**ANNEX J**

**CLARIFICATIONS**

**RFP/NIG/ABJ/04/2021**

**Car Rental Services for UNHCR in Nigeria**

**Q: Cars are requested to have Full Insurance with Collision Damage Waiver, Theft Protection, Windscreen/Glass part protection, 24/7 Road Assistance, Third Party Liability. Usually Collision Damage Waiver is offered with an excess. Kindly advise if a bidder can provide an excess coverage service or your request includes only 0 excess? Please clarify.**

**A:** Bidders are expected to provide Collision Damage Waiver with an excess amount as standard provision and not Full Damage Waiver or Super Cover that provide zero excess amount. Bidders should provide a description of the offered insurance coverages in the Technical Proposal.

**Q: In coverage packs, it is excluded the under-part of the car and the tires (tires are, given it can be damaged only after a bad usage of the car. This is not included in coverages, even in our Super Cover product (that provides 0 excess coverage for own damages). Please inform if this exclusion agreed by UNHCR, or it is expected under-part and tires to be covered as well.**

**A:** UNHCR agrees with the above-mentioned exclusions (under-part of the vehicle and tire in case of bad usage) as per standard car rental practice regarding coverage packs. However, bidders are expected to provide a detailed description of the insurance coverage provisions in the Technical Proposal, including these exclusions.

**Q: In some of the fleets there may be only one type of fuel (either only diesel or petrol) or one type of transmission (manual or automatic). Please advise if this can be an exclusion factor.**

**A:** Bidders are encouraged to clearly state in the Technical Proposal the type of transmission and fuel of the offered fleet per location. As Technical and Financial proposals will be evaluated, please note that in case an offer does not fully comply with UNHCR’s requirements as described in the paragraphs 2.5.2 and 2.5.3 of the cover letter as well as in the Annex A – Terms of Reference, the bidder will not be marked with the highest possible score.

**Q: In some areas, although some of the services are provided, the needed car must picked up from another location or when a replacement should take place, UNHCR may need to cover the cost of transportation or return the vehicle to the reference location. Kindly inform us if this is acceptable.**

**A:** Bidders are expected to provide service at all requested locations and clarify whether physical presence exists. In such occasions as described above, bidders are expected to provide a fixed price including logistic costs as per the ones described in the question. In case that this is not possible detailed description and involved costs shall be described.