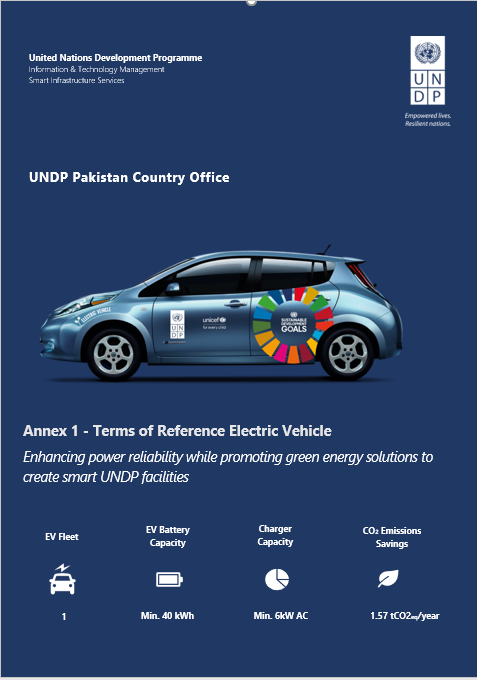
**Annex 1: Terms of Reference: Electric Vehicle**



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Acronyms

|  |  |  |
| --- | --- | --- |
| **AI** - Artificial Intelligence |  |  |
| **COB -** Close of Business  **CO -** Country Office  **EV -** Electric Vehicle  **EVSE -** Electric Vehicle Supply Equipment |  |  |
| **GHG** - Green House Gas |  |  |
| **HQ** - Head Quarters |  |  |
| **ICT** - Information and Communications Technology |  |  |
| **IoT** - Internet of Things |  |  |
| **O&M** - Operation and Maintenance |  |  |
| **ITM** - Information and Technology Management |  |  |
| **SDGs** - Sustainable Development Goals |  |  |
| **TOR** - Terms of Reference  **UAT** - User Acceptance Test  **UNDG** - United Nations Development Group  **UNDP** – United Nations Development Programme |  |  |

**Terms of Reference: Electric Vehicle**

**UNDP Pakistan Country Office**

Scope of the Document

The Terms of Reference (TOR) sets the requirements to facilitate smart and clean energy solutions to secure country office (CO) activities in **UNDP Pakistan** by supplying, including after-sales services an electric vehicle (EV). An overall high-quality solution is expected, as the vehicle will be a showcase.

Structure of the Document

The ToR include the following components:

1. Introduction
2. Project Description
3. Statement of Work
4. Tasks and Responsibilities
5. Documentation
6. Project Management and Communication Plan

All the requirements included in this ToR are numbered and boxed.

1. **Introduction**

UNDP has proposed various greening initiatives with the aim of reducing its global carbon footprint. Such initiatives include energy efficiency measures, installation of solar PV systems for clean energy supply, and not less important transition to an electric vehicle (EV) fleet. An objective of developing e-Mobility is to work with local players in the country for the implementation of these solutions. This is key to success on the organisation’s mandate, interconnecting technologies and people in pursuit of economic and social development and inspiring other players to enable widespread adoption. The values and opportunities offered through e-Mobility implementation include:

1. Reduced dependence on fossil fuels
2. Reduced carbon emissions and local pollution throughout UNDP operations;
3. Ensured business continuity;
4. Increased energy efficiency;
5. Increased awareness of environmental benefits of fleet electrification.
6. **Sustainable Development Goals**

The Sustainable Development Goals (SDGs) are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including those related to poverty, inequality, climate, environmental degradation, prosperity, and peace and justice. The Goals interconnect and in order to leave no one behind, it is important that we achieve each Goal and target by 2030.[[1]](#footnote-1)

As a leading agency in the fight against climate change, UNDP is committed to “walk the talk” by demonstrating that we run our operations in a resources-efficient, sustainable, and accountable way.



*Figure 1 - The Global Goals for Sustainable Development*

Substantial progress has been achieved in making UNDP “greener,” more resilient operations both at Headquarters and in many Country Offices (CO) and Regional Centers. Around the world, our offices are working to minimize the environmental impact associated with operations, from green building renovations and sustainable procurement practices to staff training and bicycling programs. By now, over 20 UNDP CO – out of a total of 167 - have installed or are installing photovoltaic systems to reduce Green House Gas (GHG) emissions and enhance office energy security.

Recently UNDP adopted a ‘Climate Neutrality and Sustainability Plan for Global UNDP Operations’ committing UNDP to reduce GHG emissions by 10% over 5 years and achieving climate neutrality for global operations starting effective 2014 [[2]](#footnote-2).

1. **Smart UN Facilities**

The concept of Smart UN Facilities revolves around using data insights and interconnected technologies to transform UN Country Offices and related facilities into “smart” premises; in effect, local capacity to carry out the UN’s goals is augmented.

This is rooted in two aspects, which are manifested in multiple technology systems provided by the Information & Technology Management Unit (ITM):

1. Fourth Industrial Revolution – the advent of connected technologies including robotics, the Internet of Things (IoT), autonomous vehicles.
2. Smart cities – utilization of sensors for data collection, insights, analysis, and subsequent enhancement of services.

In view of the benefits, it leads to make the first step in transitioning into a low-carbon and digital organization through smart integration of various equipment. As it is depicted below, **Error! Reference source not found.** shows the main technologies that set and establish the Smart UN Facilities including:



*Figure 2 - Smart UN Facilities Framework*

1. Energy & Mobility
2. ICT, Business Intelligence & AI
3. Big Data & Internet of Things
4. Security
5. **Seven Step Green Energy Process**

Graphical user interface

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*Figure 3 - Seven Step Green Energy Solution*

Use of the United Nations Development Group (UNDG) recommended 7-Step process will be adopted for the project. The approach is a holistic end-to-end process with preliminary assessment of project practicability and the post-installation operation & maintenance. This is depicted in *Figure 3* and elaborated in the subsequent text.

**Step 1: Preassessment & Vehicle Utilization**

The CO is required to complete a Preliminary Site Survey form, which will provide detailed information on fleet utilization, driving patterns, power source reliability, and electrical installations. Throughout this step, the client will gain a more educated and informed understanding of their vehicle utilization and the benefits stemming from potential EV/EVSE implementation. Information gathered with the Preliminary Site Survey will help identify cost and financial and environmental benefits for the premises while exploring the feasibility of adopting e-Mobility solutions. ITM also carries out local market research to identify available EV brands and models.

**Step 2: Business Case**

This step serves to provide essential information and data for decision-making. With the information gathered during Step 1, ITM uses In-house tools for financial & environmental analysis to provide project costs, annual savings, payback time and CO2 savings.

A Business Case document is developed by the Green Energy team as an output of Step 2. In-depth technical, environmental, and economic assessments are presented to the client with different EV(s)/EVSE solutions to match premises’ interests and actual project feasibility. Throughout this step, the client can make an informed decision on the desired solution, considering estimated investments required and potential long-term savings, among other preliminary essential figures.

**Step 3: Procurement & Site Preparation**

If following a local procurement process, a Terms of Reference (ToR) for EV(s) and EVSE will be published during this step, reflecting the technical requirements of the project components to ensure high-quality proposals and best value for money. Evaluation of bids/proposals will be carried out jointly between ITM and the CO. At the end of Step 3, and after assessing all offers received, a Purchase Order is signed with the awarded supplier.

**Step 4: Site-survey – vendor**

Local electrician performs the Site Survey as a result of Step 4. It consists of a comprehensive gathering of all the necessary data required to prepare the EVSE installation. Throughout this step, the electrician gains relevant on-ground information to develop the Site Survey Report and final technical design.

**Step 5: Design**

The Final Technical Design, along with the Site Survey Report, are provided to ensure compliance with all technical requirements stated in Step 3. The client will be aware of the final technical specifications of the e-Mobility solution and the implementation timeline for the project.

**Step 6: Installation**

The actual installation of the EVSE represents one of the main outputs of this step along with the EV delivery, paving the way to the Operation and Maintenance phase (O&M). During step 6, a User Acceptance Test (UAT) is carried out: a signed checklist confirming full compliance with all pre-established requirements and responsibilities. Soon after installation, however, training for local staff on the usage of EV/EVSE is provided by the vendor to promote the development of the local workforce.

**Step 7: Operation & Maintenance**

The Green Energy Team will produce a two-pager annual report and share it with the client, highlighting the system's performance, benefits accrued to date, and possible system improvements. As an additional output of this stage, the vendor provides after-sales services for the EV(s) and the EVSE (if needed) to ensure the optimal operation of the solution.

**Communication and Publicity**

Parallel to the 7-step process of green energy solution, ITM Communications Team and the CO Communications Team carry out the promotions of the successful project within the country and globally through the UN network. This process involves highlighting the benefits of the installed system and spread word about the human impact. Furthermore, this aims at motivating similar installations in other parts of the country.

1. **Project Description**

The goal of this assignment is to select a responsible party (private sector company) based on a competitive process willing to participate in the procurement of an electric vehicle. The responsible party is requested to collaborate with UNDP Pakistan, by procuring 1 electric vehicle that meets the requirements listed in **section 3.3 and 3.4**. The vehicle will serve UNDP daily operations, a majority of which will be city commute.

UNDP Pakistan premises is located on the *4th Floor, Serena Business Complex, Khayaban-e-Suharwardy,  
Islamabad, Pakistan.*

1. **Statement of Work**
2. **Vendor**

The vehicle manufacturer should satisfy the following conditions:

1. At least 5 years of experience in the vehicle network management, electric vehicle market, IT, electric equipment market, services in electric installations or providing services in this area of interest.
2. **After-sales service**

The vendor must be able to comply with the requirements for after-sales services and maintenance processes. In case the vendor is not located in Pakistan (preferably in Islamabad) to allow for a reasonable response time, it must show proof of a formal agreement with a local representative with relevant experience to perform such requirements. This aligns with UNDP’s mission of developing local capacity. If the vendor is located in Pakistan - Islamabad only then a local representation is not necessary.

Please include the following in the offer document if an agreement with a local representative:

1. Letter signed by both parties, confirming relationship between vendor and local partner.
2. Profile of the local partner, including documentary evidence of relevant experience and services.
3. Official documentation stating that the Local Partner is a registered business in the country.

Both the vendor and the local partner (if applicable) need to agree on the warranty and maintenance terms discussed in **section 3.3.56 and 3.4 and must be aware of the high-quality expectations for the solution, as the system will serve as a showcase at both national and international levels.** This needs to be proved through a signed document stating the mentioned points. Note that the vendor is responsible for the requirements mentioned in section 3,4 and not the local partner.

As the local partner may be required to go on-site during the O&M phase for maintenance and/or troubleshooting, it should be based in a strategic location within proximity to the Country Office. In case of a critical incident, the local partner (or the vendor itself, if no local partner is needed) shall acknowledge the issue and perform the required activities depending on the identified incident priority.

1. **Technical Requirement**

Bidder shall supply and deliver manufacturer’s standard for the following specifications of **Electric Vehicle OR EQUIVALENT,** Suitable for use by: **UNDP Pakistan Country Office.**

Table 1 - Technical Specifications of the EV

|  |  |  |
| --- | --- | --- |
| **No.** | **Item** | **Description** |
|  | **General** | SUV type |
|  | Right Hand Drive (RHD) |
|  | Minimum of five (5) passenger seats |
|  | Minimum torque of 250 Nm |
|  | Year 2021 model or later |
|  | **Battery** | Battery Electric Vehicle (BEV) |
|  | Minimum battery size of 40 kWh |
|  | Minimum driving range of 300 km (according to NEDC rating) |
|  | Minimum AC charging capability of 6 kW |
|  | **Connector type** | Connector Type   1. Mennekes IEC62196 (Type 2) |
|  | **Charging cable** | Single-phase 230 VAC 50 Hz destination charger for charging at home |
|  | **Dimensions** | Length ≥ 4300 mm |
| Width ≥ 1800 mm |
| Height ≥ 1600 mm |
| Ground clearance of 150 mm or more |
|  | **Wheels/Tyres** | 1. Standard alloy rims 2. Minimum of 17 inches in diameter |
|  | **Steering** | Electric Power Steering |
|  | **Brakes** | 1. Disc brakes with regenerative braking mechanism 2. Electronic parking brake |
|  | **Display/Gauges** | The system shall include the onboard display with all the gauges, indicators, signals as necessary for efficient operation, functional monitoring that includes (but not limited to) battery charge indicator, temperature, pressure, transmission gauge etc |
|  | **Tool Kit** | A set of toolkit for general maintenance purposes and tyre repair kit shall be provided |
|  | **Other Essentials** | The vehicle shall be equipped with the following essential accessories but kindly note that it shall not be limited to the below-mentioned items. The vendor could propose more inbuilt options as per the manufacturer´s standard |
|  | **Climate Control** | 1. Air Conditioning for cooling and heating 2. Air Filter |
|  | **Audio** | HD Radio with FM station reception |
|  | **Seats** | Seat, 4-way (or more) manual bucket driver seat |
|  | Seat, 2-way (or more) manual bucket front passenger seat |
|  | Height-adjustable front and rear head restraints |
|  | **Windows** | Power windows |
|  | **Instrumentation** | Shift position indicator (A/T) |
|  | Rear-view camera |
|  | **Mirrors** | Power-folding side mirrors |
|  | Rear-view mirror |
|  | **Lights** | Fog lights |
|  | Headlight range control |
|  | Headlamp |
|  | **Flooring** | Carpeting |
|  | **Convenience** | Front sun visors |
|  | 12 Volt Accessory Power Outlet |
|  | USB port |
|  | Smart Key |
|  | Push Button Start |
|  | **Safety** | Front airbag for the driver and passenger |
|  | Head and side airbag |
|  | Front and rare safety belts |
|  | Anti-lock braking system (ABS) |
|  | Brake assist system (BAS) |
|  | Electronic stability control (ESC) or equivalent |
|  | Hill assist control (HAC) |
|  | Lane-keeping assist system (LKAS) |
|  | Park distance control |
|  | **Security** | Engine immobilizer |
|  | Anti-theft alarm system |
|  | Power door locks |
|  | **Warning** | Door ajar |
|  | Front driver and passenger seat belt warning |
|  | **Exterior Colour** | Factory standard  UNDP Pakistan reserve the right to choose from available factory standard colours during the ordering process. |
|  | **Interior Colour** | Factory standard  UNDP Pakistan reserve the right to choose from available factory standard colours during the ordering process. |
|  | **Infotainment and Connectivity** | Dynamic cruise control |
| Bluetooth® wireless technology for hands-free calling and phonebook downloading capabilities |
| Navigation Business |
|  | **Parts, Repairs and Training Manuals** | 1. The successful bidder shall supply UNDP Pakistan with access to a comprehensive training manual in English which describes:  * Appropriate use of the vehicle purchased * Appropriate charging pattern and use of the vehicle’s battery * Inappropriate use/charging patterns that could damage the battery, that is not covered by the warranty of the car and should be avoided * Comprehensive repairs and parts manual which identifies the component parts and describes the appropriate process for repairing the vehicle purchased.  1. Hard copy manuals meeting these requirements must be provided via printed copy, CD or DVD. Where hard copy manuals are provided, at least one copy of the vehicle model type ordered is required and shall be delivered with the vehicle prior to the UNDP Pakistan issued payment. 2. All signs and instructions in the vehicle must be in English. |
|  | **After-sales service** | Availability of an authorized service center in Pakistan (Islamabad Preferably) that can provide corrective and preventive maintenance as well as a firmware update. |

1. **Warranty**

Table 2 - Warranty Specifications of the EV

|  |  |  |
| --- | --- | --- |
|  | **Warranty** | Vehicle-limited warranty covers 3 year(s) or 100,000 km. |
|  | Towing Service: In the event of a mechanical breakdown normally covered under the Vehicle Warranty, the vehicle should be transported at no cost to the nearest car dealer maintenance garage. |
|  | Warranty certification/documentation for the EV including a summary overview of warranty arrangements shall be included in the system documentation.   1. An overview of available warranty extension options for main components shall be provided. 2. Any cost associated with warranty replacements during the warranty period will be borne by the supplier. |

1. **Tasks and Responsibilities**

For clarity on roles and responsibilities of UNDP eMobility projects, this section provides the list of major activities and related responsibilities for the different parties. The tasks an responsibilities are presented in the form of a RACI matrix as presented below in Table 3.

Table 3 - RACI-matrix

|  |  |  |
| --- | --- | --- |
| **R** | RESPONSIBLE | Person(s) responsible for doing the work |
| **A** | ACCOUNTABLE | Person accountable for signing of the work (max.1) |
| **C** | CONSULTED | Person consulted before and during the task |
| **I** | INFORMED | Person informed of work progress/ completion |

All involved parties are listed in Table 4.

Table 4 - List of involved parties.

|  |  |
| --- | --- |
| GET | Green Energy Team |
| EV VENDOR | EV vendor |
| EVSE VENDOR | EVSE vendor |
| CONTRACTOR | Person responsible for EVSE installation |
| CO | Country Office (end-user) |

The overall tasks and responsibilities of all involved parties are indicated in Table 5 following UNDP 7-Step for eMobility projects, while Figure 4 shows the average time for each step.

Timeline

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Figure 4 - Documents and Deliverables Timeline

Table 5 - Mandatory tasks and Responsibilities

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **7-Step**  **Process** | **Activity** | **Party** | **R/A/C/I** | **Description** |
| **Step 4** | **Contractor selection** | GET  CO | C/I  R/A | CO to contract a local electrician (contractor) for the design and installation of EVSE. |
| **Site Survey** | Contractor  GET  CO | R/A  C  I | Contract to conduct site survey to prepare technical design for the installation of EVSE. |
| **Step 5** | **EVSE single line diagram** | Contractor  GET  CO | R/A  C/I  I | Contractor to provide a single line diagram and a quote for the required civil works to prepare for the installation of EVSE. |
| **Final design review** | GET  CO | R/A  I | GET to review and clear the final design submitted by the contractor |
| **Step 6** | **Civil works and site preparation** | Contractor  GET  CO | R/A  C  A | Provide civil works for EVSE installation including   1. Site preparation 2. Installation of mains supply earthing (if not integrated in EVSE). |
| **Shipment of EV/EVSE** | **EV/EVSE Vendor**  GET  CO | R  A  IC | EV and EVSE vendors shall hand over EV and EVSE components to UNDP’s freight forwarder according to incoterms |
| **Customs clearance** | GET  CO | I  R/A | Customs clearance of equipment. |
| **Verification of items delivered** | Contractor  GET  CO | R  C/I  A | Verification of equipment delivered. |
| **Installation** | Contractor  GET/CO  EVSE Vendor | R/A  I  C | Install and test EVSE.  The installation should follow the guidelines of IEC 63049. |
| **EV/EVSE Training** | **EV/EVSE Vendor**  CO  GET | R/A  I  C/I | EV and EVSE training to the end-users (CO) shall be provided by EV and EVSE vendors. CO suggests a training date and mobilizes the staff for training. |
| **UAT** | GET  CO  **EV/EVSE Vendor** | A  R  C | EV and EVSE inspection will be performed during commissioning by GET or the CO focal point. UAT shall be developed in collaboration with GET, following a template and guidelines that will be provided by GET further in the process. |
| **Step 7** | **Maintenance** | GET, CO  **EV/EVSE Vendor** | R/A  C | After-sales services shall be provided by the vendor.  Vendor technical support and/or helpdesk contact information and procedures of local partners including escalation procedures shall be provided. |

1. **Documentation**

After award of contract and formalization of purchase order (PO), the supplier shall deliver all the documents listed in Table 6 by e-mail to UNDP ITM ([itm.green.energy.team@undp.org](mailto:itm.green.energy.team@undp.org)) and copy UNDP Pakistan pakistan.procurement.info@undp.org.

Table 6 – Documents after award of contract

|  |  |  |
| --- | --- | --- |
| **No** | **Document** | **Description** |
|  | **Bill of materials** | Complete list of equipment to be supplied. |
|  | **Shipping documents** | 1. Invoice 2. Packing list 3. Bill of lading 4. Insurance |
|  | **Warranty documents** | Warranty certification/documentation for the electric vehicle, including summary overview of warranty arrangements (technical and logistical).   1. Overview of available warranty extension options for main components 2. Cost associated with warranty replacements during the warranty period will be borne by the supplier 3. Cost associated with the maintenance and technical support for the electric vehicle during maintenance subscription will be borne by the supplier |
|  | **Testing procedure** | List of tests that will be carried out and respective pass/fail criteria. |
|  | **User acceptance testing report and proof of performance to UNDP** | Results of the individual tests and system performance test as outlined in the testing procedure; sign off by vendor, UNDP ITM and system user; any deviations and pending tasks need to be recorded. |
|  | **Training manual/guide** | 1. Provide manuals 2. Include Electric Vehicle Training guide and videos if available |
|  | **O&M Manual and**  **troubleshooting guide** | 1. Electric Vehicle Maintenance and Troubleshooting Essentials Guide for Country Office (day-to-day operations) 2. Description of correct operation and maintenance of the car Troubleshooting in case of errors 3. Preventive and corrective maintenance logs |
|  | **After sales service agreement** | Agreement between UNDP country office, vendor and system user, defining the scope of the included maintenance (corrective and preventive) such as changing brake pads, salon filters, air filter and firmware update if needed other and technical support (on-site). |
|  | **Maintenance reports** | Electric Vehicle Regular Maintenance Technical Report(s). |
|  | **Photo and video documentation** | Documentation of the car commissioning, and testing, such as:   1. Training of local staff 2. Overview of the Electric Vehicle |

# 

1. **Communications Management Plan**

This section sets the communication framework for the life of the EV delivery and implementation. The overall desirable outcome is to keep all parties well informed in a timely fashion to avoid disruption and possible misaligned expectations.

|  | Communication Activity | Description | Frequency | Format/Channel | Deliverable | Responsible | Accountable | Consulted | Informed |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Publishing RfQ | Final ToR & RfQ | As needed | e-mail | Final RFQ | GET, CO | CO | Vendors | GET/CO |
| 2 | Receipt of bids | Update on progress | Weekly | Meeting | Status update | CO | CO | GET | CO |
| 3 | Evaluation | Technical & financial | After submission | e-mail | Final assessment results | CO, GET | GET | - | CO |
| 4 | Winner Announcement | Outcome notification | After evaluation | e-mail | Informational message, PO | CO | GET | Vendors | CO |
| 5 | Shipping | Shipment of goods | As per provided timeline | e-mail | Invoice, Packing list, Bill of lading, Insurance | Vendor | Vendor | CO, GET | - |
| 6 | Customs clearance | Clearance of good at the CO | As needed | In person, e-mail | Clearance confirmation | CO | CO | Vendor | GET |
| 7 | Commissioning | Schedule for training, UAT, etc. | End of each installation | e-mail | Signed UAT, checklist, etc. | Vendor, GET | Vendor | CO | - |
| 8 | Invoice Payment | Receipting and disbursement | As per agreed plan | e-mail, phone | Invoice, payment confirmation | GET | GET | Vendor | CO |
| 9 | System Maintenance | Periodic and general support | As needed | e-mail, phone | Maintenance report | GET, Vendor | Vendor | CO | - |

1. **Project Team Contact Details**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Designation | E-mail | Phone # |
| Country Office (CO) | Procurement Unit | pakistan.procurement.info@undp.org | TBA |
| ITM GET (GET) | Project Manager | [itm.green.energy@undp.org](mailto:oimt.green.energy@undp.org) | +45 45 33 61 14 |
| <<Vendor name>> (Vendor) | Solution provider | Vendor’s email TBA | TBA |

1. **Communications Conduct**

**Meetings:** - Ad-hoc project meetings will be convened whenever there is need for in-depth discussions that cannot be achieved through e-mail or telephone communication. A record of the meeting proceedings will be kept, particularly action points and agreed decisions.

**Email:** - E-mail communication is considered an official record in UNDP and this applies for e-mobility projects as well. Most issues and information with clear cut intents will be communicated through e-mail to the relevant parties. To keep all informed and for audit trail purposes, all parties should be copied as suitable, and the same thread used as much as possible. All circumstances that may impact on delivery timelines should be proactively communicated by the concerned party to allow for timely resolution.

**Informal Communications: -** For successful and timely project implementation, informal communication is a necessary ingredient. Given the nature of the projects, interaction between the parties, informal communication will form a sizable chunk of overall communication in this project. However, caution needs to be exercised to avoid negative consequences at a later stage. All communication that commits either part/stakeholder should be formally documented and communicated according

1. **Delivery Requirement**

|  |  |
| --- | --- |
| **Delivery Requirements** | |
| **Delivery date and time** | Bidder shall deliver the goods after Contract signature. |
| **Delivery Terms (INCOTERMS 2020)** | DAP |
| **Customs clearance**  **(must be linked to INCOTERM** | Not applicable  Shall be done by:  UNDP Pakistan  Supplier/bidder  Freight Forwarder |
| **Exact Address(es) of Delivery Location(s)** | United Nations Development Programme Pakistan Country Office  UN Offices Serena Business  Complex G5  Islamabad, Pakistan  Contact details:  Yasir Khaldoon yasir.khaldoon@undp.org |
| **Distribution of shipping documents (if using freight forwarder)** | The country office will proceed to the customs clearance once the supplier provides shipping documents.  Once the shipping documents are shared with the country office, the supplier must await the greenlight of the country office before shipping the items. If items are shipped before green light is given, and in case storage costs, or any additional costs, are charged by Customs Authorities, it will be the responsibility of the supplier to pay for these extra expenses. |
| **Training on Operations and Maintenance** | 1. All documentation must be in English. 2. Operation manuals must also be provided in Urdu. |
| **Warranty Period** | Warranty certification/documentation of the vehicle, including summary overview of warranty arrangements (technical and logistical).   1. Overview of available warranty extension options for main components. 2. Cost associated with warranty replacements during the warranty period will be borne by the supplier. 3. Cost associated with the maintenance and technical support for the electric vehicle during maintenance subscription will be borne by the supplier. |
| **Local service support requirements** | Local Service Support Requirements: - Supplier is required to have a branch established in Pakistan, and preferably in Islamabad.  - Supplier must have a local partner who is a legally representative or subsidiary of the brand, not just a sales office. |
| **Preferred Mode of Transport** | Air/Land/Sea |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Appendix I: Compliance Response Form** | | **Understood** | **Understood with reservations** | **Comments** | **Reference** |
| 1. **Introduction** | | | | | |
| [1.2](#ref2) | **Sustainable Development Goals** | ☐ | ☐ |  |  |
| [1.2](#ref3) | **Smart UN Facilities** | ☐ | ☐ |  |  |
| [1.3](#ref4) | **7-Step Green Energy Process** | ☐ | ☐ |  |  |
| 1. **Project Description** | | ☐ | ☐ |  |  |
| 1. **Statement of Work** | | | | | |
| 3.1 | **Vendor** | ☐ | ☐ |  |  |
| 3.2 | **After-sales service** | ☐ | ☐ |  |  |
| **3.3 Technical Requirements** | | ☐ | ☐ |  |  |
| 3.3.1-3.3.5 | **General** | ☐ | ☐ |  |  |
| 3.3.6-3.3.9 | **Battery** | ☐ | ☐ |  |  |
| 3.3.10 | **Connector type** | ☐ | ☐ |  |  |
| 3.3.11 | **Charging cable** | ☐ | ☐ |  |  |
| 3.3.12 | **Dimensions** | ☐ | ☐ |  |  |
| 3.3.13 | **Wheels/Tyres** | ☐ | ☐ |  |  |
| 3.3.14 | **Steering** | ☐ | ☐ |  |  |
| 3.3.15 | **Brakes** | ☐ | ☐ |  |  |
| 3.3.16 | **Display/Guages** | ☐ | ☐ |  |  |
| 3.3.17 | **Tool kit** | ☐ | ☐ |  |  |
| 3.3.18 | **Other Essentials** | ☐ | ☐ |  |  |
| 3.3.19 | **Climate control** | ☐ | ☐ |  |  |
| 3.3.20 | **Audio** | ☐ | ☐ |  |  |
| 3.3.21-3.3.23 | **Seats** | ☐ | ☐ |  |  |
| 3.3.24 | **Windows** | ☐ | ☐ |  |  |
| 3.3.25-3.3.26 | **Instrumentation** | ☐ | ☐ |  |  |
| 3.3.27-3.3.28 | **Mirrors** | ☐ | ☐ |  |  |
| 3.3.29-3.3.31 | **Lights** | ☐ | ☐ |  |  |
| 3.3.32 | **Flooring** | ☐ | ☐ |  |  |
| 3.3.33-3.3.37 | **Convenience** | ☐ | ☐ |  |  |
| 3.3.38-3.3.46 | **Safety** | ☐ | ☐ |  |  |
| 3.3.47-3.3.49 | **Security** | ☐ | ☐ |  |  |
| 3.3.50-3.3.51 | **Warning** | ☐ | ☐ |  |  |
| 3.3.52 | **Exterior Colour** | ☐ | ☐ |  |  |
| 3.3.53 | **Interior Colour** | ☐ | ☐ |  |  |
| 3.3.54 | **Infotainment and Connectivity** | ☐ | ☐ |  |  |
| 3.3.55 | **Parts, Repairs, and Training Manuals** | ☐ | ☐ |  |  |
| 3.3.56 | **After-sales Service** | ☐ | ☐ |  |  |
| 3.4.1-3.4.5 | **Warranty** | ☐ | ☐ |  |  |
| **4** | **Tasks and responsibilities** | ☐ | ☐ |  |  |
| [**5**](#documentation) | **Documentation** | ☐ | ☐ |  |  |
|  | **Bill of materials** | ☐ | ☐ |  |  |
|  | **Shipping documents** | ☐ | ☐ |  |  |
|  | **Warranty documents** | ☐ | ☐ |  |  |
|  | **Testing procedure** | ☐ | ☐ |  |  |
|  | **User acceptance testing report and proof of performance to UNDP** | ☐ | ☐ |  |  |
|  | **Training manual/guide** | ☐ | ☐ |  |  |
|  | **O&M Manual and**  **troubleshooting guide** | ☐ | ☐ |  |  |
|  | **After sales service agreement** | ☐ | ☐ |  |  |
|  | **Maintenance reports** | ☐ | ☐ |  |  |
|  | **Photo and video documentation** | ☐ | ☐ |  |  |

**Who we are  
UNDP ITM/CIAS**

**Our Vision**

Creating Smart Facilities to build local capacity and inspire a movement.

**Our Mission**

To support and guide Country Offices in leveraging technology for efficient delivery on the organization’s mandate.

**The Information and Technology Management is the leader in digital transformation, so UNDP can be agile and effective in its global delivery.**

UNDP ITM is headquartered in New York and UN City Copenhagen Denmark, a smart facility which hosts 9 UN agencies and is built with a high focus on sustainability. Our combined efforts provide standardized practices for UNDP country offices to achieve the Sustainable Development Goals and incite other local and international entities to follow our lead.

To illustrate our work, in the wake of the 2014 West Africa Ebola outbreak, country offices in Guinea, Sierra Leone and Liberia could not rely on the grid to meet their energy requirements and diesel shortages restricted access to a sufficient power supply. In order to address this, UNDP ITM leveraged its experience in implementing smart facilities to roll out solar solutions in the affected countries.

Following this outbreak, UNDP ITM has aided the installation of solar panel systems in over 13 countries worldwide.

We look forward to implementing the Smart Facilities concept even further.

1. About the Sustainable Development Goals

   (https://www.un.org/sustainabledevelopment/sustainabledevelopment-goals/ [↑](#footnote-ref-1)
2. UNDP - Greening the Blue Initiative (http://www.greeningtheblue.org/what-the-un-is-doing/unitednationsdevelopment-programme-undp) [↑](#footnote-ref-2)