

RFP/2015/722
FIELD MAINTENANCE AND REPAIR OF UNHCR MOTORIZED ASSETS

#	Section	Question	Answer
1	2 - Requirements/Exigences	Beside the standard vehicles mentioned, do you have also special vehicles? E.g. armoured cars, ambulances, mobile clinics, etc. Because this will effect the service schedule. Will maintenance and service be processed via UNHCR system?	Yes, some operations have armoured vehicles and ambulances (both based on Toyota Landcruiser, mainly 70 series) Please note that the provision of spareparts and tyres for AV to the various operations is at the moment carried out by the UNHCR-GFM Project. The Maintenance and service will be processed through the UNHCR Fleet Management System: FleetWave
2	2 - Requirements/Exigences	We would like to have an estimate of financial turnover for this project.	The rental project will have by the end of 2018 around 4,500 light vehicles, which will be written of in 5 years and/or 150,000 km. Service is done every 5,000 km. In addition to the rental fleet, UNHCR operates approx 1,300 generators.
3	2 - Requirements/Exigences	In reference to Annex A, section 2.1 UNHCR has requested that the contractors come up with a flexible business model. As part of this, how would a contractor propose alternative solutions outside of the basic pricing structure?	The mandatory part of the offer is outlined in 4.1 Technical Evaluation. Generally the offer should follow the structure of the Terms of Reference of the RFP. However, the potential service provider is encouraged to propose an optional business model/solution that could help improving the project deliverables.
4	2 - Requirements/Exigences	Would all vehicles be brought by UN to the designated in country service center or would the provider be required to retrieve vehicles from remote locations.	Depending on the number of vehicles in operations outside the main location (mainly capital cities), UNHCR expects the potential service to be able to extend the maintenance and repair to those locations. The RFP addresses this requirement.
5	2 - Requirements/Exigences	How would UNHCR suggest one go about evaluating the current maintenance processes as requested in Annex A, technical requirements section? Should we be requesting information from the current service providers on a case by case basis, and are the current service providers compelled to provide us with that information?	We would leave it entirely to the potetial service provider to make this assessment. Should the potential service provider wish to contact the current serice provider(s) in the field, UNHCR can share contact details. However, UNHCR can not be held responsible in case no answers or wrong answers are provided.
6	2 - Requirements/Exigences	Due to the extensive pricing requirement, may we ask for a 4 week extension to the existing deadline?	Extension will be granted up to 31.JAN.2016 - 23:59 hrs CET.
7	4 - Evaluation	In reference to Annex A, section 4.1 Technical Evaluation, once the bidder has agreed that can cover a certain region, can the bidder pick and choose certain markets in other regions? For example, if the bidder state that the bidder has got a strong presence in North Africa and can cover those countries, can the bidder make a single market offer for India if the bidder also has got a strong presence there?	Yes, however, your offer will only be evaluated if no other vendor has submitted an offer for the entire region.
8	4 - Evaluation	In reference to Annex A, section 4.1 stated that service provider must be able to cover at least one full region, is it possible for the provider to propose services related to power generators to the certain countries, not the whole region?	It is believed that the service and maintenance of all motorized equipment, being light vehicles or generators, should be covered as one. UNHCR would like the service provider to combine both vehicles and generator maintenance and repair.
9	5 - Key Performance Indicators/Indicateurs Clés de Performance	Can you send us more information about the ERP system you use?	UNHCR is using the PeopleSoft (Oracle) ERP system for planning, finance, HR, procurement, asset management and inventory purposes. For fleet managment purposes, UNHCR acquired FleetWave - more information on UNHCR Fleet Management System (FleetWave) please visit www.chevinfleet.com
10	5 - Key Performance Indicators/Indicateurs Clés de Performance	Can UNHCR give us information about the current partners for their vehile maintenance and activities? Do you allow us to contact them?	Should the potential service provider wish to contact the current service provider(s) in the field, UNHCR can share contact details. However, UNHCR can not be held responsible in case no answers or wrong answers are provided.
11	Others	Are you interested in a quote limited to VTS maintenance (and possibly power generators data collection, later) ?	Seen the maginitude of the project we think that dealing with one supplier for all maintenance will be an advantage to us.
12	Others	Can you please share our name with Tenderers so that we can get in contact with them and propose a maintenance on our VTS systems (and possibly power generators data collection, later) ?	We can share Novacom's name to potential bidders. However, it should be clear that UNHCR cannot be held responsible for any outcome.
13	Others	Annex B Pricing - Can the UN clarify if the vendor is required to add freight charges to the pricing sheets?	No freight charges should be considered at this point
14	Others	The RFP requires assessments to be made; Example – Annex A 3.2 “Comprehensive assessment of the existing maintenance and repair facilities and proposal of an optimized maintenance and repair facility model” Question: Will the UN provide an updated Annex B to all the vendor to submit a price for these services?	No, this question requires YES/NO answer to confirm interest and capability to carry out the assessment
15	Others	Annex B TOR 2.23 - Vehicle Tracking System “Costs related to field missions should not be considered at this stage”. Question: Can the UN detail what these costs are that are not to be considered?	Cost related to international and in-country travel , as well as perdiem allowances should be excluded at this stage.
ADDITIONAL QUESTIONS FROM THE SUPPLIERS' CONFERENCE			
16	Others	Would there be other companies - that were not represented in the conference call - participating the tender?	This is an open tender and other companies can participate as well.
17	Others	What is the balance of the fleet between Toyota and Nissan vehicles? Is the fleet structure expected to change?	About 90% of the fleet is Toyota and about 10% is Nissan. We have LC76, 78, 79 as well as LC200 series Toyota vehicles and the fleet also contains Toyota Hiace mini buses and Toyota Corollas. Most likely the fleet balance will remain about 90/10%.