

Annex A: TERMS OF REFERENCE

RFQ/HCR/SUP/PL/26/02

FOR PROVISION OF E-FUEL (NAMELY OCTANE 95, and DIESEL) SERVICES AS OUTSOURCE TURNKEY FUEL CONTRACT for UNHCR Poland.

A. Introduction:

General outline: UNHCR Poland intends to enter into a frame agreement with a potential supplier for the provision of e-fuel services (specifically octane 95) through 'top-up cards' as part of an outsourced turnkey fuel contract. This arrangement will require the dispensing of fuel to support UNHCR's vehicle fleet and the implementation of an electronic fuel card system (e-card) or an equivalent solution.

Term:

This will be treated as a Framework Agreement with the Service Provider for the provision of fuel services and related support for a period of (2) two years, with the possibility of extension for an additional (2) two years, one year at a time, subject to the Service Provider's satisfactory performance.

B. Required Fuel Support and Services:

- 1. Refueling Operations:** The Service Provider is required to provide a system that enables UNHCR vehicles to be refueled with octane 95 fuel at commercial fuel stations across Poland using a cashless system.

The cashless system should be an electronic fuel card solution or an equivalent. The Service Provider must provide a detailed description of how the service will be delivered and operated, as well as the available options for utilizing the system.

UNHCR intends to use this service exclusively for the provision of fuel and car wash services; no other products or services will be considered.

- 2. Fuel Requirement:** UNHCR estimates an annual requirement for fuel consumption as per the table below.

Total number of UNHCR vehicles is (2) two.

Annual Consumption	
Product	Estimated Consumption in liters (one year period)
Gasoline (Octane 95)	2500 L

If an electronic card system is utilized, one card may be allocated per vehicle per month, and two spare cards should be provided for emergency use. These spare cards will not be assigned to specific vehicles.

Please note that UNHCR does not guarantee any minimum or maximum quantity or amount to be ordered. Call-offs will be made based on the actual needs of UNHCR Offices.

3. Reduced / Increased Quantities

The Service Provider shall understand that the fuel figures provided are indicative only and, as such, no legal obligation exists for UNHCR to consume the stated quantities, at the specified locations, or within the indicated time frame. Likewise, the Service Provider shall understand that the indicated fuel requirement may be exceeded and that the Service Provider must supply additional fuel if required.

4. Vehicle Fuel Points:

The Service Provider is required to inform UNHCR of all the locations within Poland where it can provide the requested service.

5. Hours/Days of Operation:

The Service Provider is expected to provide fuel services on a 24/7 basis. If this is not possible at some or all locations, the Service Provider shall specify the operating hours for each location that does not operate on a 24/7 schedule.

6. Costs and Fees:

The Service Provider shall provide full details of any costs associated with the provision of this service, including card issuance fees, transaction fees, and any other applicable charges. These costs are expected to remain fixed for the duration of the Contract. UNHCR acknowledges that fuel prices may fluctuate based on market conditions.

7. Invoices:

The Service Provider shall provide invoices on a monthly basis, including a detailed breakdown of each product used (e.g., gasoline). Each invoice must specify the billing period, volume (in litres), fuel price (in PLN per litre), and total charges (in PLN) for the provision of fuel and related services.

Invoices must be submitted in both original hard copy and electronic format and shall be accompanied by a Statement of Account for each e-card system assigned to UNHCR. The Statement of Account shall include, at a minimum:

- Location of fuel point/station
- Fuel transaction date
- Fuel transaction time
- Type and grade of fuel
- Number of litres purchased
- Fuel cost per litre
- Total fuel and service cost per vehicle per month

The Service Provider shall also provide access to an online billing and monitoring system capable of generating detailed electronic reports on fuel consumption per vehicle. Online statements must be printable in hard copy, and access shall be granted to the UNHCR-designated focal point.

8. Management:

The Service Provider shall provide the contact details of a Senior Manager who can be reached in the event UNHCR requires urgent assistance. These details shall include the Manager's mobile telephone number, home telephone number, and email address.

9. Deposit

UNHCR is available to provide an advance deposit for fuel services, subject to agreed terms and conditions.

C. REQUIRED PRODUCTS – SPECIFICATIONS

1. E-card or Equivalent

UNHCR requires the provision of fuel through an e-card system. The Service Provider shall ensure that all products and services comply with the standards outlined below:

- a. Provide a detailed statement of actual card usage transactions at fuel stations. This statement shall be available upon request by contacting Customer Support via phone or written request. The response shall be provided to UNHCR either by email or in hard copy.
- b. Provide annual, quarterly, and monthly statistical reports (in both hard copy and electronic format, preferably in Microsoft Excel) detailing actual fuel consumption associated with the e-card system.
- c. Offer free e-card delivery service, seven days a week, for both new cards and reissued cards.
- d. Ensure immediate cancellation and reissuance of an e-card in case of damage, loss, or theft, at no additional cost.
- e. Ensure the e-card is valid for all types of fuel and related services at designated fuel stations.
- g. There shall be no limit to the number of transactions per day using the e-card.
- h. Provide a detailed voucher (sales receipt) after each fueling transaction. The receipt shall include:
 - i. Station name and number
 - ii. Date and time of fueling
 - iii. Amount of fuel supplied
 - iv. Remaining balance (if applicable)
 - v. Cashier's shift ID number
- i. Implement a security control system to mitigate fraud risks, including PIN options and card controls. The system shall validate vehicle information against the database and record each transaction.

2. Car wash Service Requirements:

- i. The Service Provider shall provide comprehensive car washing services for UNHCR's vehicle fleet in Poland, with priority given to Warsaw and other governorates.
- ii. The Service Provider shall provide both exterior and interior car washing for UNHCR's vehicle fleet in Warsaw and other governorates.
- iii. The Service Provider shall wash the underside of each vehicle during the car wash.
- iv. The Service Provider shall wash and dry-clean the engine upon request by the designated UNHCR focal point.

D. SAFETY AND SECURITY:

1. The Service Provider shall be responsible for the safety and security of the vehicle(s), including all UNHCR equipment contained within such vehicle(s), while they are delivered for car washing.
2. The Service Provider shall ensure the availability of safety devices, such as fire extinguishers, and provide easy access to the car wash ramp/bay.