

REQUEST FOR PROPOSAL

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT

FOR THE PROVISION OF FLEET TELEMATICS SOFTWARE SOLUTIONS, FLEET TELEMATICS HARDWARE SOLUTION, AND DATA CONNECTIVITY

RFP DOCUMENTS

- Annex A: Terms of Reference (TORs)
- Annex B: Technical Offer Form
- Annex C: Financial Offer Form
- Annex D: UNHCR General Conditions of Contracts for the provision of Goods and Services - 2018
- Annex E: UNHCR Special Conditions for Cloud-based Services
- Annex F: UN Supplier Code of Conduct

AMENDMENT 1.:

This is to notify the Bidders that Annex A – Terms of Reference (ToR) is amended as follows.

In Section 1.1 Background, paragraph *"The Fleet telematics solution is expected to significantly bolster UNHCR's ability to monitor and manage its fleet and drivers, facilitating the expansion of fleet management to potentially include heavy vehicles (trucks and buses) and motorcycles."* shall read as follows:

"The Fleet telematics solution is expected to significantly bolster UNHCR's ability to monitor and manage its fleet and drivers, facilitating the expansion of fleet management to potentially include heavy vehicles (trucks and buses)."

In addition, Annex B - Technical Offer Form - B2.2.15 *"Confirm and provide evidence that the offered mobile application(s) has the possibility to create **manual trip event entries, receipt scanning, etc.** The application should serve a driver to record trip events related to individual assets (vehicles, motorcycles, etc.), regardless the type of vehicle."* shall read as follows:

"Confirm and provide evidence that the offered mobile application(s) has the possibility to create manual trip event entries, receipt scanning, etc. The application should serve a driver to record trip events related to individual assets (vehicles), regardless the type of vehicle."

Motorcycles are not under the scope of this RFP. The amended ToR and Technical Offer Form are now attached to this RFP. All other terms and conditions remain unchanged.

RFP KEY DATES:

RFP Issue Date	As specified in the CERP
Pre-bid attendance confirmation deadline	20 February 2025
Questions submission deadline	20 February 2025
Pre-bid conference date	24 February 2025
RFP Submission deadline	As specified in the CERP

IMPORTANT:

If you are interested in submitting a bid in response to this RFP, please prepare your bid in accordance with the requirements and procedures as set out in this RFP and submit it by the deadline for submission of proposals set out in this document and in the Cloud ERP.

Please indicate whether you intend to submit a bid by creating a draft response without submitting directly in the system. This will enable the system to send notification in case of amendments of the tender requirements. Should you require further clarifications, kindly communicate using the messaging functionality in the system. If you experience issues accessing the Cloud ERP, please contact Istvan Marth at: martha@unhcr.org

Offers must be submitted through the Cloud ERP portal. In case you have never registered before, you can register a profile using this registration link: Supplier Portal - <https://supplier-portal.unhcr.org/> and follow the instruction in guides available in the UNHCR website: How to become a supplier | UNHCR - <https://www.unhcr.org/get-involved/work-us/become-supplier/how-become-supplier>. Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember your password or username from previous registration.

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Procurement Section
Supply Management Service
UNHCR Global Service Centre

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1 Overview

1.1 General Information

Title	Fleet Telematics Solution
Synopsis	Fleet Telematics software solutions, Fleet Telematics hardware solutions, and Data connectivity
Amendment Date	03/02/2025 2:55 PM
Amendment Description	Amendment 1: Annex A - Terms of Reference is amended. Please refer to the Cover Page of this RFP for longer reference (red fonts)

Introduction

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 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 seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 20,000 people in more than 136 countries continues to help about 122.6 million persons. 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>.

REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Global Service Centre in Budapest invites qualified suppliers, manufacturers and service providers to make a firm offer for the establishment of Frame Agreement for the provision of Fleet Telematics software solutions, Fleet Telematics hardware solutions, and Data connectivity.

UNHCR may award Frame Agreement with initial duration of 3 (three) years, potentially extendable for 2 (two) further periods of 1 (one) year each. The successful bidders will be requested to maintain their quoted price model for the duration of agreement however, for #3 Data Connectivity, UNHCR acknowledges, in the long-term, market conditions may unpredictably change. As a result, Contractor may be exceptionally allowed to submit a fully documented request for price revision, duly supported with relevant market index. UNHCR, at its sole discretion, will decide in due time on such a request. The provisions governing this process will be detailed in the Frame Agreement.

The estimated annual requirement of UNHCR is as estimated in the Annex A – Terms of Reference. Please also refer to the estimated quantity and assumptions in the 1st tab of Annex C - Financial Offer Form.

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 goods / 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.

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). The standard payment terms of UNHCR is within thirty (30) days upon satisfactory delivery of goods or services and acceptance by UNHCR. Payment will be made in accordance to the General Conditions for the Provision of Goods and 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.

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 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 19 "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods 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 (RFP) 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 General Terms and Conditions attached under "Requirements-Preliminary examination"

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

INTENTION TO BID:

Bidders intending to participate in this tender are requested to create a draft response to this RFP in the Cloud ERP portal.

REQUEST FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP directly in this Cloud ERP portal using the messaging functionality. The deadline for receipt of questions is **23:59 hrs CET on 20 February 2025**. Bidders are requested to keep all questions concise.

UNHCR will reply to the received questions as soon as possible using the messaging functionality in this Cloud ERP portal and/or by attaching the list of Questions and Answers to this RFP in this Cloud ERP portal.

IMPORTANT

Please note that proposals are **NOT** to be sent using the messaging functionality. Proposals sent using the messaging functionality will result in disqualification of the offer.

PRE-BID CONFERENCE

UNHCR will organize an online supplier pre-bid conference via Microsoft Teams application, **on 24 February 2025 at 15:00 hrs (3PM) CET**. In order to participate the pre-bid conference, bidders are required to express their interest by sending a message using the messaging functionality in this Cloud ERP portal at least two working days in advance – by 20 February 2025. A maximum of two representatives per company is allowed. Names and contact details of the company's representatives must be provided in the message.

Participation to the pre-bid conference is **strongly recommended given the complexity of the requirements**. However, after the supplier conference, a Questions & Answers document will be prepared, shared via the messaging functionality and added to the list of attached documents in this Cloud ERP portal.

YOUR OFFER

Your offer shall be prepared in **English**. Please submit your offer using the Annexes provided under the requirement section. Offers not conforming to the requested formats may not be 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 will result in disqualification of the offer.

SUBMISSION OF PROPOSAL

Proposals should be submitted directly in the Cloud ERP portal and all attachments should be uploaded in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.). The Technical and Financial offers shall be submitted in the specified sections. Failure to do so may result in disqualification.

The proposal submission deadline is specified in the Overview section. Any proposal received after this deadline or outside of the Cloud ERP portal will be rejected. UNHCR may at its discretion, extend the proposal submission deadline and the notifications will be sent to all prospective bidders directly in the Cloud ERP portal. The extension

of the deadline may accompany a modification of the requirements prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

It is your responsibility to verify that your offer has been submitted properly in the Cloud ERP portal before the deadline. Please be aware that the system requirements employed by UNHCR limit the size of attachments to a maximum of 24 Mb in each required field, as specified in the Requirements Section.

UNHCR will not be responsible for locating or securing any information that is not identified in the proposal. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the proposal, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

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.

ACCEPTANCE OF PROPOSAL

UNHCR reserves the right to accept the whole or part of your proposal, or allow split or partial awards on this project.

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.

Please note that UNHCR is not bound to select any of the firms submitting proposals and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the proposal considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

CONSORTIA

In this document, "Consortia" (plural for consortium) are associations or groups of companies that engage in common activities to achieve joint objectives whose rights and obligations are set out in the Consortium's agreement.

Bidders intending to submit a proposal as a consortium shall submit with their proposal a copy of their Consortium's agreement or a letter of association confirming the establishment of the consortium. If a consortium has not been established yet, bidders shall submit a letter of intent.

Interested companies that intend to form or have formed a consortium for the purpose of this RFP shall, at the time of submission, confirm in their joint submission that they have designated one party to act as lead company. For this purpose, the consortium's agreement, or the letter of association or the letter of intent shall indicate the "Lead company" which is a member of a consortium duly authorised by other consortium members to legally represent

them and act on their behalf.

The document submitted whether consortium's agreement, or the letter of association or the letter of intent shall acknowledge that if the consortium is awarded the Contract(s), the designated party acting as lead company will be duly vested with authority to legally bind the members and the lead company will enter the Contract(s) with UNHCR, acting for and on behalf of all consortium members. The document shall also include the respective share of liability among all the members.

The lead company will sign the Contract(s) for and on behalf of all other consortium members. After the submission of the bids, and until a contract award is made, the composition of the consortium, including the designated lead company identified to represent the consortium cannot be modified. Any change in this regard will lead to the disqualification of the consortium. After the contract award, changes to the composition of the consortium requires prior approval by UNHCR. Failing to comply with this requirement may lead to the early contract termination.

SUB-CONTRACTING

In case of subcontracting, bidders are required to carefully adhere to the terms outlined in the UNHCR General Conditions of Contract for the Provision of Goods and Services, article 5 (July 2018 version).

Conflict of Interest

Bidders have an obligation to disclose any situation of actual or potential conflict of interest that impacts on their capacity to serve the best interest of UNHCR, or that may reasonably be perceived as having this effect. Failure to disclose such situations may lead to the disqualification of the Bidder or the termination of its contract.

As a general rule, bidders (including any of their affiliates/associates), in deference to the requirements shall provide professional and objective advice, and at all times, hold UNHCR's interests' paramount, strictly avoiding conflicts with other assignments. In case a situation of conflict of interest is detected, UNHCR at its sole discretion may decide to disqualify the bidder concerned or terminate the relating contract.

Parent Company Guarantee

Bidders that submit proposals as a subsidiary entity may be required to provide a parent company guarantee from each shareholder if selected as Preferred Bidder.

This is a two stage negotiation and all responses will be evaluated in two stages.

1.2 Schedule

Preview Date		Open Date	03/02/2025 2:55 PM
Close Date	11/03/2025 3:00 PM	Award Date	
Time Zone	Coordinated Universal Time		

1.3 Negotiation Controls

Response Visibility **Sealed**

Lines Settings

Rank Indicator **1,2,3...**
 Ranking Method **Multiattribute scoring**

1.4 Terms

Agreement Start Date		Agreement End Date	
Agreement Amount (USD)		Minimum Release Amount (USD)	
Payment Terms	HCR Net 30	Freight Terms	
Shipping Method		FOB	
Negotiation Currency	USD (US Dollar)	<input type="checkbox"/> Buyer managed transportation	
		Price Precision	2



2 Requirements

**Response is required*

Dear Supplier,

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested so. Failure to send the above requested information may result in disqualification of your offer from further evaluation.

Technical and Financial 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 in itself as a preference or guarantee for the award of future solicitations on the same subject.

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: 70% from the total score:

Criteria	Percentage
1. Company Qualifications	5
2. Proposed Services	62
3. Managed Services Governance	3
Total:	70

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers. The respective cut-off points for each section above is 60%, i.e. minimum passing score of Company Qualifications is 3.0; Proposed Services 37.2; Managed Services Governance 1.8. The overall cut-off point for submissions to be considered technically-compliant will be 42% out of the 70%.

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 offer** will use the following percentage distribution: 30% from the total score. 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., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component.

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.

Important: Kindly upload financial proposal documents in financial section (Financial Evaluation - Commercial) only. If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.

Pilot Testing: At the end of the evaluation process, a pilot testing will be conducted for the highest scoring proposal. An award for the tender is contingent to the preferred bidder successfully passing the pilot phase.

2.1 Section 1. RFP Documents (Technical)

***1. General Conditions of Contracts**

Please note that the General Conditions of Contracts will be strictly adhered for the purpose of any future contract.

Do you accept the UNHCR General Conditions of Contracts for the provision of Goods and Services?

Please note that by submitting your bid, it is automatically considered that your company has accepted UNHCR GCC.

Attachments:

File Name or URL	Type	Description
General Conditions of Contract	File	

Select one of the following:-

a. Yes

*2. **Eligibility and Commercial/ Supplier Registration Check:** As a prerequisite for a supplier to be deemed eligible for an award of contract, the company should not, or should not be associated with a company or individual, under procurement prohibition by the United Nations, such as prohibitions derived from the consolidated United Nations Security Council Sanctions List (available at: www.un.org/securitycouncil/sanctions/information), UN Secretariat Procurement Division list of suspended or removed vendors, UNGM/World Bank list of suspended or debarred vendors. The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (Annex J) and supporting documents. The investigation involves consideration of several factors such as: - Core business; - Track record; - Contract capacity.

Select one of the following:-

- a. No, not listed in ineligibility list(*Response attachments are optional*)
- b. Yes(*Response attachments are optional*)

Comments:

*3. **Acknowledgment of UN Supplier Code of Conduct:**

Do you Accept All terms of UN Supplier Code of Conduct attached under this requirement?

Please note that by submitting your bid, it is automatically considered that your company has accepted All terms of UN Supplier Code of Conduct.

Attachments:

File Name or URL	Type	Description
Annex F - UN Supplier Code of	File	UN Supplier CoC

Select one of the following:-

- a. Yes, Accepted

*4. RFP Annexes

Please see attached the RFP annexes as follows:

- Annex A: Terms of Reference (TORs)
- Annex B: Technical Offer Form
- Annex E: UNHCR Special Conditions for Cloud-based Services

Attachments:

File Name or URL	Type	Description
Annex B - Technical Offer Form	File	Technical Offer Form - Amendment 1
Annex A - Terms of Reference (File	Terms of Reference - Amendment 1
Annex E - UNHCR Special Condit	File	Requirements re. Cloud-based Services

Hint: Please upload your Technical Proposal and completed Technical Offer Form in the "Upload Technical Proposal" Section

2.2 Section 2. Technical Proposal (Technical)

*1. Upload Technical Proposal

Note to Bidders: Bidders are requested to upload their Technical Proposal in the attachment.

IMPORTANT: Including any financial information in the Technical Proposal will result in the disqualification of your proposal.

Select all that apply:-

- a. Upload your Technical Proposal(*Response attachments are required*)
- b. Upload your completed Technical Offer Form(*Response attachments are required*)

Comments:

2.3 Section 3. Financial Proposal (Commercial)

*1. Financial Proposal

Please provide the cost breakdown of your financial proposal as per the template and instructions provided in Annex C. Indicate the total amount here and make sure it matches with the total amount indicated under "lines" section.

IMPORTANT: In case of conflicting information between the price submitted in the Cloud ERP and Annex C (Financial Returnable) the information in the Annex C Financial Returnable will supersede

Your Financial Offer must contain an overall offer in a single currency which is indicated in this Request for Proposal.

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

The breakdown of your Financial Offer is to be submitted as per the Financial Offer Form (attached here). Proposals that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regards, 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 thirty (30) days after satisfactory implementation and receipt of documents in order.

The cost of preparing a proposal 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 within thirty (30) days after acceptance of contractor's invoice and delivery of the goods to the and/or acceptance by UNHCR of the services.

Attachments:

File Name or URL	Type	Description
Annex C - Financial Offer Form	File	Financial Offer Form

Hint: Please download the attached financial offer form, fill in the required details and upload it under this requirement.

Select one of the following:-

- a. Offer form Submitted(*Response attachments are required*)
- b. Offer form not submitted

Comments:

3 Lines

Instructions	<p>IMPORTANT: Prices should be without VAT</p> <p>The price entered in under lines must match with the prices in Annex C. In case of conflicting information between the price submitted in the Cloud ERP and Annex C (Financial Returnable) the information in the Annex C Financial Returnable will supersede.</p>
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3.1 Line Information

Line	Estimated Quantity	Response Price	Line Amount	Response Minimum Release Amount
1-Fleet Telematics Software Solution				
2-Fleet Telematics Hardware Solutions				
3-Data Connectivity - GSM only				
4-Data Connectivity - Hybrid (GSM/Satellite)				

3.2 Line Details

3.2.1 Line 1 Fleet Telematics Software Solution

Category Name	ICT Software configuration services (SaaS)	
Allow Alternate Lines	No	
Target Minimum Release Amount (USD)		Estimated Total Amount (USD)
Start Price (USD)		

3.2.2 Line 2 Fleet Telematics Hardware Solutions

Category Name	Data storage devices	
Allow Alternate Lines	No	
Target Minimum Release Amount (USD)		Estimated Total Amount (USD)
Start Price (USD)		

3.2.3 Line 3 Data Connectivity - GSM only

Category Name	ICT Data storage services	
Allow Alternate Lines	No	
Target Minimum Release Amount (USD)		Estimated Total Amount (USD)
Start Price (USD)		

3.2.4 Line 4 Data Connectivity - Hybrid (GSM/Satellite)

Category Name	ICT Data management services	
Allow Alternate Lines	No	
Target Minimum Release Amount (USD)		Estimated Total Amount (USD)
Start Price (USD)		