

DATE: 11/03/2021

REQUEST FOR PROPOSAL: No. RFP/NIG/ABJ/SUP/04/2021

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF
VEHICLE RENTAL SERVICES FOR UNHCR OPERATION IN NIGERIA**

CLOSING DATE AND TIME: 14/04/2021 – 23:59 hrs

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on 14 December 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and internally displaced people (IDPs) and resolve their problems worldwide. Its primary purpose is to safeguard the rights and wellbeing of refugees and IDPs. It also has a mandate to help stateless people.

In almost seven decades, the agency has helped tens of millions of people restart their lives. Today, with more than 17,300 women and men working in 135 countries, we work tirelessly to make a difference in the lives of 79.5 million forcibly displaced people and stateless individuals worldwide. 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), Nigeria, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of car rental services for UNHCR in Nigeria (referred to hereinafter as Services).

IMPORTANT:

The Terms of Reference (TOR) is detailed in Annex A of this document. **To improve value for money and to encourage bidders that cannot offer country-wide service to UNHCR, suppliers can bid based on location, kindly indicate office location of interest on the financial offer form to be submitted.**

UNHCR may award Frame Agreement(s) with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated annual requirement of UNHCR is for a fleet of different types of vehicles considering up to **20 units** in different locations in Nigeria as described in the terms of reference (ToR) of this document (Annex A).

Please note that figures have been stated 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

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services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Service Contract / Contract/ Frame Agreement.

Other United Nations Agencies, Funds and Programs 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.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party. The initiation of conciliation or arbitral proceedings in accordance with **article 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of 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 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 5 of the attached General Terms and Conditions for provision of Service – 2010 (Annex D) regarding to sub-contracting.

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 Invitation to Bid:

- Annex A: Terms of Reference (TORs)
- Annex B: Financial Offer Form for vehicle rental service
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Goods & Services – 2018
- Annex E: UNHCR Supplier Code of Conduct
- Annex F: United Nations Global Market (UNGM) Registration Process.
- Annex G: Technical Offer Sheet
- Annex H: Evaluation criteria for the Technical Qualification for Vehicle rental
- Annex I: Calendar of Activities
- Annex J: Clarifications
- Annex K: Notes on avoiding Bid/Proposal Rejection**

2.2 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Berhanu Teferi at teferib@unhcr.org, Yonas Tadesse at tadessey@unhcr.org, putting in copy the **Supply Office** at nigabsupply@unhcr.org

The deadline for receipt of questions is 12.00 hrs on 23/03/2021. Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are to be sent directly to the e-mail address below only nigabsupply@unhcr.org otherwise it may result in disqualification of the offer.

UNHCR will compile all the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

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

2.4 **YOUR 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.

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 Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- **Technical offer**
- **Financial offer**

2.4.1 **Content of the TECHNICAL OFFER**

Mandatory Administrative Requirement:

Company registration documents, certificates of incorporation CAC, Tax clearances registration document, etc.

Note that this is a pass/fail criterion if provide or not provided, fail means your offer will not be considered for the technical evaluation.

Your offer shall be submitted with relevant licenses and certificates issued by the Nigerian authorities.

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 (60%)**, to be provided by the bidder responding to the **ToRs (Annex A)**

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- **Financial offer (40%)**, please see and use the attached **Annex B Content of the TECHNICAL OFFER**

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.

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. Mandatory Documentation:

- Company Certificate of Business Registration
- Provision of required services at all requested locations
- Compliance of vehicles and equipment with Nigerian Law obligations
- Attestation committing maximum 3 years of age and 65,000 KM on odometer for vehicles provided to UNHCR
- Attestation to confirm that all vehicles should be allowed access to/free circulation within cities urban settlement and different settlement, host communities, and IDP areas in Nigeria:

B. Description of the company and the company's qualifications i.e. A description of your company with the following documents:

- Year founded.
- Company Profile
- If multi location company, specify headquarters location.
- Company's previous experience dedicated exclusively to the provision of the requested services (number of similar and successfully completed projects)
- Number of similar projects currently underway.
- Audit reports of the last two (2) financial years.
- Audited financial statements for companies with transactions more than NGN20,000,000
- Total number of clients.
- Minimum fleet size of 50 vehicles and an average fleet age of less than three (3) years for at least 25% of the total fleet.

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.

Official Letter of appointment as local Representative if bidder is submitting a bid on behalf of entity outside the country.

Any information that will facilitate our evaluation of your company's substantive reliability, financial and

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managerial capacity to provide the services.

C. Understanding of the requirements for services, proposed approach, methodology and outputs

Any comments or suggestions on the TOR, as well as your detailed description of the way your company would respond to the TOR

D.

- A description of your organization's capacity to provide the services in all indicated locations as described in Annex A
- A description of your organization's experience to provide the service required.
- At least three (3) signed references indicating previous satisfactory performance on the provision of similar services
- A description of the physical presence at the UNHCR office locations as described in Annex A
- A description of the Insurance Coverages (CDW deductible amount height, glass parts and wind screen coverage)
- A description of the number of free mileages per vehicle per month included in the quote provided
- A description of the number of drivers included in the quote provided
- A description of the applicable policy for free mileage per vehicle per month
- A description of company's response time in case of incidents requiring replacement vehicle.

E. Proposed personnel to carry out the assignment:

- A description of the structure of the team and the qualification of the appointed Focal Point to act as Key Account Manager (KAM) for UNHCR should be provided.
- Ability to respond 24/7 to UNHCR requests

F. Administrative documentation

Your technical offer should contain the below documentation:

- **ANNEX C: 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 C**).
- **ANNEX D: UNHCR General Conditions for Provision of Services** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex D**.
- **ANNEX G:** An online meeting with all vendors will be organized and the ANNEX G which contains the clarifications raised will be updated based on the meeting discussions/outcomes and sent to all vendors.

The technical evaluation for the establishment of a frame agreement for the provision of vehicle rental services maintenance & repair services based on the major criteria as specified in the Terms of

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Reference and Requirements in Annex A. Each criterion is weighted differently based on the constituent components of the criteria as stated below. The total score of technical evaluation is sixty (60) points. These criteria are presented in table below. For detail requirement, please refer to **Annex A**:

Table1.0

	Technical Offer Evaluation criteria	Points
1	Company Certificate of Business Registration and tax clearance registration documents	MANDATORY (Pass or Fail)
2	Availability of Vehicles at all requested locations	MANDATORY (Pass or Fail)
3	Compliance of vehicles and equipment with Nigeria Law obligations	MANDATORY (Pass or Fail)
4	Maximum age and KM on odometer of UNHCR vehicles	MANDATORY (Pass or Fail)
5	Access to or Free circulation within cities and different settlement areas, IDP operations in Nigeria	MANDATORY (Pass or Fail)

Remarks:

- Only the bidders that will fully comply with the criteria (1), (2), (3), (4) and (5) a valid business registration certificate will be considered for further technical evaluation.

UNHCR encourage' s all vendors to read and acknowledge, for the full acceptance of the General Conditions for Provision of Goods and Services before submitting yours bid.

VERY IMPORTANT:

Please note that this bidding process is a **three-step approach**.

The First step clarification will be given if the bidders require detail on the bid document through only nigabtender@unhcr.org

The Second step is submission of your technical and financial bids to the mail address nigabtender@unhcr.org

The Third step is discussion / meeting on technical issues with the Technical evaluation committee (TEC)

Bidders whose technical submissions are rejected shall regrettably not be considered in the subsequent stages of the evaluation process

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in Nigeria naira NGN only.

The financial offer must cover all the goods /services to be provided (price "all inclusive").

- Other costs, if any (indicating nature and breakdown).
- A proposed schedule of payments, all of which must be expressed, and will be affected in the currency of the proposal.

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The Financial Offer Form

(**ANNEX B**). You may Bid a different pricing structure, but the pricing should be clear enough.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT.

You are requested to hold your offer valid for 180 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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services

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 be not considered. Award of a previous contract with UNHCR will not be considered 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:

- Financial standing.
- Core business.
- Track record.
- Contract capacity.

If your company is not already registered with UNHCR, you should complete, sign, and submit with your technical proposal the Vendor Registration Form (**Annex C**), with all the following supporting documents:

- Tax Registration.
- Insurance Clearance Certificate, and Tax Clearance Certificate or Certificate of Tax Exemption, if any such privilege is enjoyed by the Bidder
- Status of the company.
- Bank account details (bank account number and beneficiary).

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- Any other document attesting commercial capacities and sound management (last audit report and audited financial statements for companies with transactions more than NGN20,000,000), if applicable.
- Certificate of Registration of the business with the relevant Chamber
- Official Letter of Appointment as local representative if Bidder is submitting a Bid on behalf of an entity located outside the country.
- Trade name registration papers, if applicable. The vendor registration form (Annex C) should be signed by the legal representative of the company, as indicated in the status of the company document.

Failure to provide the abovementioned documentation, might lead to disqualification.

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: **60%** of the total score (100%) from table 1.0

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

The cut-off points for submissions to be considered technically compliant will be **35 out of the 60 i.e.** Only the bidders that will score a minimum of 35 points out of 60 points will be considered for further evaluation

UNHCR may conduct supplier visits on a specified date with the qualified vendor.

2.5.3 Financial Evaluation: The **Financial offer** will use the following percentage distribution: **40 %** of the total score (100%).

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

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., $[\text{total Price Component}] \times [\text{lowest price}] \setminus [\text{US\$ other}] = \text{points for another supplier's Price Component.}$

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For evaluation purposes only, the offers should be submitted in Nigerian currency - Naira

For cost comparison purposes the fixed daily rental rates as per the categories 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.

2.6 SUBMISSION OF BID:

The both offers must bear your official letter head, clearly identifying your company. The technical and financial Offers shall clearly be named, attached and sent as two separate file attachments to the submission email address nigabtender@unhcr.org with all supporting documents.

Note: all attachments should be in PDF format, signed and stamped. (Copies of the PDF format documents shall be included in Excel or other formats etc)

Due to the restriction of movement as a result of the covid-19 pandemic, kindly ignore the submission by hand or courier in sealed envelope as instructed below, but rather kindly send all (financial and technical documents to nigabtender@unhcr.org ensure that all documents sent bears your organization name and signature and properly named for ease of identification,

The Technical and Financial offers shall be clearly separated and attached via an email as two separate attachment and named as financial and technical offers.

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

IMPORTANT:

The technical offer and financial offer are to be sent in separate attachment documents. **failure to do so may result in disqualification.**

Deadline for submission of your offers is: 14/04/2021 by 23.59 hrs

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 note 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 **RFP/NIG/ABJ/SUP/04/2021**
- Name of your firm with the title of the attachment

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- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: RFP/2016/0123 Company ABC (email 1 of 3)

SUBJECT: **FINANCIAL OFFER - RFP/NIG/ABJ/SUP/04/2021**

SUBJECT: **TECHNICAL OFFER - RFP/NIG/ABJ/SUP/04/2021**

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 pre-qualified vendors simultaneously.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that enough information is available, the pre-qualified vendor 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.

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

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 ANNEX –D:

Please note that the General Conditions of Contracts (**Annex D**) 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.

2.10 OFFICIAL NOT TO BENEFIT

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The attention of the prospective bidder is drawn to Article 6 of the attached General Conditions of Contract for the provision of goods which states:

“OFFICIAL NOT TO BENEFIT: *The Contractor warrants that it has not and shall not offer any direct or indirect benefit arising from or related to the performance of the Contract or the award thereof to any representative, official, employee, or other agent of UNHCR. The Contractor acknowledges and agrees that any breach of this provision is a breach of an essential term of the contract.”*

- 2.11 **UN Global Compact and other factors:** UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

Signature

AMINATOU CAMARA
Senior Supply Officer UNHCR Abuja