



REQUEST FOR QUOTATION (RFQ)

REFERENCE: RFQ/KRT/09/004	DATE: 18/01/2009
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Dear Sir / Madam:

You are kindly requested to submit your quotation for the following services by 8 February 2009 12:00 hours (local time). Original offers shall be received by email/fax or hand delivery marked **RFQ/KRT/09/004– Vehicle Maintenance** at the following address before the indicated deadline:

Procurement Unit
 United Nations Development Programme
 House No. 290, Garden City
 Khartoum, Sudan
 Tel: +249 83 783 765
 Fax: +249 83 773128
 Email: sid.ahmed@undp.org

Item	Description	Quantity
1	Provision of vehicle’s preventive maintenance and repair services for UNDP, UNDP Projects and UN Agencies supported by UNDP services on Long Term Agreement (LTA) basis as per enclosed TOR Appendix I	

TERM AND CONDITIONS

Delivery Term & Place	Services are to be delivered at services provider’s location with in Khartoum area.
Payment Terms	Services will be paid in Sudanese Pounds upon delivery, submission of suppliers invoice and duly signed note of receipt of Services. Payment on monthly basis. Note: in cases where works and services are contracted different payment terms may apply.
Validity of Quotation	60 days from deadline for submission of offers
Delivery Date	Please indicate earliest date of availability to start requested services: _____ Number of days/weeks from notification of award of contract. NOTE: Only offers stating availability date of 2 Weeks or shorter will be considered for evaluation purposes

United Nations Development Programme

Currency of quotations/offers	Offers submitted by national suppliers shall be nominated in Sudanese pounds (SDG)
Request for clarification	Bidders requesting clarification of any of the items, technical requirements or conditions stipulated in this RFQ shall communicate in writing with UNDP office. Only requests for clarification received at least 96 hours prior to the deadline for submission of offers will be entertained. Replies to any requests for clarification will be transmitted to all bidders at www.sd.undp.org/bids.htm .
Warranty	All equipment provided should have a one year warranty against manufacturing defects. All installed components should have three months warranty against installation defects.
Completeness of quotation	Although not required, suppliers are encouraged to submit offers comprising all items requested in this RFQ with their submission. Important: Only offers including full quantity requested for each item will be considered for evaluation purposes
General Terms and Conditions	This RFQ is subject to UN General Conditions of Contract for Civil Works available at www.sd.undp.org/bids.htm , which can also be provided upon request.
Evaluation Criteria	Assessment of bids will be based on the following: <ul style="list-style-type: none"> • Registered firm / company as maintenance and repair entity • Technical capacity in terms of number, qualification and relevant experience of firm / company • Complete submission of offer: <ol style="list-style-type: none"> 1. Bill of Quantities to be fully completed 2. Complete and sign the attached Proposal Submission Form (attached as Appendix II)

Supporting technical documentation: Bidders are required to include in their offers all-necessary supporting technical documentation (i.e. technical brochures, etc.), reporting system you are going to use with UNDP to allow the evaluating committee to identify the quality of the equipment/ services offered.

PREPARED BY:

NAME: Sidahmed A. Sidahmed

FUNCTIONAL TITLE: Procurement Analyst

Terms of Reference (TOR)
Provision of Vehicle's Preventive Maintenance and Repair Services

General Terms and Conditions:

1. The Service Provider shall maintain an adequate inventory of 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.
2. The Service Provider will avail the services of his workshop and give priority to provide UNDP vehicles with all necessary repair and maintenance.
3. The Service Provider shall perform all services in a diligent, skillful and workmanlike manner in strict compliance with the provision of this TOR and the instruction of UNDP consistent with this TOR or respective contract.
4. The Service Provider shall keep and maintain up to-date records of all services rendered to UNDP's vehicles and shall remind UNDP on the next service schedule.
5. The Service Provider shall ensure that the mechanics for any repair works are skilled and sufficiently trained on the respective vehicles. Apprentices or unskilled mechanics shall not carry out any major repairs on UNDP's vehicles.
6. Billing procedures shall be in accordance with the following.
 - a. Operations Support Services Manager (OSS - M) will sign all Maintenance and Repair Orders; any additional services/repairs other than the work requested should be approved before the service takes place.
 - b. Immediately after completion of any service each driver shall receive an invoice, which would clearly identify the provided services.
 - c. The UNDP OSS Unit shall receive a monthly statement from the vendor. The statement shall identify all preventative maintenance services completed by vehicle number and invoice number.
 - d. The statement total shall equal the sum of all invoices attached to the statement.
 - e. All invoices should display the vehicle number of the vehicle receiving services.
 - f. Each invoice should have a unique identification number.
7. At any time the UNDP Office can request that replaced parts be sent at the vendor's expense to the UNDP OSS Unit for inspection.
8. The cost of oil is included in service level I. The cost of the oil filter is included in the service level II. The costs of grease and transmission & transfer oil are included in service level III. Pricing for each item and the labor rate is shown on the Price Schedule for informational purposes.
9. If the cost of any service to be provided exceeds the quoted price of the respective service in the contract, approval has to be given by UNDP.
10. Payment will proceed on a monthly basis. The Service Provider shall invoice UNDP for all services performed in the previous month at the beginning of each calendar month.
11. The vehicles to be serviced are light trucks and include, but are not limited to those listed below:

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- Toyota Land Cruiser Station Wagon
- Toyota Land Cruiser Hardtop
- Toyota Land Cruiser Prado
- Toyota Hilux Double Cabin
- Toyota Camry
- Toyota Corolla
- Nissan Patrol, pick ups and sedan
- Mitsubishi stations, pick ups and sedan

12. Record keeping

All vehicles should have a complete history that includes documentation of all repairs, inspections, and other related maintenance activities. Service Providers shall keep individual files for each vehicle in the fleet that contain the following information:

- Completed I, II, and III level service/ inspection forms
- Work orders for repairs resulting from Preventive Maintenance inspections
- Work orders for as-needed repairs
- Forms indicating any other repairs, overhauls, or rehabilitations

Service Levels:

Periodic Inspection & Preventive Maintenance

The periodic inspections are designed to provide checks of all vehicle components, allowing adequate time for the repair of worn or broken parts. Inspection intervals should be determined based on the manufacture recommended mileage. Each successive inspection includes all of the elements of the previous inspection (e.g. the III level inspection has its own elements, as well as those from I and II level inspections.)

Vehicle Preventive Maintenance Programme will fall into three (3) levels of service:

- a. Service / Inspection Level I 3,000 Kilometers
- b. Service / Inspection Level II 10,000 Kilometers
- c. Service / Inspection Level III 20,000 Kilometers

SERVICE LEVEL I (Service to be performed every 3,000 Kilometers)

- a. The engine oil to be drained from the crankcase and replaced with quality energy conserving 10 - W30 SG/CC motor oil. Price to be based upon one gallon for 4-cylinder engine and two gallons for 6-cylinder engine. If additional oil is required, it is to be added to the invoice as a line item at the unit price quoted in the Price Schedule.
- b. The tires are to be checked for proper air pressure.
- c. 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.

United Nations Development Programme

- d. 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).
- e. 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.
- f. Car wash

During Service Level I, if Manufacturer indicates provisions for lubrication, 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 (Service to be performed every 10,000 Kilometers)

- a. All items contained in service level I.
- b. The oil filter is to be replaced with a new filter that meets or exceeds the manufacturer’s recommendations.
- c. A “Wheels Off” inspection of all four brakes and components.
- d. Tires are to be rotated according to the pattern set forth in the vehicle owner’s manual every 10,000 kilometers.

During service level II and if a provision for wheel bearings lubrication is indicated by manufacturer, wheel bearings are to be cleaned, inspected and repacked with quality energy conserving grease. This service will be an additional cost to service level II and is shown in the price schedule as a separate cost.

SERVICE LEVEL III (Service to be performed at 20,000 kilometers)

- a. All items contained in service level II.
- b. Furnish and replace wheel bearings grease, transmission and transfer oil. The parts used are to meet or exceed the manufacturer recommendations.

During service level III and if recommended by manufacturer and/or if requested, replace fuel filter (every 10,000). This service is an additional cost to service level III and is shown as a separate cost on the bid form. Filters must meet or exceed the manufacturer’s recommendations.

General Information:

Workshop location:
Number of qualified staff:
Number of assisting staff:
Number of laborers:
Workshop space (M ²):
Parking area space: (For how many vehicles?):
Working hours (Opening and closing time):

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Available specialized tools (indicate all specialized tools used in the workshop):
Longest period for the vehicle to stay in the workshop:
Possibility of replacement vehicle when UNDP vehicle under maintenance for more than 3 days:
Possibility to import spare parts that are not available in your stores:
Response to emergency calls:
Possibility of office /on road repair:
Provision of towing facilities from point of breakdown to Service Provider’s workshop within five hours after call or what deems appropriate. Indicate prices depending on locations.

Indicate from the list below if the services are provided by the workshop or rendered by third party.

Complete motor overhauling	Complete gearbox overhauling
Electrical inspection and testing	A/C repair and gas filling
Fuel pump repair and overhauling	Inspection pit and/or lift jack
Car wash	Wheel balancing and alignment
Body repair	Towing services
Painting services	Others (if any)

Price Schedule:

- a. Price schedule below includes both parts and labor for items (1-5) and labor charges only for items (6-12).

No.	Type of Service	Sedan	Toyota Pickup Hilux/ DBC	Toyota Land Cruiser (Prado)	Toyota Land Cruiser (SW)	Toyota Land Cruiser (HT)
1	Service level I					
2	Service level II					
3	Service level III					
4	Chassis lubrication					
5	Wheel bearings grease / lubrication					
6	Complete motor overhauling					
7	Complete gear box overhauling					
8	Replace of front and rear shock absorbers					
9	Replace of cover, clutch and bearings					
10	Replace of brake pads and shoes					
11	Replace of piston liner including drilling					
12	Replace of fuel filter					
13	Fuel pump repair					

United Nations Development Programme

- b. The price schedule shown below is for informational purposes or in the event additional service is required, which falls outside the scope of the service levels shown above.

No.	Show Unit Pricing for Items Below	Sedan	Toyota Hilux Pick-up/DCB	Toyota Land Cruiser	
				Hard Top	STW/Prado
1	Fuel filter				
2	Oil filter				
3	Air filter				
4	Motor oil, gallon W15 or better				
5	Fan belt				
6	A/C belt				
7	Transfer and transmission oil				
8	Timing belt				
9	Battery 12 V 40 Amps				
10	Battery 12V 50Amps				
11	Battery 12 V 70 Amps				
12	Battery 12 V 88Amps				
13	Shock absorber, front				
14	Shock absorber, rear				
15	Brake pads				
16	Brake shoes				
17	Brake fluid 3 dot				
18	A/C gas				
19	Disc cover				
20	Clutch disc				
21	Engine coolant				
22	Tire with tube 750 X 16, Yokohama "Grooved"				
23	Tire with tube 750 X 16, Michelin.				
24	Sub fuel filter				

(If prices are different due to different models, please specify)

BID/PROPOSAL SUBMISSION FORM

To: The UNDP procuring entity

Dear Sir / Madam,

Having examined the RFQ Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer Provision of Preventive Maintenance and Repair Services for UNDP Vehicles, in conformity with the said bidding documents for the sum of as may be ascertained in accordance with the Terms of Reference (TOR) attached herewith and made part of this Bid.

We undertake, if our quotation is accepted, to deliver the services in accordance with the delivery schedule specified in the RFQ documents.

We agree to abide by this Bid for period of [60] days from the RFQ closing date, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any Bid you may receive.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

E-mail address and telephone number: _____

Address: _____

Dated this day /month of year

.....
Signature

.....
[*in the capacity of*]

Duly authorized to sign the Bid for and on behalf of