Date: 7th of August 2019

REQUEST FOR QUOTATION

RFQ Nº UNFPA/UZB/RFQ/2019/001 - Vehicle Maintenance Services

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

**“Provision of Vehicle Maintenance Services for UN Agencies in Uzbekistan”.**

UNFPA requires the provision of Vehicle Maintenance Services for UN Agencies in Uzbekistan as per the Terms of Reference (ToR).

This Request for Quotation is open to all legally-constituted companies that can provide the requested services and have legal capacity to deliver in the country, or through an authorized representative.

1. **About UNFPA**

UNFPA, the United Nations Population Fund, is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled.

UNFPA provides technical assistance to the countries to ensure that the reproductive health and rights of women and youth are in the heart of the development.

UNFPA expands the possibilities for women and young people to lead healthy and productive lives. To read more about UNFPA, please go to: [UNFPA about us](http://www.unfpa.org/about-us)

1. **Service Requirements/Terms of Reference (ToR)**

***A. Description***

The United Nations in Uzbekistan has in recent years been moving towards better coordination through the implementation of UN reforms and the rapid evolvement of development assistance environment towards more flexible aid modalities such as Common Funds/Common Services.

The progress in achieving this vision is expected to be gradual, and in the case of Uzbekistan, steps are already being taken to strengthen the level of collaboration in several areas, one of them being joint procurement.

**In this context, UNFPA Uzbekistan CO, on behalf of the entire UN Organization in Uzbekistan, is managing the process to establish Long Term Agreements (LTAs) for Vehicle Maintenance Services in Tashkent.**

The UN Agencies with operations in Uzbekistan which may benefit from this Long Term Agreement(s) (LTA) as per agreed terms and Conditions shall be: FAO; UNDP; UNFPA; UNICEF; UNODC; UNESCO and WHO. List of UN vehicles attached (Annex I).

Each UN agency shall designate one representative authorized to speak and act on its behalf with regard to administrative and contractual issues.

It is also understood that any resulting LTA will be non-exclusive, and shall not impose a minimum guarantee on sales volume on the part of the UN agencies.

***B. Scope of Work***

The successful service provider(s) shall provide below services to UN vehicles, in accordance with the UN Policies, Procedures and Guidelines. The products and services required by the UN organization shall basically include, but not be limited to, the following:

• The vendor shall take full responsibility for any error made through maintenance rendered and shall recover at his own cost any loss or damage.

• The vendor shall maintain an adequate inventory of parts for these models of vehicles and shall have a satisfactory source of supply for such parts as may be needed in the performance of services.

• The vendor will avail the services of his workshop and give priority to provide UN vehicles with all necessary repair and maintenance.

• The vendor shall perform all services in a diligent, skillful and professional manner in strict compliance with the provision of this TOR and the instruction of UN consistent with this TOR or respective contract.

• The vendor shall keep and maintain up to-date records of all services rendered to UN vehicles and shall remind the respective UN agency on the next service schedule.

• The vendor shall ensure that the mechanics for any repair works are skilled and sufficiently trained on the respective vehicles. Unskilled mechanics/staff shall not carry out any repairs on UN vehicles.

• The service provider shall replace the parts bought by UN by themselves.

**Type of services:**

**a) Vehicle Maintenance:**

The periodic inspections are designed to provide check of all vehicle components, allowing adequate time for repair/replacement of worn and broken parts.

**Vehicle Maintenance will fall into two (2) levels of service:**

**1. Service/Inspection level I**

**2. Service/Inspection Level II**

**SERVICE LEVEL I**

A. The engine oil to be drained from the crankcase and replaced with high quality engine oil.

B. Oil filter to be replaced with a new one that meets or exceeds the manufacturer’s recommendations.

C. Air filter to be checked and cleaned.

D. The tires are to be checked for proper air pressure.

F. A visual inspection for leakage, deterioration, or abnormal wear is to be made on the following components: drive belt(s), radiator and hoses, shock absorbers, exhaust system, and windshield wipers.

G. A check of all fluid levels, including but not limited to radiator, power steering, brakes, transmission and windshield washer. Levels are to be topped off where necessary (Cost of fluids will be added to the invoice as a line item).

H. All running and turning lights will be checked and corrected if needed. (Cost of lamps will be added to the invoice as a line item).

During Service Level I, if provisions for lubrication are indicated by Manufacturer, chassis lubrication will be performed. The service will be an additional cost to Service Level I and is shown as a separate cost on the Price Schedule.

**SERVICE LEVEL II**

A. All items contained in Service Level I.

B. The oil and fuel filters are to be replaced with a new one that meets or exceeds the manufacturer’s recommendations.

C. Air filter is to be replaced with a new one that meets or exceeds the manufacturer’s recommendations.

D. “Wheels Off” inspection of all four brakes and components.

C. Tires are to be rotated according to the pattern set forth in the vehicle owner’s manual.

**b) Ad-hoc Repairs:**

To be performed as required and as defined in work order.

NOTE: for all type of maintenance and repair work to be undertaken, UN will reserve the right to request for provision of either “labour-only” services or “labour and parts”, depending on the case. In cases where labour only is required, UN would supply the relevant spare parts.

***C. Billing and Payment procedure***

• An authorized UN officer shall sign a work order request to the vendor, specifying the plate number of the vehicle and requesting service/maintenance to be provided. Any additional works/services not provided in the work order should be approved prior the works/services take place.

• Each driver shall receive an invoice, which would clearly identify the preventative maintenance service/repairs performed once the services being complete. Each invoice will have to display the vehicle plate number of the vehicle receiving service and the date of service provided.

• Payment shall be made to the service provider directly by the ordering agency as per their financial rules and regulation after the submission of invoice.

***D. Deliverables***

The service provider will be responsible to deliver the following:

1. Proper servicing of UN official vehicles.

2. Placing stickers at an appropriate place within the vehicle indicating at what mileage the vehicle has been serviced and the next service mileage.

3. Mechanical Inspection of the vehicles with the view of diagnosing the faults.

4. Do repairs/maintenance of UN official vehicles after an approval is granted by UN.

5. Provide towing services as and when required.

***E. Duration of the Work***

1. Duration of service shall be 1 year with possibility of extension of another term of 2 years depending on the satisfactory performance of supplier.

***F. Location of Work***

1. Tashkent

***G. Qualification of successful service provider & their employees:***

1. The services provider should have proven experience in motor vehicle maintenance of more than 1 year.

2. Should have well secured garage premises to ensure safety and security of UN official vehicles while under maintenance (also adequate space).

3. Should have adequate, experienced and skilled workforce in motor vehicle maintenance i.e. motor vehicle mechanics, auto-electricians, panel beaters and spray painters.

4. Should be registered with the Registrar of Companies.

5. Should provide at least three referees whom it has dealt with for the past 1 year

6. Should have well equipped service center with vehicle lifts capable of lifting vehicles listed in

Annex II

***H. Scope of Proposal Price***

**Proposer shall submit the price for Service fee for each level of service as specified in TOR. Please insert breakdown of price in terms of jobs performance under each service (Annex III).**

1. **Questions**

Questions or requests for further clarifications should be submitted in writing to the contact person below:

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | Tatyana Nekhorina, Administrative Assistant |
| Tel Nº: | (998 71) 120 68 99, 281 58 81/83 |
| Email address of contact person: | nekhorina@unfpa.org  |

**The deadline for submission of questions is Thursday, 15 August 2019, 16:30 (Uzbekistan local time)**. Questions will be answered in writing and shared will parties as soon as possible after this deadline.

1. **Content of quotations**

Quotations should be submitted in a single e-mail whenever possible, depending on file size. Quotations must contain:

1. Technical proposal, in response to the requirements outlined in the service requirements / TORs. Technical proposal shall include:
	* Copy of organization’s registration certificate.
	* Company profile including:
		+ Year founded;
		+ Detailed description of services provided with focus on experience in motor vehicle maintenance;
		+ Address and Description of the well secured garage premises to ensure safety and security of UN official vehicles while under maintenance (also adequate space)
		+ List of clients;
		+ Available workforce in motor vehicle maintenance i.e. motor vehicle mechanics, auto-electricians, panel beaters and spray painters.
	* Statement of Satisfactory Performance or Letters of Recommendations from minimum 3 (three) clients or business partners obtained in the last year.
	* Resumes (CVs) of the Key Personnel comprising information requested as per the evaluation criteria.
	* Technical approach and methodology to meet the objectives of the ToR: understanding of the requirements for services, proposed approach, solutions, methodology and outputs (a detailed description of the manner in which your company would respond to the ToR.
2. **Price quotation in UZS**, to be submitted strictly in accordance with the Price Quotation Form.

Both parts of the quotation must be signed by the bidding company’s relevant authority and submitted in PDF format.

1. **Instructions for submission**

Proposals should be prepared based on the guidelines set forth in Section IV above, along with a properly filled out and signed price quotation form, are to be sent by e-mail to the contact person indicated below **no later than: Monday, 22nd of August 2019, 16:30 (Uzbekistan local time]**[[1]](#footnote-1).

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | **Dilafruz Tursunova, Executive Assistant to Rep** |
| Email address of contact person: | **tender.uzb@unfpa.org** |

Please note the following guidelines for electronic submissions:

* The following reference must be included in the email subject line: RFQ Nº UNFPA/UZB/RFQ/2019/001 – Vehicle Maintenance Services. Proposals that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
* The total e-mail size may not exceed **20 MB (including e-mail body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
1. **Overview of Evaluation Process**

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated and scored first, prior to the evaluation and scoring of price quotations

**Technical Evaluation**

Technical proposals will be evaluated based on their responsiveness to the service requirements /TORs listed in Section II and in accordance with the evaluation criteria below.

| **Criteria** | [A] Maximum Points | [B]Points attained by Bidder | [C]Weight (%) | [B] x [C] = [D]Total Points |
| --- | --- | --- | --- | --- |
| Company Qualifications: * Profile of the company and relevance.
* Company registration certificate.
* Proven experience in motor vehicle maintenance of more than 1 year.
* Specific experience and expertise relevant to the assignment.
* Statement of Satisfactory Performance or Letters of Recommendations from minimum 3 (three) clients or business partners obtained in the last year.
* Availability of well secured garage premises to ensure safety and security of UN official vehicles while under maintenance (also adequate space).
 | 100 |  | 35% |  |
| Proposed Services:* Technical approach, methodology and level of understanding of the objectives of the ToR.
* Confirmation that the service provider can deliver the requested services and would perform the full range of services.
* Confirmation of the comprehensive understanding of the customer requirements for services.
* Description of the warranty and guarantee conditions applicable to provided services and delivered components.
 | 100 |  | 35% |  |
| Personnel Qualifications:* List of the core personnel that will be engaged by the service provider (i.e. motor vehicle mechanics, auto-electricians, panel beaters and spray painters etc.).
* Professional Resumes / CVs of proposed personnel with description of qualification and professional experience.
 | 100 |  | 30% |  |
| ***Grand Total All Criteria*** | **300** |  | **100%** |  |

The following scoring scale will be used to ensure objective evaluation:

|  |  |
| --- | --- |
| **Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted** | **Points** **out of 100** |
| Significantly exceeds the requirements | 90 – 100 |
| Exceeds the requirements | 80 – 89  |
| Meets the requirements | 70 – 79 |
| Partially meets the requirements | 1 – 69 |
| Does not meet the requirements or no information provided to assess compliance with the requirements | 0 |

**Financial Evaluation**

Price quotes will be evaluated only for bidders whose technical proposals achieve **a minimum score of 70 points in the technical evaluation.**

Price quotes will be evaluated based on their responsiveness to the price quote form. The maximum number of points for the price quote is 100, which will be allocated to the lowest total price provided in the quotation. All other price quotes will receive points in inverse proportion according to the following formula:

|  |  |  |
| --- | --- | --- |
| Financial score = | Lowest quote ($) | X 100 (Maximum score) |
| Quote being scored ($) |

## Total score

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points.

|  |
| --- |
| Total score = 70% Technical score + 30% Financial score |

1. **Award Criteria**

UNFPA shall award a **Long Term Agreement (LTA) with duration of one year** to the Bidder(s) that obtain the highest total score. LTA may be extended for another term of 2 years subject to satisfactory performance of supplier

1. **Right to Vary Requirements at Time of Award**

UNFPA reserves the right at the time of award of contract to increase or decrease by up to 20% the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

1. **Payment Terms**

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

1. [**Fraud and Corruption**](http://www.unfpa.org/about-procurement#FraudCorruption)

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA’s policy regarding fraud and corruption is available here: [Fraud Policy](http://www.unfpa.org/resources/fraud-policy-2009#overlay-context=node/10356/draft). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](http://web2.unfpa.org/help/hotline.cfm).

1. **Zero Tolerance**

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](http://www.unfpa.org/about-procurement#ZeroTolerance).

1. **RFQ Protest**

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit, Mr. Pedro Pablo Villanueva, UNFPA Representative a.i. at pvillanueva@unfpa.org Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at procurement@unfpa.org.

1. **Disclaimer**

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).

Thank you and we look forward to receiving your quotation.

NAME, FUNCTIONAL TITLE:

**Pedro Pablo Villanueva, UNFPA Representative a.i.**

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ANNEX I:**

**General Conditions of Contracts:**

**De Minimis Contracts**

This Request for Quotation is subject to UNFPA’s General Conditions of Contract: De Minimis Contracts, which are available in: [English,](http://www.unfpa.org/resources/unfpa-general-conditions-de-minimis-contracts) [Spanish](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20SP_0.pdf) and [French](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20FR_0.pdf)

**ANNEX II: List of UN vehicles**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **AGENCY** | **Owning entity**  | **Plate Number** | **Model** | **Fuel type** | **Manufactured on:** |
| 1 | UNICEF | UNICEF | X024401 | Toyota Camry | Petrol | 2015 |
| 2 | UNICEF | UN0403 | Toyota Land cruiser 200 | Diesel | 2008 |
| 3 | UNICEF | UN0404 | Toyota Land cruiser 200 | Petrol | 2017 |
| 4 | UNICEF | UN0405 | Toyota Land cruiser Prada  | Petrol | 2009 |
| 5 | UNICEF | UN0407 | Toyota Land cruiser 200 | Petrol | 2017 |
| 6 | UNODC | UNODC | Х0243001 | Toyota Camry | Petrol | 2017 |
| 7 | UNODC | UN0305 | Toyota Land Cruiser 200 | Petrol | 2014 |
| 8 | UNODC | UN0307 | Nissan Urvan | Diesel | 2007 |
| 9 | UNODC | UN0306 | Toyota Land Cruiser 200 | Petrol | 2017 |
| 10 | UNODC | UN0318 | Toyota Land Cruiser Prado | Petrol | 2017 |
| 11 | FAO | FAO | UN0820 | Toyota Hilux  | Petrol | 2009 |
| 12 | FAO | UN0802 | Toyota Land Cruiser Prado | Petrol | 2017 |
| 13 | UNDP | ADAPTATION FUND | T024119 | Hyundai Tucson  | Petrol | 2008 |
| 14 | HCFC | T024116 | Toyota Hilux  | Petrol | 2009 |
| 15 | ADAPTATION FUND | T024120 | Hyundai Tucson  | Petrol | 2014 |
| 16 | ROL | T024122 | Hyundai Santa Fe  | Petrol | 2010 |
| 17 | RURAL  | T024117 | Toyota Land Cruiser | Petrol | 2010 |
| 18 | GEF SGP | UN0112 | Hyundai Tucson  | Petrol | 2008 |
| 19 | JP  | T024110 | HYUNDAI TUCSON  | Petrol | 2009 |
| 20 | JP  | UN0113 | HYUNDAI TUCSON  | Petrol | 2009 |
| 21 | JP  | T024114 | HYUNDAI STAREX  | Petrol | 2010 |
| 22 | SNOW LEO | T024115 | LHD Hilux Double Cabin | Petrol | 2008 |
| 23 | LAND | UN0115 | Toyota LC Prado | Petrol | 2016 |
| 24 | EU WATER | T024103 | Toyota LC Prado | Petrol | 2016 |
| 25 | UNDP CO  | X024101 | HYUNDAI GRANDEUR | Petrol | 2014 |
| 26 | UNDP CO  | UN0102 | Toyota LandCruiser | Petrol | 2015 |
| 27 | UNDP CO  | UN0103 | HYUNDAI SANTAFE | Petrol | 2013 |
| 28 | UNDP CO  | UN0106 | HYUNDAI STAREX  | Petrol | 2015 |
| 29 | UNDSS | UN0109 | Nissan Patrol | Petrol | 2012 |
| 30 | Shared/security | UN0110 | Toyota Land Cruiser  | Petrol | 2005 |
| 31 | UNFPA | UNFPA | UN0202 | Toyota Landcruiser-200 | Petrol | 2008 |
| 32 | UNFPA | X024201 | Volkswagen “Passat” | Petrol | 2013 |
| 33 | UNESCO | UNESCO | X024501 | Toyota Landcruiser Prado | Petrol | 2010 |
| 34 | UNESCO | UN0512 | Toyota Hilux Pick up | Petrol | 2011 |
| 35 | WHO | WHO | UN 0604 | Toyota Prado | Petrol | 2010 |
| 36 | WHO | X024601 | MERCEDES E 200 | Petrol | 2017 |

ANNEX III

PRICE Quotation Form

|  |  |
| --- | --- |
| **Name of Bidder:** |  |
| **Date of the quotation:** | Click here to enter a date. |
| **Request for quotation Nº:** | **RFQ Nº UNFPA/UZB/RFQ/2019/001 - Vehicle Maintenance Services** |
| **Currency of quotation :** | UZS |
| **Delivery charges based on the following 2010 Incoterm:**  | Choose an item. |
| **Validity of quotation:***(The quotation must be valid for a period of at least 3 months after the submission deadline* |  |

* Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

Letter stand for:

**R** = Replace,

**I** = Check or Inspect for operation, leakage, deterioration, or abnormal wear,

**A** = Adjust or Top up fluid levels,

**C** = Clean,

|  |  |  |
| --- | --- | --- |
| Item | Description | Price in UZS |
|  | **Service Level I** |  |
| 1.1 | Engine Oil (R) |  |
| 1.2 | Oil Filter (R) |  |
| 1.3 | Air Cleaner (I+C) |  |
| 1.4 | Fuel Filter (I) |  |
| 1.5 | Transmission Oil (I+A) |  |
| 1.6 | Sparking plugs (I+A) |  |
| 1.7 | Brake Fluid (I+A) |  |
| 1.8 | Engine Coolant (I+A) |  |
|  | **Service Level II** |  |
| 2.1 | Engine Oil (R) |  |
| 2.2 | Oil Filter (R) |  |
| 2.3 | Air Cleaner (R) |  |
| 2.4 | Air conditioner filter (R) |  |
| 2.5 | Fuel Filter (R) |  |
| 2.6 | Transmission Oil (I+A) |  |
| 2.7 | Sparking plugs (A/R) |  |
| 2.8 | Brake Fluid (I+A) |  |
| 2.9 | Engine Coolant (I+A) |  |
|  | **Other Services** |  |
| 3.1 | Chassis Lubrication |  |
| 3.2 | Wheel Bearing Lubrication |  |
| 3.3 | Complete engine check |  |
| 3.4 | Check of gearbox |  |
| 3.5 | Replacement of Absorber Shock assembly (front and rear) |  |
| 3.6 | Replacement of pad brakes and shoes (front and rear) |  |
| 3.7 | Replacement of cover, clutch and bearing |  |
| 3.8 | Repair of fuel pump |  |
| 3.9 | Wheel reversing |  |
| 3.10 | Wheel balancing (for 4 wheels) |  |
| 3.11 | Tire swapping (for 4 wheels) |  |
| 3.12 | Computer diagnostics  |  |
|  | **Consumables for service inspection I** (to indicate for every model of UN vehicle, prices are valid within 6 months) |  |
| 4.1 | Engine oil (price per 1 liter) |  |
| 4.2 | Oil filter (price per 1 pcs.)  |  |

*Vendor’s Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed **RFQ Nº UNFPA/UZB/RFQ/2019/001 - Vehicle Maintenance Services** including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

|  |  |  |
| --- | --- | --- |
|  | Click here to enter a date. |  |
| Name and title | Date and place |

1. <http://www.timeanddate.com/worldclock/city.html?n=69> [↑](#footnote-ref-1)