

# Ref.: RFQ/KOS/07/2021

# REQUEST FOR QUOTATION

**Subject** **”Provision of Car Wash services for OSCE Mission in Kosovo”**

The OSCE Mission in Kosovo (hereinafter called “the OSCE”) invites you to submit your quotation as per Terms of References “TOR” (hereinafter called “the Services”) as specified in this Request for Quotation and its attachments (hereinafter called “the RFQ Documents”). The companies are invited to submit a quotation.

The OSCE MIK intends to award a Long-Term Contract for a period of three (3) years contract with the possibility of two (2) years extensions based on successful performance and not to exceed five (5) years.

**NOTE:**

* **QUOTATIONS SHOULD BE ADDRESSED TO:** **Tenders.omik@osce.org** clearly marked with the RFQ reference number and title (*please* ***do not use*** *email address:**procurement.omik@osce.org* *for submission of quotations*)
* **QUERIES FOR CLARIFICATION SHOULD BE ADDRESSED TO:** procurement.omik@osce.org (*kindly note that queries and matters for clarification are accepted until 9 November 2021 - CoB).* **INTERESTED BIDDERS SHOULD REGULARLY VISIT** [**https://procurement.osce.org**](https://procurement.osce.org) **to get updated with any CLARIFICATION, AMENDMENT, and EXTENSION issued on the RFQ, during the process**
* **DEADLINE FOR SUBMISSION OF QUOTATIONS: on or before 15 November 2021 at 12:00 hrs (CET)**
* **LATE QUOTATIONS AND QUOTATIONS SUBMITTED TO OTHER EMAIL/ADDRESS WILL BE REJECTED**
* **Upon receipt of this RFQ, you are kindly requested to return the attached Acknowledgement Letter (Annex D) as soon as possible to** **procurement.omik@osce.org** **, advising whether or not your company intends to submit a quotation.**

This Request for Quotation (RFQ) consists of this document the following annexes:

Annex A: QualificationInformation Form

Annex B Terms of Reference

Annex C: Pricing Format

Annex D: Acknowledgement Letter

**Any Contract or Purchase Order will be subject to the OSCE General Conditions of Contract** which can be viewed at [**http://www.osce.org/procurement**](http://www.osce.org/procurement)**.** Detailed “Instructions to Bidders – Request for Quotation” are also provided on this website.

Delivery time: as per TOR

Payment terms: 30 days net

Validity of offer (120 days minimum)…

Company name:

Authorized representative’s name and signature:

Address:

Email:

Telephone:

## *Annex: A Qualification Information Form*

## General Information

|  |  |
| --- | --- |
| 1. Bidder’s Full Legal Name: |  |
| 2. Street Address: | Postal Code: | City: | Country: |
| 3. P.O. Box and Mailing Address: |  |
| 4. Telephone Number:  |  |
| 5. Fax Number: |  |
| 6. E-mail Address: |  |
| 7. Web-site Address: |  |
| 8a. Contact Name: |  |
| 8b. Contact Title: |  |
| 9. Corporate Seat: |  |
| 10. Type of Business: |  |
| 11. Year Established: |  |
| 12. Number of Staff Employed: |  |
| 13. Parent Company, if any (full legal name):  |  |
| 14. Principal subsidiaries, associates, and/or representative(s), if any, that are relevant to the Services: |

***-Please provide copy of Business Registration Form***

**Financial Information**

|  |
| --- |
| 15. For the last three (3) financial years: |
| Year | Turnover (EUR) | Working Capital (EUR) |
|  |  |  |
|  |  |  |
|  |  |  |

**Experience**

|  |
| --- |
| 16. Contracts of similar scale/volume during the last three (3) years: |
| Customer Name and Contact Details | Value (EUR) | Year | Services Provided | Country |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Section 5: Banking details**

|  |  |
| --- | --- |
| 1. Name of Bank: |  |
| 2. Account Number: |  |
| 3. Account Name: *Must be in the name of the vendor* |  |
| 4. BIC: |  |
| 5. IBAN: |  |

Signature of Bidder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Annex B.**

# Terms of Reference

**1. Background**

1.1 The OSCE Mission in Kosovo requires car-washing services for its fleet of vehicles located in HQ Prishtinë/Priština including Logistics Base where 50 % of the HQ fleet is stationed and other OSCE locations in Kosovo regions. The OSCE maintains vehicle fleets in the following locations:

* Prishtinë/Priština OSCE Headquarters 16 vehicles
* Fushë Kosovë/Kosovo Polje Logistics Base 30 vehicles (including 1 BUS and 1 Truck)
* Regional Office Pejë/Peć 12 vehicles
* Regional Office Mitrovicë/Mitrovica 16 vehicles
* Regional Office Gjilan/Gnjilane 12 vehicles

1.2 Washing Station(s) should provide the OSCE with vehicle washing services daily from Monday to Saturday between 08:00 and 20:00 hours (even later if possible).

1.3 In order to save time and costs, the Carwash should preferably and where applicable:

* Be located as close as possible to the OSCE Premises

**2. General Requirement**

2.1 The vehicles have to be washed cleaned and dried outside and inside through the following steps:

**a) The outside cleaning of vehicles -** Entire exterior surfaces of the vehicle, wheel wells, rims and tires have to be wet down. Afterwards the vehicle should be thoroughly washed by brushing with a diluted mixture of water and detergent. Finally, the vehicle should be rinsed thoroughly with water. All exterior surfaces, door’s jambs and door’s thresholds should be dried.

**b) The interior cleaning of vehicles -** All interior parts of the vehicle should be vacuumed including, but not limited to, the following: floor mats, carpets, seats, under seats, glove box and door panels. The mirrors and the exterior and interior of glasses have to be cleaned by using a cloth and/or sponge which has been dampened with detergent or glass cleaner. This is to be followed by polishing using chamois leather. All vinyl area will be dressed using a shape up, non-greasy, interior dressing. **None of the chemicals used for interior cleaning shall contain grease to produce ‘a shine’ unless it is specifically requested.** Please specify which chemicals are to be used on the interior.

2.2 A properly washed vehicle has to be at exterior free of dirt, splashes, mud stains or streaks, and in interior free of grits, food residue or visible dirt or dust. The vehicle windows have to be free of dust, dirt, grease, spots, steaks or residue and with adjacent rims or frames cleaned.

**3. Quality Control**

3.1 All services performed by the Contractor will be monitored and inspected by designated Transport personnel. Work will be evaluated through unannounced inspections of washed vehicles.

3.2 Costs of any scratch or other damage created in the vehicle during the washing process should be covered by the contractor.

**4. Payment and Contract Terms**

4.1 The contractor is to submit an invoice to the OSCE on a weekly/monthly basis detailing all the vehicles which have been cleaned and carried by the signature of the OSCE Mission member/driver.

4.2 Prices are to be fixed and firm for the duration of the contract. Proposed duration of contract is three (3) years; with possibility of 2 years extensions based on successful performance.

# 5. Evaluation Methodology

***5.1 Administrative Evaluation***

Compliance with the administrative requirements of this RFQ, including but not limited to:

* 1. Proof of business and tax registration in country of operation and
	2. Completed Annexes:
		1. Annex A: Qualification Information Form including documented references for successfully completed contracts as per section 16. Experience and Key Personnel.
		2. Annex B: Pricing Format.

A quotation shall be rejected at this stage if it fails to meet any or several parts of the administrative requirements.

## *5.2 Technical Evaluation*

## Least Cost Selection (Comply/Fail):

Each quotation will be evaluated on the basis of its responsiveness to the Terms of Reference contained in the RFQ Documents by applying the “comply/fail” evaluation criteria as per below specified criteria:

**Specific experience** (including but not limited to)

* Qualification: Based on the presented proof of registration and license for provision of required service, as required in TOR
* Years of Experience: based on the proof/presented documents for bidders minimum 3years of experience.

A quotation shall be rejected at this stage if it fails to meet any or several of the requirements specified on the TOR.

The OSCE will select the Bidder that submits the lowest priced quotation among those responsive to the technical requirements set out in the Terms of Reference

**Annex C: Price Schedule**

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Description** | **Unit** | **Unit Price** **(excluding VAT)** |
| **1.** | Vehicle washing services, interior and exterior, standard car | Per vehicle |  |
| **2.** | Vehicle washing services, interior and exterior, large vehicle (Minibus, Cargo Van) | Per vehicle |  |
| **3.** | Vehicle washing services, interior and exterior, extra-large vehicle (Truck, Bus 20+1 seats) | Per vehicle |  |
| **4.** | Vehicle washing services, exterior only, standard car | Per vehicle |  |
| **5.** | Vehicle washing services, exterior only, large vehicle (Minibus, Cargo Van) | Per vehicle |  |
| **6.** | Vehicle washing services, exterior only, extra-large vehicle (Truck, Bus 20+1 seats) | Per vehicle |  |

…………………………………………………………………………

Bidder’s Corporate Stamp, Date and Signature



**Annex E: Acknowledgement Letter**

Reference: **RFQ/KOS /07/2021**

Subject: **“Provision of Car Wash Services for OSCE Mission in Kosovo”**

Closing date/Time: **15 November 2021 at 12:00 hrs (CET)**.

Company Name: ………………………………………………………………………………

Contact Points: ……………………………………………………………………………… (email, phone, fax etc.)

We

**/\_ / INTEND /\_ / DO NOT INTEND**

 to submit a bid/proposal in response to the above-mentioned tender.

If you do not intend to submit a bid, please specify the reason:

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

Signature: ………………………………………

Date: ……………………………………..

Please return this form to *procurement.omik @osce.org**.*