



REQUEST FOR PROPOSAL (RFP)
(For Low-Valued Services)

	DATE: November 16, 2021
	REFERENCE: "RESEAL" Project and "Regional Roma Project" and "Earthquake Social Protection Response"

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Rental Service for 2 vehicles and provision of driving services, as below:**

- **RESEAL Project – duration of services : 18 months**
- **Regional Roma Project" and "Earthquake Social Protection Response" Projects – duration of services : 6 months**

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Friday, December 03, 2021** (local time).

Allowable Manner of Submitting Proposals: e-Tendering only. Bids not sent in e-Tendering system will not be considered. Proposal Submission Address: <https://etendering.partneragencies.org>.

Please acknowledge receipt of this RFP by using the "Accept Invitation" function in e-Tendering system. This will enable you to receive amendments or updates to the RFP.

Please find the link for all the procurement guides and videos:
<https://www.undp.org/procurement/business/resources-for-bidders>

- Electronic submission (e-Tendering) requirements:
- Format: PDF files only
- File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.
- All files must be free of viruses and not corrupted.
- Max. File Size per transmission: 35 MB
- UNDP reserves the rights to ask for originals during the evaluation.

Please name the submitted files following the structure of the solicitation document and consolidate the files into as few files as possible, using compression tools (zip etc.).
Your Proposal must be expressed in the **English language**, and valid for a minimum period of 120 days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

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 Proposal. 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 Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

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/business/protest-and-sanctions.html>

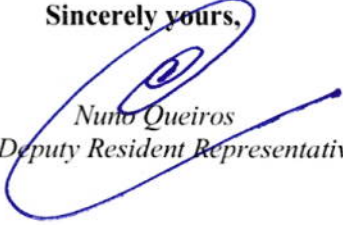
UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link :

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Nuno Queiros
Deputy Resident Representative

Description of Requirements

Context of the Requirement	<p>RESEAL Project</p> <p>Due to its geographical features and location, Albania is prone to numerous and various typologies of natural hazards, which could easily turn into disasters. Furthermore, the effects of the climate change events affecting the territory in various ways (extreme weather, floods, draughts and desertification, fires), contribute to increasing the frequency of natural disasters.</p> <p>The causal effects of disasters on human development and poverty are huge. Aside from the direct losses and damages, people are directly and indirectly impacted through losses in economic activity, health deterioration and reduced investment. Overall, disasters undermine economic growth and set back development objectives. The impact of disasters in Albania are significantly compounded by a degree of poverty, lack of infrastructure maintenance, unsafe building and land use practices linked to rapid urbanization, climate change and depletion of natural resources as well as by various other consequences of the transition, including increased physical exposure of people and assets to vulnerability as a result of migration from rural to high density urban or semi-urban areas.</p> <p>The earthquake event of 26 November 2019 was the most recent major disaster for Albania. The Post Disaster Needs Assessment (PDNA) conducted following the earthquake, revealed that the total effect of the disaster in the 11 municipalities amounted to 985 million EUR. The earthquake is estimated to have caused a combined damages and losses effect in the equivalent to 7.5% of the 2018 GDP. As a result of the earthquake, growth projections for 2020 have been revised downwards. However, besides the damage it caused, the November 2019 earthquake provided Albania a unique opportunity to reflect on how to reduce vulnerability and enhance resilience at all levels in the future.</p> <p>While assessing the performance of DRR services during the earthquake event, the PDNA' Civil Protection & DRR Sector assessment found that ".....the [earthquake] response was influenced by a series of existing vulnerabilities including: limited human resources of the National Civil Protection Agency (NCPA), absence emergency rooms at national and local level, lack of any training on emergency coordination, insufficient training and equipment of fire fighter and Urban Search and Rescue teams." Further, the earthquake occurred prior to the full implementation of the new law "On civil protection" (45/2019), and when by-laws and regulations necessary to fully implement the law, were/ not yet developed.</p> <p>Therefore, the events that followed the earthquake showed that there is an urgent need to strengthen disaster preparedness, adopt adequate rescue and response systems and procedures, and improve the capacity of firefighting services. Such capacities must become functional across the government to save lives, livelihoods, and sustain development gains.</p> <p>While UNDP Albania responded to the immediate recovery needs, it also started to prepare its engagement in the longer-term capacity building for the sector. The designed assistance, under the project, intends to support the efforts of the Government of Albania for improving the disaster risk management (DRM) system in the country. The overall objective of the project is to strengthen Albania's DRM system and support country's efforts in becoming a fully-fledged member of the EU Civil Protection Mechanism. The project is also in line with promoting the implementation of Sendai Framework for Disaster Risk Reduction (SFDRR) and is developed based on the Albania earthquake PDNA recommendations. Also, in light of the severe and acute public health emergency due to the COVID-19 global pandemic, measures related to risk preparedness and risk mitigation of biological hazards will be provided.</p> <p>The project is built upon the results of an ongoing two-tier UNDP pilots i) National DRR</p>
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	<p>Capacity Assessment and ii) pilot intervention in Lezha Municipality. At central level, the findings of the DRR Capacity Assessment would facilitate the process of strengthening DRM policy framework through drafting of the National DRR Platform for DRR and the National DRR Strategy and its Action Plan. During the capacity assessment a parallel process will focus on preparedness and response capacities related to management of biological hazards as a national and community priority. It has been recognized as part of the Sendai Framework and is globally addressed under the International Health Regulations. The Action Plan of the DRR Strategy will serve as the basis for formulating the National Civil Emergency Plan. At the institutional level, the project supports institutional strengthening of the new Civil Protection Agency (NCPA), whereas for creating an enabling framework for DRR, the project will support substantiating Civil Protection & DRR legal framework. One key ingredient of the DRR legal framework and essential element for building-back-better (BBB) during recovery is the update of the Building Codes.</p> <p>The activities proposed for strengthening Albania's Preparedness & response capacities at local level, will consist in increasing local risk knowledge through piloting the development of the DRR framework and instruments in the municipality of Lezha and then replicating Lezha model in other municipalities at the extent possible. The pilot in Lezha municipality supported a participatory process, in close collaboration with the National Agency for Civil Protection, for the development of the integrated risk assessment, the local DRR Strategy and the Local Civil Emergency Plan as well as the roadmap for tackling these processes in any new municipality.</p> <ul style="list-style-type: none"> - "Strengthen national and local systems to support the effective socio-economic integration of returnees in the Western Balkans" <p>The project is part of the IPA II Multi-Country Action, EU support to Fundamental Rights of Roma Community, and Reintegration of Returnees, entrusted to the World Bank, UNDP and the CoE. Its overall objective is to support effective reintegration of vulnerable returnees from the EU with particular attention to Roma. The specific objective is to enhance the capacity of Western Balkan authorities at central and local level to implement successful returnee reintegration policies and respond effectively to the needs of vulnerable returnees. Multi-dimensional vulnerabilities of returnees will be addressed by promoting holistic solutions of their immediate and longer-term needs through a mix of technical assistance, strategic advisory and institution building support. Moreover, the proposed activities will address the systemic gaps and institutional bottlenecks for effective governance of the process of returnees' integration. Bearing in mind that Roma constitutes a large proportion of irregular migrants, results of the project will contribute to the implementation of the broader Roma inclusion agenda. Success of the Action shall be measured by its impact on the social and economic wellbeing of returnees and their family members as well as by the level of integration of the tested models and approaches into national policies and local programmes for promotion of economic empowerment and social protection. Moreover, the Action will contribute to the socio-economic recovery of IPA beneficiaries from the devastating consequences of COVID-19 pandemic on local economies and vulnerable households. Action results will be achieved through implementation of the following outputs. Output 1. Local returnee reintegration strategies are developed with selected municipalities (ref. Key results 2.3. and 2.6 of the EU Action Document) Output 2. Elements of local returnee reintegration strategies are implemented in selected municipalities, including innovative activities on livelihoods, skills building etc. (ref. Key results 2.4. and 2.6 of the EU Action Document) Output 3. Significant number of urgent administrative issues faced by returnees are addressed. (ref. Key results 2.5. and 2.6 of the EU Action Document)</p> <ul style="list-style-type: none"> - "Earthquake Social Protection Response"
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	<p>“Strengthening the social protection response after the earthquake in Albania” project addresses social inclusion, protection and the needs of the most vulnerable groups impacted by the November 2019 earthquake. The project will increase social and economic resilience of earthquake affected communities. Social protection services will integrate measures that aim for community resilience and increased transparency and voices. The project will support the government and local authorities to develop strategies and action plans to respond to social issues in emergencies; and will empower and support through integrated social and employment services and transparency mechanisms, people and families impacted by the earthquake, living in poverty, people with disabilities, children, women, elderly, youth, ethnic minorities, people in rural areas and other vulnerable categories. It excludes cash-based schemes, thus focusing mainly on integrated social care services with linkages to employment, livelihood and income generation, support for farmers and inclusive education.</p>
Implementing Partner of UNDP	<p>Ministry of Defence and National Agency of Civil Protection (RESEAL)</p> <p>Ministry of Health and Social Protection</p>
Brief Description of the Required Services ¹ -	<p>Vehicle Specifications</p> <ul style="list-style-type: none"> • The supplier shall provide the Projects with two SUV 5 door vehicles. • The car should be petrol or diesel driven and at least EURO V emission; • Low fuel consumption • Clean inside and out and free from unpleasant odours. • Road-worthy and in good condition. • Equipped with necessary safety items, including fire extinguisher, seat-belt restraints, spare tire, mechanical jack and basic hand tools; • Air conditioning & heating systems must be functional with cold and hot air system; • Compliant with applicable insurance, safety or other motor vehicle requirements. • Registered with a reputable towing services firm with 24-hour on-call and on-the-road assistance with wide coverage. In the absence of such services in-country, an equivalent or alternative service must be proposed to ensure minimal exposure of staff on the road; • Registered for operation during the period of the Contract with registration documentation in the vehicle and registration/number plates affixed to the vehicle as required by law; and Original vehicle registration, driver’s license and other documentation should always be available in the vehicle being rented (in case of checkpoints, etc.); • Compliant with protocols approved in context of Covid-19. • The bidder shall provide at least 2 options/vehicle model <p>Requirements of the Service Provider</p> <ul style="list-style-type: none"> • Service provider to have minimum experience of 2 years in provision of vehicle hire service • The Service Provider shall employ drivers with good command of conduct and without any adverse legal records.

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

	<ul style="list-style-type: none"> • The Service Provider shall employ drivers with valid driving license issued by the Albanian Public Authorities. • Service Provider shall acknowledge immediately any complaints and disputes which arise and resolve them within ten (10) working days; • Contractor shall be responsible to carry out all type of vehicle maintenance and repairs in timely manner. • During the period of operation, UNDP reserves the right to ensure that vehicle carries markings/logos that identify it as a UNDP vehicle. These markings are to be removed when the vehicle is no longer used exclusively. • Vehicle condition and Insurance - The vehicles provided to UNDP must be in excellent functional condition and have clocked less than 100,000 kilometres or 5 years old from the date of purchase (which ever come first). The vehicles should be with cooling system and well-maintained. The vehicle provided shall be a registered one for operation with valid revenue license and should have a comprehensive insurance with passenger cover and any other applicable motor insurance policies from a recognized insurance services provider. These documents must always be available in the vehicle. Vehicle tires should be in good condition. The vehicle should be clean, inside and outside and free from any unpleasant odour. • The vehicle rental company will be responsible to ensure that the vehicles provided to UNDP are fully maintained and are physically in absolute perfect condition and fit for travelling. However, in an event that a vehicle breakdown, the vehicle rental company will arrange for its immediate replacement without delays. • Any damage in shape of accident, theft, snatch or whatsoever will be the responsibility of the renting company. UNDP or traveller will not be responsible for any damage. The renting company shall be responsible for the security of the driver, vehicle or any other items coming along with the rented vehicle. UNDP will not be responsible for any loss whatsoever due to security risk, negligence of driver or otherwise. <p>Driver Requirements and Working Hours</p> <p>The following conditions of engaged drivers with the vehicle must be ensured.</p> <ul style="list-style-type: none"> • The service provider shall employ drivers with good command of conduct and without any adverse legal records (except minor motor vehicle related incidents). • The service provider shall employ drivers; properly trained in the operation and maintenance of the vehicles, sufficient experience with at least 10 years' experience as a driver, with valid driving license issued by the Albanian relevant authorities, such as General Directorate of Road Transport Services. • The Service Provider shall employ drivers with good health condition, fit for work without any sort of disabilities to drive a vehicle. The vehicle renting company must ensure the physical fitness of the driver. The company shall be responsible for the eyesight test of their respective drivers. • Ability to communicate in English will be an added advantage.
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	<ul style="list-style-type: none"> Familiar with the local routes and traditions/customs/language of area of travel. In case while on duty with UNDP, a driver needs to proceed on annual leave, the vehicle renting company will provide immediate replacement fulfilling conditions of engaging the driver. The vehicle renting company will be responsible for the behavior/ action of the drivers and will be responsible to provide the immediate replacement in case of complaints/misconducts. The normal working hours for drivers of rented vehicles are Monday – Friday – 8:30 – 17:30 Contractor should be able to provide the service on request outside normal working hours, weekends and holidays. In cases of travel outside Tirana, the drivers will receive Daily Subsistence Allowances (DSA), based on the Rules and Regulations of UNDP Official Travel. During the period of operation for Projects, the vehicle shall carry passengers or goods authorized by project manager/staff. Driver must maintain a logbook on daily basis with mileage and location of vehicles. The daily travel must be signed by UNDP employee in the logbook. The bidder shall provide at least 2 drivers CV options
List and Description of Expected Outputs to be Delivered	<ul style="list-style-type: none"> Providing cars in absolutely perfect conditions and according to the other specifications listed in the ToRs Providing drivers with extensive driving experience
Person to Supervise the Work/Performance of the Service Provider	<i>RESEAL Project Manager and Regional Roma Project” and “Earthquake Social Protection Response” Projects Managers</i>
Frequency of Reporting	N/A
Progress Reporting Requirements	N/A
Location of work	<input type="checkbox"/> Exact Address/es [pls. specify] <input checked="" type="checkbox"/> At Contractor’s Location
Expected duration of work	As per ToRs in <i>Annex 4</i>
Target start date	December 2021
Latest completion date	June 2022 for Regional Roma Project” and “Earthquake Social Protection Response” Projects June 2023 or RESEAL Project
Travels Expected	Travels can be organised in targeted municipalities according to the and project office need.
Special Security Requirements	N/A

Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required The Bidders shall propose a team composed by: <ul style="list-style-type: none"> • Coordinator – senior member of the team with similar coordinating experience • Drivers – sufficient experience with at least 10 years' experience as a driver, with a valid driving license issued by the Albanian relevant authorities Bidders must provide a Management Structure in their offer with clearly indicated names and functions of each proposed team member.
Currency of Proposal	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (Albanian Lek)
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

	<input type="checkbox"/> Permitted [pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]
Payment Terms ³	Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be affected by bank transfer in the currency of contract.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	<i>Project Managers and staff</i>
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement ⁴ (if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input type="checkbox"/> Other Type of Contract [pls. specify]
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<p><i>1.1. Preliminary Examination and eligibility criteria and fulfillment of minimum qualification requirements</i></p> <p>Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements. Eligibility criteria and minimum requirement will be evaluated on a Pass/Fail basis. If the proposal is submitted as a Joint Venture/ Consortium/Association, each member should meet minimum criteria unless otherwise specified in the criterion.</p> <p>Fulfillment of Minimum Qualification Requirements and Eligibility Criteria are explained in detail in Annex 5.</p> <p><i>1.2. Technical Proposal Evaluation</i></p>

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$200,000.00.

	<p>The evaluation team shall review and evaluate the Technical Proposals of only those companies that fulfill the minimum qualification requirements and eligibility criteria outlined in <i>Annex 5</i>.</p> <p>The technical proposals will be evaluated based on their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in <i>Annex 6</i> (Technical Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score of 70%.</p> <p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Expertise of the Firm <i>[indicate percentage]</i></p> <p><input checked="" type="checkbox"/> Proposed Methodology, Approach and Implementation Plan <i>[indicate percentage]</i></p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel <i>[indicate percentage]</i></p> <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<p><input checked="" type="checkbox"/> One and only one Service Provider</p> <p><input type="checkbox"/> One or more Service Providers, depending on the following factors: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Service Providers]</i></p>
Contract General Terms and Conditions ⁵	<p><input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)</p> <p><input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
Annexes to this RFP ⁶	<p><input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2)</p> <p><input checked="" type="checkbox"/> General Terms and conditions (Annex 3)</p> <p><input checked="" type="checkbox"/> Detailed TOR (Annex 4)</p> <p><input checked="" type="checkbox"/> Minimum Qualification Requirements and Eligibility Criteria (Annex 5)</p> <p><input checked="" type="checkbox"/> Technical Evaluation Criteria (Annex 6)</p> <p><input type="checkbox"/> Others⁷ <i>[pls. specify]</i></p>

⁵ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁶ Where the information is available in the web, a URL for the information may simply be provided.

⁷ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

Contact Person for Inquiries (Written inquiries only) ⁸	<i>UNDP Albania Procurement Unit</i> <i>Procurement.al@undp.org</i> 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.
Other Information <i>[pls. specify]</i>	

⁸ 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.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

⁹ This serves as a guide to the Service Provider in preparing the Proposal.

¹⁰ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services indicating who is The Driver;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

D. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3		
	Total	100%	

**This shall be the basis of the payment tranches*

E. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

*[Name and Signature of the Service Provider's
Authorized Person]
[Designation]
[Date]*

ANNEX 3

GENERAL TERMS AND CONDITIONS FOR SERVICES



UNDP_GTCs_for_Contracts_(Goods_and

TERMS OF REFERENCES

1.1 Background

Due to its geographical features and location, Albania is prone to numerous and various typologies of natural hazards, which could easily turn into disasters. Furthermore, the effects of the climate change events affecting the territory in various ways (extreme weather, floods, draughts and desertification, fires), contribute to increasing the frequency of natural disasters.

The causal effects of disasters on human development and poverty are huge. Aside from the direct losses and damages, people are directly and indirectly impacted through losses in economic activity, health deterioration and reduced investment. Overall, disasters undermine economic growth and set back development objectives. The impact of disasters in Albania are significantly compounded by a degree of poverty, lack of infrastructure maintenance, unsafe building and land use practices linked to rapid urbanization, climate change and depletion of natural resources as well as by various other consequences of the transition, including increased physical exposure of people and assets to vulnerability as a result of migration from rural to high density urban or semi-urban areas.

The earthquake event of 26 November 2019 was the most recent major disaster for Albania. The Post Disaster Needs Assessment (PDNA) conducted following the earthquake, revealed that the total effect of the disaster in the 11 municipalities amounted to 985 million EUR. The earthquake is estimated to have caused a combined damages and losses effect in the equivalent to 7.5% of the 2018 GDP. As a result of the earthquake, growth projections for 2020 have been revised downwards. However, besides the damage it caused, the November 2019 earthquake provided Albania a unique opportunity to reflect on how to reduce vulnerability and enhance resilience at all levels in the future.

While assessing the performance of DRR services during the earthquake event, the PDNA' Civil Protection & DRR Sector assessment found that ".....the [earthquake] response was influenced by a series of existing vulnerabilities including: limited human resources of the National Civil Protection Agency (NCPA), absence emergency rooms at national and local level, lack of any training on emergency coordination, insufficient training and equipment of fire fighter and Urban Search and Rescue teams." Further, the earthquake occurred prior to the full implementation of the new law "On civil protection" (45/2019), and when by-laws and regulations necessary to fully implement the law, were/ not yet developed.

Therefore, the events that followed the earthquake showed that there is an urgent need to strengthen disaster preparedness, adopt adequate rescue and response systems and procedures, and improve the capacity of fire fighting services. Such capacities must become functional across the government to save lives, livelihoods, and sustain development gains.

While UNDP Albania responded to the immediate recovery needs, it also started to prepare its engagement in the longer-term capacity building for the sector. The designed assistance, under the RESEAL project, intends to support the efforts of the Government of Albania for improving the disaster risk management (DRM) system in the country. The overall objective of the project is to strengthen Albania's DRM system and support country's efforts in becoming a fully-fledged member of the EU Civil Protection Mechanism. The project is also in line with promoting the implementation of Sendai Framework for Disaster Risk Reduction (SFDRR) and is developed based on the Albania earthquake

PDNA recommendations. Also, in light of the severe and acute public health emergency due to the COVID-19 global pandemic, measures related to risk preparedness and risk mitigation of biological hazards will be provided.

The project is built upon the results of an ongoing two-tier UNDP pilots i) National DRR Capacity Assessment and ii) pilot intervention in Lezha Municipality. At central level, the findings of the DRR Capacity Assessment would facilitate the process of strengthening DRM policy framework through drafting of the National DRR Platform for DRR and the National DRR Strategy and its Action Plan. During the capacity assessment a parallel process will focus on preparedness and response capacities related to management of biological hazards as a national and community priority. It has been recognized as part of the Sendai Framework and is globally addressed under the International Health Regulations. The Action Plan of the DRR Strategy will serve as the basis for formulating the National Civil Emergency Plan. At the institutional level, the project supports institutional strengthening of the new Civil Protection Agency (NCPA), whereas for creating an enabling framework for DRR, the project will support substantiating Civil Protection & DRR legal framework. One key ingredient of the DRR legal framework and essential element for building-back-better (BBB) during recovery is the update of the Building Codes.

The activities proposed for strengthening Albania's Preparedness & response capacities at local level, will consist in increasing local risk knowledge through piloting the development of the DRR framework and instruments in the municipality of Lezha and then replicating Lezha model in other municipalities at the extent possible. The pilot in Lezha municipality supported a participatory process, in close collaboration with the National Agency for Civil Protection, for the development of the integrated risk assessment, the local DRR Strategy and the Local Civil Emergency Plan as well as the roadmap for tackling these processes in any new municipality.

By the end of 2020, the pilot in Lezha has been almost completed, while the planned activities at the central level have advanced but not close to completion as a result of the unprecedented health situation and a slower pace of institutional cooperation outputs.

At this stage, the project enters a full implementation mode and is required to tackle all planned activities as per the implementation work plan, i.e. supporting the DRR strategic and institutional framework and formalize the DRR roadmap developed through the Lezha pilot and replicate it to additional municipalities.

UNDP in Albania RESEAL Project office is seeking to rent a vehicle with driving service to perform daily service for the project office and staff as per following terms of reference:

“Strengthen national and local systems to support the effective socio-economic integration of returnees in the Western Balkans- RRRP”

The project is part of the IPA II Multi-Country Action, EU support to Fundamental Rights of Roma Community, and Reintegration of Returnees, entrusted to the World Bank, UNDP and the CoE. Its overall objective is to support effective reintegration of vulnerable returnees from the EU with particular attention to Roma. The specific objective is to enhance the capacity of Western Balkan authorities at central and local level to implement successful returnee reintegration policies and respond effectively to the needs of vulnerable returnees. Multi-dimensional vulnerabilities of returnees will be addressed by promoting holistic solutions of their immediate and longer-term needs through a mix of technical assistance, strategic advisory and institution building support. Moreover, the proposed activities will address the systemic gaps and institutional bottlenecks for effective governance of the process of returnees' integration. Bearing in mind that Roma constitutes a large proportion of irregular migrants, results of the

project will contribute to the implementation of the broader Roma inclusion agenda. Success of the Action shall be measured by its impact on the social and economic wellbeing of returnees and their family members as well as by the level of integration of the tested models and approaches into national policies and local programmes for promotion of economic empowerment and social protection. Moreover, the Action will contribute to the socio-economic recovery of IPA beneficiaries from the devastating consequences of COVID-19 pandemic on local economies and vulnerable households.

While the health, social and economic impact of COVID-19 is unfolding and the consequences of the crisis are trickling down and affecting all segments of society, the statistical evidences suggest that migrants, seasonal, informal and gig workers are among the hardest hit groups 8 . The number of return migrants from EU countries to the Western Balkans has increased, due to perceived infection risks, restricted cross-border mobility, and mandatory quarantines as well as the precarious employment conditions and reduced work opportunities caused by the lockdown of EU economies. In Serbia alone, some 50-60 thousand labour migrants have returned by March 2020. However, returnees often remain invisible for the social safety nets and in most instances, they have been bypassed by the 8 UNDP commissioned Socio-economic impact assessments (SEIAs) in Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia and Serbia, aiming to scan the social and economic impact of Covid-19 of the households, micro, small and medium enterprises. Strengthen National and Local Systems to Support the Effective Socio-economic Integration of Returnees in the Western Balkans IPA/2020/420-517 Page 8 of 47 institutions and Government's COVID-19 related relief and recovery packages. The substandard living conditions and the increased transmission risks due to poor sanitation infrastructure, combined with limited savings to cushion declining incomes makes this groups vulnerable to cope with health, social and economic consequences of the COVID-19 pandemic. II. STRATEGY the Action has been designed in close cooperation with the World Bank as both UNDP and

“Earthquake Social Protection Response - ESPR”

“Strengthening the social protection response after the earthquake in Albania” project addresses social inclusion, protection and the needs of the most vulnerable groups impacted by the November 2019 earthquake. The project will increase social and economic resilience of earthquake affected communities. Social protection services will integrate measures that aim for community resilience and increased transparency and voices. The project will support the government and at least 3 municipalities (Durrës, Shijak and Kruja) to develop strategies and action plans to respond to social issues in emergencies; and will empower and support through integrated social and employment services and transparency mechanisms, people and families impacted by the earthquake, living in poverty, people with disabilities, children, women, elderly, youth, ethnic minorities, people in rural areas and other vulnerable categories. It excludes cash-based schemes, thus focusing mainly on integrated social care services with linkages to employment, livelihood and income generation, support for farmers and inclusive education.

UNDP in Albania office for Projects (RESEAL, RRRP, ESPR) is seeking to rent two vehicles with driving service to perform daily service for the project office and staff as per following terms of reference:

Vehicle Specifications

- The supplier shall provide the Projects with two SUV 5 door vehicles.
- The car should be petrol or diesel driven. and at least EURO V emission;
- Low fuel consumption.
- Clean inside and out and free from unpleasant odors;
- Road-worthy and in good condition;

- Equipped with necessary safety items, including fire extinguisher, seat-belt restraints, spare tire, mechanical jack and basic hand tools;
- Air conditioning & heating systems must be functional with cold and hot air system;
- Compliant with applicable insurance, safety or other motor vehicle requirements;
- Registered with a reputable towing services firm with 24-hour on-call and on-the-road assistance with wide coverage. In the absence of such services in-country, an equivalent or alternative service must be proposed to ensure minimal exposure of staff on the road;
- Registered for operation during the period of the Contract with registration documentation in the vehicle and registration/number plates affixed to the vehicle as required by law; and Original vehicle registration, driver's license and other documentation should always be available in the vehicle being rented (in case of checkpoints, etc.);
- Compliant with protocols approved in context of Covid-19.
- The bidder shall provide at least 2 options/vehicle model

Requirements of the Service Provider

- Service provider to have minimum experience of two Years in provision of vehicle hire service
- The Service Provider shall employ drivers with good command of conduct and without any adverse legal records.
- The Service Provider shall employ drivers with valid driving license issued by the Albanian Public Authorities.
- Service Provider shall acknowledge immediately any complaints and disputes which arise and resolve them within ten (10) working days;
- Contractor shall responsible to carry out all type of vehicle maintenance and repairs in timely manner.
- During the period of operation, UNDP reserves the right to ensure that vehicle carries markings/logos that identify it as a UNDP vehicle. These markings are to be removed when the vehicle is no longer used exclusively;
- Vehicle condition and Insurance - The vehicles provided to UNDP must be in excellent functional condition and have clocked less than 100,000 kilometers or 5 years old from the date of purchase (which ever come first). The vehicles should be with cooling system and well-maintained. The vehicle provided shall be a registered one for operation with valid revenue license and should have a comprehensive insurance with passenger cover and any other applicable motor insurance policies from a recognized insurance services provider. These documents must always be available in the vehicle. Vehicle tires should be in good condition. The vehicle should be clean,

inside and outside and free from any unpleasant odor.

- The vehicle rental company will be responsible to ensure that the vehicles provided to UNDP are fully maintained and are physically in absolute perfect condition and fit for travelling. However, in an event that a vehicle breakdown, the vehicle rental company will arrange for its immediate replacement without delays.
- Any damage in shape of accident, theft, snatch or whatsoever will be the responsibility of the renting company. UNDP or traveler will not be responsible for any damage. The renting company shall be responsible for the security of the driver, vehicle or any other items coming along with the rented vehicle. UNDP will not be responsible for any loss whatsoever due to security risk, negligence of driver or otherwise.

Drivers' Requirements and Working Hours

The following conditions of engaged drivers with the vehicle must be ensured.

- The service provider shall employ drivers with good command of conduct and without any adverse legal records (except minor motor vehicle related incidents).
- The service provider shall employ drivers; properly trained in the operation and maintenance of the vehicles, sufficient experience with at least 10 years' experience as a driver, with valid driving license issued by the Albanian relevant authorities, such as General Directorate of Road Transport Services.
- The Service Provider shall employ drivers with good health condition, fit for work without any sort of disabilities to drive a vehicle. The vehicle renting company must ensure the physical fitness of the driver. The company shall be responsible for the eyesight test of their respective drivers.
- Ability to communicate in English will be an added advantage.
- Familiar with the local routes and traditions/customs/language of area of travel.
- In case while on duty with UNDP, a driver needs to proceed on annual leave, the vehicle renting company will provide immediate replacement fulfilling conditions of engaging the driver.
- The vehicle renting company will be responsible for the behavior/ action of the drivers and will be responsible to provide the immediate replacement in case of complaints/misconducts.
- The normal working hours for drivers of rented vehicles are Monday – Friday – 8:30 – 17:30
- Contractor should be able to provide the service on request outside normal working hours, weekends and holidays. In cases of travel outside Tirana, the drivers will receive Daily Subsistence Allowances (DSA), based on the Rules and Regulations of UNDP Official Travel.

- During the period of operation for Projects, the vehicle shall carry passengers or goods authorized by Projects' staff.
- Drivers must maintain a logbook on daily basis with mileage and location of vehicles. The daily travel must be signed by UNDP employee in the logbook.
- The bidder shall provide at least 2 drivers CV options

ANNEX 5

MINIMUM QUALIFICATION REQUIREMENTS AND ELIGIBILITY CRITERIA

Subject	Documents to be provided
Eligibility	
1. Language of the bid must be English	1.1 All original legal documents must be notarized same as original and also notarized translation in English must be provided in case documents are in other languages.
2. Registration to perform the requested services as a legal entity;	2.1 Certified copy of applicant's registration; 2.2 Written Self-Declaration The company is not on the UN Security Council 1267/1989 List, UN Procurement Division List, or Other UN Ineligibility List, etc.
3. Profile – describing the nature of the business, field of expertise, licenses, certifications, accreditations;	3.1 Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods and/or services being procured.
4. Financial standing and tax obligations	4.1 Certificate from Tax Office that shows that the Consultant has paid all obligatory taxes for the last year (not older than three months).
Qualification	
Company Experiences: At least 2 (two) successfully provided services within the last 2 (two) years.	Recommendation letters indicating the value, complexity, and date of project completion, for at least 2 (two) projects. Letters should include the referral's contact details.
Team composition and competences of the team members	
1. Driver – sufficient experience with at least 10 years' experience as a driver, with a valid driving license issued by the Albanian relevant authorities	<ul style="list-style-type: none"> • CV of the driver • Copies of the driving license • Statement for driver's Health condition • Statement on availability and exclusivity during the entire contracted period, signed by the driver and its supervisor

NOTE: Above minimum qualification requirements are defined. Bidder must demonstrate relevant capacity in terms of the engaged staff through the submission of their CVs.

ANNEX 6

TECHNICAL EVALUATION CRITERIA

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	400
3.	Management Structure and Key Personnel	300
Total		1000

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	100
1.2	General Organizational Capability to undertake the assignment	100
1.3	Relevance of specialized experience on similar engagements done in region/country.	70
1.4	Organizational Commitment to Sustainability (mandatory weight)	30
Total Section 1		300

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail?	100
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	100
2.3	Details on how the different service elements shall be organized, controlled and delivered	70
2.4	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement	60
2.5	Assessment of the implementation plan	70

Total Section 2			400
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Section 3. Management Structure and Key Personnel			Points obtainable
3	Qualification of key personnel proposed		
3.1	Coordinator		50
	- Education and skills; Graduate in Management/ Statistics/Economic sciences or any related field		20
	- Previous experience as coordinator for similar assignments		20
	- Language Qualifications		10
3.2	Driver		250
	- Education and skills; high school graduation	40	
	- Specific Experience relevant to the assignment; Minimum of 10 years of experience working in different projects and initiatives	60	
	- Driving license – type B	90	
	- Language Qualifications	20	
	- No records in penalty	40	
Total Section 3			300

