



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 10/05/2024

REQUEST FOR QUOTATION: No. RFQ/GRC/2024/007 (Addendum I)

FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE PROVISION OF  
VEHICLE SERVICES FOR UNHCR GREECE

QUOTATION TO BE RECEIVED BY: 15 May 2024, 23:59 hrs time in Greece.

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The United Nations High Commissioner for Refugees (UNHCR) requests your price quotation for the establishment of Frame Agreement(s), for the provision of vehicle rental services for UNHCR Greece, as specified in this Request for Quotation (RFQ).

## 1. Requirements

- Description: Vehicle rental services for UNHCR Greece,
- Requirements: as per Annex A– Terms of Reference (addendum I)
- Duration: One (1) year with possibility of extension for (6) additional months.

Kindly find attached in **Annex A- (addendum I)**, additional information about the services required.

The successful bidders will be requested to maintain their quoted price model for the duration of the contract period.

UNHCR may award one or multiple Frame Agreements with initial duration of one (1) year, potentially extendable for a further period of six (6) months for the scope of this provision.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase specific quantities. Quantities may vary and will depend on the actual requirements and funds available, regulated by issuance of individual Purchase Orders.

In case that throughout the duration of the contract arises a need to lease a vehicle to a location in Greece which is not included in the present, UNHCR may request the supplier to provide a quote for the lease of vehicle to such location. The quote will be evaluated from UNHCR and if accepted, it will be added in the contract.

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

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.

## 2. Technical and Financial Offer

### 2.1 Content of the Technical Offer

1. Description of company, company profile and company's qualifications.

2. Description of company's fleet size
3. Description of how your company will respond to the ToRs to the requested locations.
4. Compliance of vehicles and equipment with Greek Law obligations.
5. Detailed description of Insurance policy, including zero excess amount with Collision Damage Waiver (CDW).
6. Company's previous experience dedicated exclusively to the provision of the requested services (number of similar and successfully completed projects).
7. 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.
8. Attestation committing to provide vehicles to UNHCR of maximum 5 years of age and less than 100,000 km on odometer, at any time of the rental period.
9. Attestation confirming that all vehicles should be allowed access to/free circulation inside the limits of the inner Athens ring.
10. Description of the number of free mileages per vehicle per month included in the quote provided; at least 2,000 km/month/vehicle are required.
11. Description of dedicated team/focal points per location.
12. Provision of Sample of reconciliation report of invoices.
13. Description of replacement process of a vehicle and response time.
14. 24/7 road assistance, response time to be described for each location.
15. Availability of dedicated 24-hour assistance via 24/7 emergency telephone number.
16. Number of drivers per contract; at least two drivers per vehicle within the proposed fee are required.
17. GPS tracking devices embedded upon request (live tracking, over speed alarm, shake alarm, data saving/reports).

The below administrative documentation should be also included in the Technical Offer and will be assessed by the Supply Unit for the offer to be complete:

- UNHCR General Conditions of Contract for the Provision of Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services (**Annex D**).
- UN Supplier Code of Conduct: Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct (**Annex E**).
- Vendor Registration Form: Please complete, sign and submit with your technical proposal the UNHCR Vendor Registration Form (**Annex F**). Even if your company is already registered with UNHCR, please complete, sign and submit with your technical offer the latest Vendor Registration Form.
- Tax Certification: Please provide the Tax Registration Certificate from "Taxisnet" (which states that your business is active and includes your tax number and activity codes (KAD) codes that are relevant to the services requested). In case your company is not registered in Greece, kindly provide any relevant certification from your governmental authority that states your company's capacity to undertake the relevant services.

## **2.2 Content of the Financial Offer**

Please include the following price information in your quote by completing the **Annex C - Addendum I - Financial Offer**:

- Currency: EUR
- Unit Cost of services: all inclusive. **VAT should be indicated separately.**
- Other costs, if any: please specify

The cost of preparing a bid and negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

### 3. Bid Evaluation

For the award of this project, UNHCR has established evaluation criteria which govern the selection among offers received. Evaluation is made on a technical and financial basis.

The technical part will be evaluated based on the evaluation criteria (PASS or FAIL) mentioned below, based on the requirements of **Annex A- addendum I**.

1. Company Certificate of Registration of the business in the relevant chamber.
2. Capacity to provide the requested types of vehicles at all requested locations (at a minimum hybrid, diesel, and petrol types).
3. Capacity to provide vehicles with embedded GPS tracker; available GPS tracking devices (live tracking, over speed alarm, shake alarm, data saving/reports) upon request.
4. Maximum age and km on the odometer of UNHCR vehicles (age of the vehicles should not exceed 5 years and km on odometer should be less than 100,000 km).
5. Access to Athens city inner ring, statement confirmation.
6. 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.
7. Free mileage of at least 2,000 km/month/vehicle.
8. At least (2) drivers on contract (within the proposed fee) per vehicle.
9. 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.
10. Dedicated 24-hour assistance via 24/7 emergency telephone number.
11. Provision of replacement vehicle in maximum 48 hours in case of incident leading to vehicle unsuitable for driving.
12. Confirmation statement that your company can meet the reporting requirements described in **Annex A- addendum I**.

Only Financial offers for the Bidders that **will pass to all the above criteria** will be considered for financial evaluation.

The Financial Evaluation will be based on the following financial scenario for full coverage zero excess and 3 drivers per contract:

**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.

#### **Clarifications of Quotations:**

To assist in the examination, evaluation, and comparison of the quotations, UNHCR may at its discretion ask the Bidder for clarification about the content of the quotation. The request for clarification and the response shall be in writing and no change in price or substance of the quotation shall be sought, offered, or accepted.

#### 4. Requests for Clarifications

~~Requests can be sent by email only to Supply Unit at [GREATPROCURE@unhcr.org](mailto:GREATPROCURE@unhcr.org) and the deadline for receipt of questions is **08 May 2024 at 23:59 hrs local Greek time**. Bidders are requested to keep all questions concise.~~

~~UNHCR will compile the questions received and plans to respond to questions by uploading them to UNHCR Site. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.~~

~~Clarifications published on 10/05/2024.~~

#### 5. RFQ Submission

We would appreciate receiving your quotation duly signed and stamped on or before **15 May 2024 at 23:59 hrs Local Greek time** in PDF format via e-mail to [GREATPROCURE@unhcr.org](mailto:GREATPROCURE@unhcr.org)

Please be aware of the fact that the e-mail policy employed by UNHCR limits **the size of received email (attachments and body email) 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 the e-mail subject field:

- RFQ/GRC/2024/007
- Name of your company
- Number of e-mails that are sent (example: 1/2, 2/2, 3/3)

IMPORTANT NOTES for the submission:

1. Offers must be submitted electronically.
2. Format: PDF files (Preferred) signed and stamped by the company the financial offer may be also shared in addition to the signed and stamped document in excel format.
3. No document downloading links are accepted. All documents must be attached with the emails.
4. If the supplier is uploading number of small files, please zip the files into a ZIP folder and upload the folder instead of each file individually.
5. All files must be free of viruses and not corrupted.
6. UNHCR reserves the right to accept or reject any offers that is not following the email submission instructions.
7. No other person from UNHCR to be copied on the tender emails otherwise the supplier may be disqualified for this tender.

Your offer should be in two parts:

1. Technical offer. To be submitted by the Bidder signed and stamped.
2. **Financial offer. To be submitted using Annex C - Addendum I form**, signed, and stamped by the Bidder.

Both offers should be submitted as separate documents in pdf files.

You are kindly asked to hold your quotation valid for at least 120 days.

The cost of preparing a bid and negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

IMPORTANT: Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract. UNHCR may, at

its discretion, extend the deadline for the submission of bids by uploading the relevant documents on UNHCR Site. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative.

The standard payment terms of UNHCR are net 30 days upon satisfactory delivery of goods/services and acceptance thereof by UNHCR (more details provided in [Annex A-addendum I](#)).

Please note that UNHCR has tax and duty exemption status.

UNHCR is not obliged to award a contract for the requested services.

In addition to any other rights and remedies available to it, UNHCR shall have the right, without prior notice to the Contractor (any such notice being waived by the Contractor), upon any amount becoming due and payable hereunder to the Contractor, to set-off any payment, indebtedness or other claim (including, without limitation, exempted VAT, any overpayment made by UNHCR to the Contractor or any claim for loss or damage to UNHCR property) owing by the Contractor to UNHCR hereunder or under any other agreement between the Parties. UNHCR shall promptly notify the Contractor of such set-off and the reasons therefore, provided, however, that the failure to give such notice shall not affect the validity of such set-off. Should the supplier fail to take steps to refund any amounts due to UNHCR (e.g. VAT waived), UNHCR withholds its right to record such a behavior as a performance matter (low performance under the contract) on the Supplier Performance Evaluation Form based on the Key Performance Indicators (KPIs) and would additionally consider such a performance element with added weight in considering any future awards to the same supplier.

Article 20 of the UNHCR General Conditions for the provision of services (revision July-2018) applies to Tax Exemptions. Additionally, as per local provisions guiding such, 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 Goods and/ or Services as per Contract Terms, UNHCR will settle the amounts due. The same process also extends to EU-based suppliers outside Greece.

#### **General Information on UNHCR’s Business Transformation Programme:**

On 18 September 2023, UNHCR successfully switched to the Cloud ERP! The Cloud ERP Project is part of UNHCR’s Business Transformation Programme. The Project replaced UNHCR’s past Enterprise Resource Planning (ERP) system for finance-budget and supply management. Cloud ERP introduces new functionalities for Suppliers.

Suppliers will now do business with UNHCR in a secure online environment, called the Supplier Portal, where you can create and update your profiles as needed, manage orders/contracts, and submit invoices. You may find relevant information using the following link:

<https://www.unhcr.org/how-become-supplier>

At the same time please be informed that your company may be registered on the United Nations Global Marketplace (UNGM). You may find relevant information using the following link:

<https://www.ungm.org/>

#### **Attachments:**

Annex A- Terms of Reference (addendum I)

Annex B: Technical offer form cover

Annex C - Financial Offer Form (Addendum I)

Annex D: UNHCR General Conditions of Contract for the Provision of Services 2018

Annex E: UN Supplier Code of Conduct

## Annex F: Vendor Registration Form

**Tender schedule:**

Activity	Date	Mail
Tender Open date	25/04/2024	
Requests for clarifications	08/05/2024 until 23:59 local Greek time	<a href="mailto:GREATPROCURE@unhcr.org">GREATPROCURE@unhcr.org</a>
<b>Deadline to submit offers</b>	<b>15/05/2024 until 23:59 local Greek time</b>	<a href="mailto:GREATPROCURE@unhcr.org">GREATPROCURE@unhcr.org</a>

Thank you for your kind attention.

Georgios Saragas  
Associate Supply Officer  
UNHCR Greece