



REQUEST FOR QUOTATION (RFQ)
Long Term Agreement (LTA) for Vehicle Repair and Maintenance Services for
UNDP Nepal and Assisted Project Office Fleet

NAME & ADDRESS OF FIRM	DATE: August 21, 2019
	REFERENCE: UNDP/RFQ/27/2019

Dear Sir / Madam:

We kindly request you to submit your quotation for **Vehicle Repair and Maintenance Services for UNDP Nepal and Assisted Project Office Fleet**, as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

This bidding exercise will result into Long Term Agreement for two years and subject to satisfactory performance of the service provider, it can be extended for additional one year.

Quotations may be submitted on or before **5:00PM, September 2, 2019** in sealed envelope by *courier mail or hand delivery* to the address below:

United Nations Development Programme
Ref: UNDP/RFQ/27/2019 (Vehicle Repair and Maintenance)
The Registry, Reception, UN House
Pulchowk, Lalitpur, Nepal

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Please take note of the following requirements and conditions pertaining to the above mentioned services:

Delivery Terms [INCOTERMS 2010] (Pls. link this to price schedule)	<input checked="" type="checkbox"/> Other: N/A
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Customs clearance, if needed, shall be done by:	<input checked="" type="checkbox"/> Supplier/Offeror
Exact Address/es of Delivery Location/s (identify all, if multiple)	Kathmandu
UNDP Preferred Freight Forwarder, if any	Not applicable
Distribution of shipping documents (if using freight forwarder)	Not applicable
Latest Expected Delivery Date and Time (if delivery time exceeds this, quote may be rejected by UNDP)	<input checked="" type="checkbox"/> Not applicable
Delivery/Work Schedule	<input checked="" type="checkbox"/> As and when required basis
Packing Requirements	
Mode of Transport	
Preferred Currency of Quotation ¹	<input checked="" type="checkbox"/> Local Currency: Nepalese Rupees (NPR.) inclusive of VAT
Value Added Tax on Price Quotation	<input checked="" type="checkbox"/> Must be inclusive of VAT and all other applicable indirect taxes
After-sales services required	<input checked="" type="checkbox"/> Warranty on Parts and Labor for minimum one year <input checked="" type="checkbox"/> Technical Support
Deadline for the Submission of Quotation	5:00PM, <u>September 2, 2019</u>
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English
Documents to be submitted	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, 3, 4, and 5, and in accordance with the list of requirements in Annex 1; <input checked="" type="checkbox"/> Latest Business Registration Certificate; <input checked="" type="checkbox"/> Latest VAT/PAN Registration Certificate; <input checked="" type="checkbox"/> Latest Tax Clearance Certificate; <input checked="" type="checkbox"/> Audit Report of past two years; <input checked="" type="checkbox"/> Client certificates from minimum 4 organizations/firms;

¹ Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNDP's issuance of Purchase Order.

	<input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;
Period of Validity of Quotes starting the Submission Date	<input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> 100% upon completion of each service/job and acceptance by UNDP
Liquidated Damages	<input checked="" type="checkbox"/> Not applicable
Evaluation Criteria	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price² <input checked="" type="checkbox"/> Full acceptance of the PO/Contract General Terms and Conditions
UNDP will award to:	<input checked="" type="checkbox"/> One to two supplier(s)
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Long-Term Agreement³ (LTA will be signed initially for two years with an option to extend for additional one year)
Special conditions of Contract	
Conditions for Release of Payment	<input checked="" type="checkbox"/> Written Acceptance of completion of the services, based on full compliance with RFQ requirements

² UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term "more superior" as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

³ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation

Annexes to this RFQ ⁴	<p> <input checked="" type="checkbox"/> Terms of Reference (Annex 1) <input checked="" type="checkbox"/> List of Workshop Staff (Annex 2) <input checked="" type="checkbox"/> List of Equipment and Tools (Annex 3) <input checked="" type="checkbox"/> List of Clients (Annex 4) <input checked="" type="checkbox"/> Price Schedule (Annex 5) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 6). </p> <p>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.</p>
Contact address for Inquiries (Written inquiries only) ⁵	<p> <i>Procurement Unit</i> <i>UNDP Nepal</i> <i>Email: query.procurement.np@undp.org</i> </p> <p>Written inquiries must be submitted mentioning RFQ Ref: UNDP/RFQ/27/2019 (SA), on or before 10:00AM, August 29, 2019. UNDP shall post the compiled inquiries with the responses in UNDP Website: http://www.np.undp.org/content/nepal/en/home/operations/procurement.html. Inquiries received after the above date and time shall not be entertained.</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers</p>

Goods offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is

⁴ Where the information is available in the web, a URL for the information may simply be provided.

⁵ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex 3.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Vendor to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your quotation.

Sincerely yours,



Niraj Shrestha

Assistant Resident Representative (Operations), UNDP Nepal

August 21, 2019

TERMS OF REFERENCE (TOR)

Provision of Vehicle Repair and Maintenance Services for UNDP Nepal and Assisted Project Office Fleet.

The United Nations Development Programme (UNDP) Nepal is in the process of selecting prospective and qualified vehicle workshop to enter into a Long-Term Agreement for provision of Maintenance and Repair Services to UNDP and its assisted projects' fleet of vehicles for the period of 2 years with possible extension for another 1 year, subject to satisfactory performance.

1. The vendor shall take full responsibility for any error made through maintenance rendered by him and shall recover at his own cost any loss or damage.
2. The vendor shall maintain an adequate inventory of fast running spare parts for those models of vehicles he/she elects to bid service on, and shall have a satisfactory source of supply for such parts as may be needed in the performance of services.
3. The vendor will avail the services of his workshop and give priority to provide UNDP vehicles with all necessary repair and maintenance.
4. The vendor shall perform all services in a diligent, skilful and professional manner in strict compliance with the provision of this TOR and the instruction of UNDP consistent with this TOR or respective contract.
5. The vendor shall keep and maintain up to-date records of all services including repair and replacement of parts rendered to UNDP's vehicles and shall remind UNDP on the next service schedule.
6. 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 major repairs on UNDP's vehicles.
7. Contractor agrees to provide services, maintenance and inspections of UNDP vehicle on Contractor's premises as agreed with UNDP and could not change condition without approval from UNDP side.
8. The vendor should provide immediate on-the-site services in case of vehicle breakdown, within Kathmandu valley as well as outside of the valley, throughout the country.
9. The vendor will have to assist UNDP in other vehicle related services such as fitting and dismantling of HF/VHF communication equipment; providing and fixing of UNDP logo/stickers in the vehicles; vehicle registration and renewal of blue books (vehicle

registration books); assist in pollution checks and obtaining of pollution stickers etc.

10. Contractor should have phone land line, email address and/or fax for continuous communication in case of emergency or unplanned replace of parts of UNDP vehicles. Billing procedures shall be in accordance with the following:

- UNDP's concerned staff 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.
- UNDP shall receive an invoice, which would clearly identify the preventative maintenance service/repairs performed once the services being complete.
- At any time the UNDP can request that replaced parts be sent at the vendor's expense to the UNDP for inspection.
- If a new vehicle is added to the fleet and it requires a filter, where the cost exceeds the quoted price, UNDP may allow a price adjustment for that vehicle.

Your quotation shall include the following information and documents:

1. **Workshop Registration Certificate and VAT Registration Certificate:** Copies of valid registration certificate and VAT registration certificate should be submitted. Original of these certificates should be brought to UNDP at the time of bid submission for verification by UNDP staffs.
2. **Experience of the Workshop:** The workshop should have minimum of 5 (five) years of work experience. Establishment date of the workshop should not be less than five years as reflected in the workshop registration certificate.
3. The workshop should have sufficient working experience in providing their services to minimum five international organizations, diplomatic missions, government and other reputed organizations during last three years. The workshop should provide the list of their valid clients to whom the firm/company provides services (including the contact details) as per the client list attached as **Annex 4**.
4. **Information on location of the workshop:** The preferred location of the workshop in close proximity from the UN House, Pulchowk, Lalitpur (for example: areas near Balkhu, Dhobighat, Kusunti, Saatdobato, Koteswar, Kupondole, Thapathali, Teku, Kuleswar etc.). The workshop should have wider access road going towards the workshop.
5. **Security Features:** The workshop complex should be well secured with high boundary walls built around its compound. There should be sufficient security lights in the compound and must have 24 hours security guards or staffs deployed.

6. **Parking Area of the workshop:** The workshop should have adequate space for parking of vehicles (Car, 4WD Jeeps) for minimum 30 vehicles at one time.
7. **Personnel Capacity:** The workshop should have employed sufficient numbers of qualified staffs and assistant staffs to provide their efficient professional services for vehicle repairs and maintenance to UNDP. A list of staffs employed by the workshop should be provided in accordance with the Form attached herewith as **Annex 2**. CV(s) and copies of the relevant technical certificates of the key personnel should be attached.
8. **List of Equipment:** The workshop should be well equipped for minimum five vehicles maintenance servicing at one time and should have at least two hydraulic lift service stations. A list of equipment owned/existing with the workshop should be provided with the quotation in the form attached herewith as **Annex 3**.
9. **Completed Price Schedule:** The workshop should provide their price in Nepalese Rupees as per the **Price Schedule** (attached as **Annex 5**).

List of Workshop Staffs (both technical and managerial):

[illegible]

(use separate sheet/s if required)

CV(s) and copies of the relevant technical certificates of the key personnel should be attached.

Name of the Workshop : _____

Signature : _____

Date : _____

List of Equipment and Tools:

[illegible]

(use separate sheet/s if required)

Evidence/documents for ownership or existence of the equipment in the workshop should be attached).

Name of the Workshop : _____

Signature : _____

Date : _____

List of Clients

[illegible]

(use separate sheet/s if required)

Clients certificates must be attached.

Name of the Workshop : _____

Signature : _____

Date : _____

FORM FOR SUBMITTING SUPPLIER'S QUOTATION⁶

(This Form must be submitted only using the Supplier's Official Letterhead/Stationery⁷)

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer bid for **Vehicle Repair and Maintenance Services**, in conformity with the requirements of UNDP as per RFQ Reference No. UNDP/RFQ/27/2019

TABLE 1 : Offer for Construction of Ramp at UN House, Pulchowk

S.N	Descriptions	TOYOTA						MITSUBISHI		NISSAN		MAHINDRA	TATA
		Landcruiser 4 Cylinders	Landcruiser 6 Cylinders	Landcruiser 8 Cylinders	Hiace	Hilux	Rav 4	Sedan/ Corolla Car	4WD	Car	Pickup	4WD/Scorpio	4WD /pickup
1	Full Servicing Charge including necessary GENUINE filters & high quality lubricants: i) Fuel Filter Change ii) Engine Oil Change, Oil Filter Change iii) Air Filter Replace or Clean iv) Body and Chassis Wash												
2	Robbin Polish, Dashboard Polish, Door Pad Polish and Vacuum Cleaning Charge: i) Related Polish and Chemicals												

⁶ This serves as a guide to the Supplier in preparing the quotation and price schedule.

⁷ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

TABLE 2 : Estimated Operating Costs (if applicable)

List of Item/s	Months	Unit Price	Total Price (NPR)
N/A			
N/A			

TABLE 3 : Offer to Comply with Other Conditions and Related Requirements

Other Information pertaining to our Quotation are as follows :	Your Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
Delivery Lead Time			
Estimated weight/volume/dimension of the Consignment:	NA	NA	
Country/ies Of Origin ⁸ :	NA	NA	
Warranty and After-Sales Requirements			
a) Training on Operations and Maintenance	NA	NA	
b) Defects Liability Period			
c) Service Unit to be Provided when the Purchased Unit is Under Repair	NA	NA	
d) Brand new replacement if Purchased item is not working at the time of delivery/installation	NA	NA	
e) Others	NA	NA	
Validity of Quotation			
All Provisions of the UNDP General Terms and Conditions			
Other requirements <i>[pls. specify]</i>	NA	NA	

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

[Name and Signature of the Supplier's Authorized Person]
[Designation]
[Date]

⁸ If the country of origin requires Export License for the goods being procured, or other relevant documents that the country of destination may require, the supplier must submit them to UNDP if awarded the PO/contract.

General Terms and Conditions for Services

<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>