



UNHCR

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

DATE: 28th November -2023

REQUEST FOR PROPOSAL: No. RFP/SOQ/2023/004

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF RENTED LIGHT VEHICLES IN BALOCHISTAN FOR A PERIOD OF 3 YEARS WITH A POSSIBILITY OF EXTENSION FOR AN ADDITIONAL YEAR SUBJECT TO SATISFACTORY PERFORMANCE

CLOSING DATE AND TIME: 13th December 2023 – 16:00 hrs. PST

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 6,600 people in more than 110 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 environments, 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 Pakistan invites qualified registered contractors/companies to make firm offers for the **FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF RENTED LIGHT VEHICLES IN BALOCHISTAN detailed** of required services in the attached Annexes B (referred to hereinafter as Services). UNHCR projected expenditure on this service is approximately PKR.8,400,000 per year.

IMPORTANT:

Term Of Reference (TORs) are detailed in Annex-B of this document.

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 a minimum quantity of 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 Contract with other UN Agencies.

IMPORTANT:

When a Contract is awarded, either party can terminate the agreement only upon 30 days (1 month) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 71** "settlement of disputes" of the UNHCR General Conditions of Contracts for Good 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 document 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 7 of the attached Conditions of Contracts for Good and Services. (Annex-E)

Note: This document is not to be construed in any way as an offer to contract with you firm.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form an integral part of this RFP:

- Annex A: Calendar of Activities
- Annex-B Terms of reference (TOR)
- Annex B1: Bid data Sheet
- Annex B2: Technical offer form
- Annex C Financial Offer Form for vehicle without fuel
- Annex C1 Financial Offer Form for vehicle with fuel
- Annex D: Vendor Registration Form
- Annex E: General Conditions for Services
- Annex F: UN Supplier Code of Conduct
- Annex G: eTenderBox Registration Guide
- Annex H: eTenderBox Supplier User Manual

Please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions of contract for Goods and Services. Signed copies of Annexes E & F are required at this stage.

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this RFP.
- 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 Pakqurfq@unhcr.org. The deadline for receipt of queries is on **6th December 2023**. Bidders are requested to keep all questions concise.

IMPORTANT:

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

UNHCR will reply to the questions received as soon as possible by means of publication on UNHCR Pakistan website or UNGM or by email to all invited bidders.

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 not be taken into consideration.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

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.

IMPORTANT:

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

2.4.1 Content of the TECHNICAL OFFER

Please note that by submitting a bid/response to this RFP you are authorizing UNHCR to verify or reference check the authenticity of the information and documentation you have provided, and this shall be done without any notification or further request for authorization from you.

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.

Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

1) Description of the company and the company's qualifications.

Company Registration: The bidder shall have legal status enabling the organization to perform the required services, and shall provide complete company profile, containing copies of registration documents with government authorities like NTN, STRN, Form H, Certificate of Incorporation Company profile, registration certificate etc.

Vehicle Fleet:

- Vehicle types and models available should be 2021 model/year of manufacture or above
- Fitness certificate of the vehicles from authorities.
- Maintenance and servicing records.
- Vehicle capacity (e.g., passenger seats, cargo space).

Compliance and Licensing:

- Ensure the rental provider complies with all relevant laws and regulations.
- Verify that the rental vehicles have the necessary licenses and permits and registration document.

Insurance and Liability:

- Adequate insurance coverage for rented vehicles.
- Liability coverage in case of accidents or damage.

Safety and Security:

- Vehicle safety features (e.g., airbags, ABS, stability control).
- Security measures (e.g., anti-theft systems).
- Emergency response and roadside assistance.

Maintenance and Support:

- Response time for maintenance and repair requests.
- Availability of a dedicated support team.
- Procedures for handling breakdowns and emergencies.

Technology and Tracking:

- GPS tracking for vehicle location monitoring.
- Online booking and management system.
- Mobile app for customers to track and manage reservations.

Company Experience: The bidder shall take care of below mentioned:

- Provide evidence of maximum five (5) purchase order of PKR. 3 million and above each, for providing services for Rented vehicles., in the last 03 years.
 - No score is applicable for contracts below PKR. 3 million.
 - For each project, bidders must provide the following:
 - a) Authentic purchase order or contract either of which bears the letter head and/or official stamp of the client; and
 - b) Reference letters.
 - **Company Financial Soundness:** Bidders should provide an audited financial reports/statement (only) showing minimum annual turnover of PKR 30 million or Above in the last 3 consecutive years, starting 2020 onwards.
- 2) **Bid Security:** During the bid evaluation process UNHCR **may separately** request bidder(s) to provide bid security of PKR 1,000,000 in the form of a Demand Draft / Pay Order / Call Deposit from a bank with a minimum credit rating of "A". Bidders are therefore **not required** to submit bid security with their offers. However, bidders must clearly state in "**Annex-B-Technical Offer Form/Bid Data Sheet**" their **acceptance** to provide bid security if requested by UNHCR separately at any later stage of the procurement process.
- 3) **Understanding of the requirements for services, proposed technical approach**
Proposal should contain the proposed approach/methodology for deployment of the vehicles, maintenance, scheduling, tracking, record keeping, replacement of broken-down vehicles, recovery of broken-down vehicles, quality assurance and risk mitigation measures with respect to possible disruptions in achieving required quality of service.
- 4) **Proposed personnel to carry out the assignment**
This section shall identify the categories of personnel proposed for the assignment and their anticipated roles and responsibilities and time inputs. The proposal should clearly identify whether individuals are staff employees, temporary contract staff or independent/associate consultants, deployment plan of resources including staff supervisors.

Proposal includes details of Technical Staff including Manager,
- 5) **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**).
- 6) **UNHCR General Conditions for Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Goods and Services works by signing **Annex-E**.

7) **UN Supplier Code of Conduct:** Your technical offer should contain your acknowledgement of the UN Supplier's code of conduct by signing and stamping **Annex-F**.

2.4.2 CONTENT OF THE FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, in PKR.

Bidders are encouraged to take into consideration the current exchange fluctuation while determining their final prices, as the quoted prices and currency will remain unchanged during the duration of the contract as stated in the requirement section.

The financial offer must cover all the services to be provided (price "all inclusive"). **UNHCR will not provide advance payment or open Letter of Credit.**

The Financial Offer is to be submitted as per the Financial Offer Form (Annexes C to C1). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. Since UNHCR is undertaking local procurement, therefore, price has to be given without VAT/GST. If requested by the successful bidder, UNHCR shall obtain from authorities GST exemption, upon provision of all required documents by bidder.

You are requested to hold your offer valid for **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.

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 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:

- Company Registration.
- NTN, STRN, Form H
- Company profile.
- PEC license.

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: 60%

- Financial: 40%

2.5.2.1 Technical Evaluation

The Technical proposal will be evaluated in 2 stages:

Stage 1: Mandatory / Eligibility Criteria

	CRITERIA	Fail/Pass
1	Bidder must be a company registered with Government Authorities (NTN & STRN, Form H, and/or Incorporation Certificate)?	Fail/Pass
2	Bidder has signed and submitted UNCHR terms and conditions	Fail/Pass

The Bidders must meet all the above mandatory pre-qualification criteria for their proposal to be considered for further evaluation.

Stage 2: Technical Evaluation

Percentage distribution of 60% from the total score has been allocated to Technical Proposal. Maximum scores are listed in the table below. Failure to achieve a minimum score of **60 points** out of the **100 points** will result in technical non-compliance and elimination from further evaluation.

Item	Technical Criteria	Criteria Description	Score	Detailed Scoring Methodology
1	Experience	Proposal includes a section that shows company's experience supported by credible documentation such as contracts, POs or and completion certificates of PKR. 3 million or above. <u>Number of similar projects in last 05 years.</u> Preferably with INGO/UN agencies	20	<ul style="list-style-type: none"> • Any 05 completed or on-going contracts of above PKR 3 million = 4marks for each contract • Any contract with amount below 3 million= 0 marks
2	Technical Capacity	Bidder's proposal which responds to the proposed scope of work/specification and outlines proposed approach / methodology and work plan)	20	<ul style="list-style-type: none"> • Proposed requested models as maximum 5 marks allocated as follows. <ul style="list-style-type: none"> (i) Provided all three requested options in annex B2 (5 door, Sedan and double cabin) with 2021 model and above- 5 marks. (ii) Provide only 2 options out of the 3 requested options- 3 marks. (iii) Provided only 1 option out of 3 requested- 1 mark. • Provided evidence of physical address of office and focal person within Balochistan province (5 marks) • Provided evidence of a system for tracking and responding to complaints from client and poor performing areas (5 Marks)

				<ul style="list-style-type: none"> • Provided evidence of System for managing driver absences and turnaround/replacement. (5 marks)
3	Vehicle Replacement time.	Provide the time frame for vehicle replacement in case of vehicle breakdown OR replacement of model/type	30	<p>Poorly rating</p> <ul style="list-style-type: none"> • Replaced vehicle between 4-7 days. 10marks <p>Satisfactory</p> <ul style="list-style-type: none"> • Vehicle replaced/provided within 3 days- 20 marks. <p>Good Rating</p> <ul style="list-style-type: none"> • Vehicle replaced/provided within 2 days- 25 Marks) <p>Excellent Rating</p> <ul style="list-style-type: none"> • Vehicle replaced/provided within 24 hours. 30 marks • Replaced vehicle within 8 days and above- 0 marks.
4	Financial soundness	Provision of <u>audited financial reports (only) for the past 3 years (2020/2021, 2021/2022 and 2022/2023)</u> showing a minimum total turnover of PKR. 30 million or above each year	15	Audited reports provided with turnover equal or more than PKR.30 million - 5 marks for each report.
5	Road assistance	Bidder to share (signed and stamped) Methodology which shall be adopted for Roadside assistance and breakdown coverage for rental services.	15	<p>Has the supplier provided the following.</p> <p>(i) Details of workshop (name and address) located within Balochistan where vehicle will be repaired in case of breakdown- 5 marks.</p> <p>(ii) Workshop/Garage focal person details (name and telephone number)- 5 marks.</p> <p>(iii) Provided written plan on how roadside assistance and breakdown recovery will be provided 5 Marks</p>
			100	TOTAL SCORE OBTAINED

2.5.2.2 Financial Evaluation

The **Financial offer** will use the following percentage distribution: **40%** from the total score.

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. **[Lowest Price] / [Quoted Price] x 40 = points of other supplier out of the maximum financial component (40 points)**. For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

The following formula will be used to calculate total scores: -
Total Score= 60% of Technical Score + 40% of Financial Score

Important Note:

Award will be made to the highest overall scorer per lot. Incomplete bids will not be accepted and in case of any discrepancy like calculation errors, unit rates will be considered.

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 component will be analyzed only for those suppliers that pass the technical evaluation

2.6 SUBMISSION OF PROPOSALS:

SUBMISSION OF BID:

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

Should you have any technical queries/issues regarding eTenderBox, please check the FAQ section of the Supplier User Manual (also available in the application) as it may provide the answer/solution to your query. In case you did not find the answer, you were looking for, please send an email to the following helpdesk email address: rbapsupply@unhcr.org

Also, in order to minimize any issues at the submission of your offer in eTenderBox, please carefully read and adhere to the instructions on offer submission (allowed file extensions, size limit per file).

Bids should be submitted by electronically and uploaded to e-TenderBox, the online bid registration tool of UNHCR. The e-TenderBox can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use e-TenderBox, registration on the website is required. This registration is exclusively for e-TenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that e-TenderBox account for managing its offers to UNHCR.

In case the password is forgotten that account cannot be used anymore, and new registration is required. The e-TenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFP.

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

IMPORTANT:

The technical and financial offers shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

The offers must bear your official letter head, clearly identifying your company title and address and contact numbers etc.

TENDER CLOSING DEADLINE: 13th December 2023 – 16:00 hrs. PST

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

Should you have any technical queries/issues regarding eTenderBox, please check the FAQ section of the Supplier User Manual (also available in the application) as it may provide the answer/solution to your query. In case you did not find the answer, you were looking for, please send an email to the following helpdesk email address: rbapsupply@unhcr.org

Also, in order to minimize any issues at the submission of your offer in eTenderBox, please carefully read and adhere to the instructions on offer submission (allowed file extensions, size limit per file).”

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 through advertisement in newspaper. 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 DEFECT LIABILITY PERIOD

Supplier to state if applicable.

2.9 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO)/Contract issued as a result of this RFP will be made in PKR currency. Payment will be made in accordance with the General Conditions of Contracts for the Provision of Civil Works and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR or its nominated supervision firm in the following sequence (no advance payment will be made): -

2.10 GENERAL CONDITIONS OF CONTRACTS FOR CIVIL WORKS

Please note that the General Conditions for Services (**Annex E**) 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.



Associate Supply Officer
UNHCR Quetta