condition, properly serviced and inspected as per Greek law provisions.
- At any time of rental period, age of the vehicles should not exceed 5 years and km on odometer should be less than 100,000 km.
- All vehicles should be allowed access to/free circulation inside the limits of the inner Athens ring.
- 24/7 road assistance, response time to be described for each location.
- Dedicated 24-hour assistance via 24/7 emergency telephone number.

- All vehicles should be equipped with GPS tracking devices to be used by UNHCR (live tracking, over speed alarm, shake alarm, data saving/reports).

2.3 Reporting Requirements

The successful bidder shall be able to provide monthly, quarterly and/or yearly management reports to UNHCR (as required), reflecting the following information:

- total charges
- number and category of the rented vehicles.

UNHCR Greece may request reports on an ad hoc basis.

The car rental company shall be able to reconcile the payments received from UNHCR into their bank account. A designated focal point for the payments/financial reporting shall be assigned for UNHCR.

2.4 Special Requirements and Conditions

All communication between UNHCR and the Car rental agency shall be exclusively in English and in written form. In specific, the requests will be made by email in English and only exceptionally by phone and the contractor shall be able to respond also always by email in English, providing the necessary information.

The successful bidder must provide 24/7 support and emergency services available out of office hours, weekends and public holidays.

As response time is very crucial, the car rental company shall be able to respond within maximum 24 hours (or less), following the receipt of the request from UNHCR, confirmed by the time of sent from UNHCR to the company.

A Focal team for the UNHCR requests shall be in place for the handling of UNHCR account/requests.

In addition, the Frame Agreement(s) and related Purchase Orders will be managed by a Senior Manager that will be assigned by the successful bidder(s). The Senior Manager will have a supervisory role; she/he will monitor all services provided to UNHCR, will respond to any performance related questions, and provide quantitative/qualitative reports.

2.5 Invoicing and Payment Instructions

Upon confirmation of each rental, the contractor shall invoice UNHCR monthly and send all the original invoices by post to the Finance Department of UNHCR and/or a copy of each invoice shall be shared via email, noting that these above requirements/documents to be shared may change/ adjusted according to needs and shall be communicated by UNHCR to the car rental company.

The contractor shall be able to issue individual/separate invoices for each vehicle rental or bulk invoices for group services, as applicable and as requested by UNHCR.

All invoices should be free of errors and should reach UNHCR on time.

The invoice should reflect the following:

- Name of arranger/requester
- Name of driver(s)
- Location
- Dates
- Category of vehicle
- VAT separately

The excel report should include the same data.

UNHCR shall, on the fulfilment of the delivery terms and following receipt of satisfactory services, and unless otherwise provided in the Contract or Purchase Order, make payment by bank transfer within 30 days of receipt of the Contractor's invoice for the services and copies of any other documentation specified in the Contract.

UNHCR payments are processed through UNHCR Headquarters accounts, and as such, will be received by the Contractor's designated local bank account as an international incoming transfer. UNHCR is not liable/responsible for any commission charges, depending upon the agreement the Contractor has with its bank. This should be taken into consideration and be included in the financial quote of each bidder.

Please note the following conditions for release of payment:

- Submission of detailed invoice
- Satisfactory acceptance of goods and services

UNHCR does not do advance payment; therefore, no upfront payment shall be allowed. The Contractor shall invoice the services in full to UNHCR upon completion of the event.

Upon receipt of the invoice, UNHCR will process it for VAT and tax exemptions according to the applicable regulations. Indicatively (not exhaustively) the currently applicable circulars are "ΠΟΛ" 1268/2011 (ΦΕΚ Β'39/ 20-01-2012) or 1180/2016 (ΦΕΚ 4086 Β'/20-12-2016) and its amendment Decision No. Α. 1094/2022 (ΦΕΚ Β' 3651/12-07-2022). Upon confirmation of receipt of Services/Goods as per Contract Terms, UNHCR will settle the amounts due. Should the VAT exemption be issued after UNHCR has settled the VAT amount to the supplier, the supplier undertakes to promptly refund the VAT amount to the UNHCR bank account within 30 days of the VAT exemption issuance date, as per applicable provisions/ Circulars. Should the Supplier fail to settle Value Added Tax (VAT) owed to UNHCR, and subsequently fails to reimburse or unjustifiably withholds such payment, UNHCR reserves the right to classify the outstanding VAT as overpayment or indebtedness. In such instances, UNHCR retains the right to offset any such VAT owed against the net amount of current or future invoices issued by the Supplier. Additionally, UNHCR may record such occurrences as a performance concern, to be duly considered in any future procurement awards involving the Supplier.

2.6 Quality Control

The contractor shall have a Quality Control system in place that shall be presented as part of the bid submission and provide for the requests presented below:

- Have in place internal quality control, corporate standards and workflow related to facilities management in a similar context.

- Designate a focal person for the management of the UNHCR contract, and a suitable back-up, also receiving complaints or suggestions and proposing immediate remedial action.
- The Account Manager will also act as Quality focal person for UNHCR for all the services/materials elaborated in this document.

3. Evaluation

3.1 Technical Evaluation

The Technical Evaluation will be conducted based on the below PASS/FAIL criteria.

- Company Certificate of Registration of the business in the relevant chamber
- Capacity to provide the requested types of vehicles at all requested locations (at a minimum hybrid, diesel, and petrol types)
- Capacity to provide GPS tracker on each vehicle upon request.
- Maximum age and km on the odometer of the vehicles provided to UNHCR (at any time of the contract the age of the vehicles should not exceed 5 years and km on odometer should be less than 100,000 km). For instance, if a vehicle exceeds 100,000 km and/or 5 years during the rental period, the contractor should replace the vehicle in question before it reaches 100,000 km. Similarly, if a vehicle has less than 100,000 km but reaches 5 years, it should also be replaced before it hits the 5-year mark.
- Access to Athens city inner ring, statement confirmation.
- Provision of (3) references indicating previous satisfactory performance on the provision of similar services the last 5 years. Reference letters shall be signed and shall include the contacts of the respective referees.
- Free mileage of at least 2,000 km/month/vehicle
- At least (2) drivers on contract (within the proposed fee) per vehicle.
- Full insurance including zero excess amount with Collision Damage Waiver (CDW), Theft Protection, Windscreen/Glass part protection, 24/7 Road Assistance within country limits, passenger and Third Party Liability Insurance.
- Availability of dedicated 24-hour assistance via 24/7 emergency telephone number.
- Provision of replacement vehicle in less than 48 hours in case of incident leading to vehicle unsuitable for driving.
- Confirmation statement that your company can meet the reporting requirements.

Bidders are requested to read thoroughly the cover letter and the Terms of Reference of the present tender document with reference number RFQ/GRC/2024/007 regarding the content and the technical evaluation criteria of the technical proposals.

UNHCR reserves the right to undertake a post-qualification exercise, aimed at determining, to its satisfaction, the validity of the information provided by the Bidder. Such post-qualification shall be a combination of the following:

- Verification of the accuracy, correctness and authenticity of the information provided by the Bidder on the legal, technical, and financial documents submitted.
- Validation of the extent of compliance to the Bid's requirements and evaluation criteria based on what has so far been found by the evaluation team.

Further to the above, it should be noted that UNHCR reserves the right to the following:

- Inquiry and reference checking with current or past clients on the quality of performance for on-going or completed contracts.
- To undertake market or other research in respect to the quality, prices, certification etc. of the materials/equipment proposed by the Bidder.
- Other means that UNHCR may deem appropriate, at any stage within the selection process, prior to awarding the contract.

3.2 Performance Evaluation/Key Performance Indicators

UNHCR expects to monitor the performance of the selected supplier via Key Performance indicators:

- Compliance with Terms of Reference
- Responsiveness to UNHCR requirements of requested services: Compliance with response time in case of emergency and provision of replacement vehicle in less than 48 hours in case of incident leading to vehicle unsuitable for driving.
- Satisfactory provision of services; Capacity to successfully handle the requests.
- Charges in accordance with the established Frame Agreement.
- Invoicing is on time and without errors.
- Compliance with reporting requirements
- Ability to cross-check and reconcile payments received by UNHCR in an accurate and timely manner.