



INVITATION TO BID

Vehicle Rental Long-Term Agreement - Lebanon

To: Bidder

From: ARK Group DMCC

ITB Reference: ITB-LTA-23-ARKLB1053

ITB Issue Date: 08 August 2023

ITB Closing Date: 28 August 2023

ITB Closing Time: 18:00 (Local – Beirut, Lebanon)

1. Purpose

The purpose of this Invitation to Bid (ITB) is to solicit proposals from reputable, and experienced Vehicle Hire companies to establish a Long-Term Agreement (LTA) with ARK for the provision of hire vehicles. The chosen supplier will be expected to provide rental vehicles as and when required, for use throughout Lebanon in accordance with the requirements and details outlined in the Statement of Work (SOW) at Annex 1. Vehicles will be requested through monthly Call Down Orders (CDOs). Although the current requirement is for approximately 13 vehicles per month; the quantity is determined by operational demand and programmatic needs.

2. Description of ARK

ARK is a stabilisation and development company committed to empowering local communities and beneficiaries in conflict, post-conflict, and fragile areas through the provision of evidence-based programmatic interventions, policy recommendations, research and capacity-building. Working with local communities, it seeks to understand and then mitigate the negative effects of conflict and instability, enhancing social cohesion and resilience whilst promoting human security, development and economic opportunity.

ARK is registered in the United Arab Emirates, with project offices in Lebanon, Jordan and the UK. The services under this ITB are required for the Beirut branch office.

3. Ethics, Fraud, and Transparency

ARK upholds a strong commitment to transparency, integrity, and ethical conduct. We have zero tolerance for fraud and any form of unethical behaviour. We encourage all employees, partners, suppliers, and stakeholders to promptly report any actual or suspected incidents of fraud related to this tender to ARK Compliance. ARK will take all claims seriously and your cooperation is vital in ensuring a safe and trustworthy environment for all. Please report any concerns or observations using the following link: [Procurement Fraud Report Form](#). Your report will be treated in the strictest confidence.

4. Instructions for Submitting Proposals

- a. This ITB consists of the following documents:



- (1) This ITB with submission instructions and evaluation criteria.
 - (2) Annex 1: Statement of Work
 - (3) Annex 2: Proposal Declaration Form
 - (4) Annex 3: Submission Templates 1, 2, 3, and 4.
- b. Proposals should be submitted via email to procurement@arkgroupdmcc.com adhering to the following instructions.
- (1) Your proposal should be prepared in English.
 - (2) All documents should be sent as PDF attachments. RAR and other file types will be rejected.
 - (3) Include a Proposal Declaration Form
 - (4) Provide a copy of your company registration documents.
 - (5) Submit a Technical and Price Proposal.
- c. Technical and price proposals should be sent as two attachments in one email. The email should be titled ITB-LTA-23-ARKLB1053. The technical proposal should contain the declaration form and company registration documents. Do not make any reference to price in the technical proposal as ARK will evaluate all technical proposals on merit. Proposals that fail to meet the tender instructions may be rejected.
- d. Proposals must be received by ARK no later than **28 August 2023, 18:00 (Local time - Beirut)**. Any late proposals may be rejected.
- e. Interested parties should notify ARK of their intention to bid by submitting an expression of interest (EOI) to procurement@arkgroupdmcc.com. Any changes to the tender and responses to requests for further information (RFI) will be sent to all potential bidders who have submitted an EOI.
- f. RFI and questions should be sent via email to procurement@arkgroupdmcc.com on or before the **22 August 2023**. The ITB number should be quoted in all correspondence. Anonymised responses will be sent to all known potential bidders and therefore you are encouraged to submit an EOI. However, an expression of interest is not a requirement to participate in the ITB.
- g. ARK may have discussions with one or more bidders to clarify specific points in their bids. The purpose is to seek additional information or explanations, not to change or improve the bids. This ensures transparency and fairness in the evaluation process.
- h. In the event of closely matched bids or if bids exceed ARK's price expectations, ARK may request the Best and Final Offers (BAFO) from one or more suppliers. If no BAFO is received, ARK will consider the last offer received as Best and Final.



- i. ARK reserves the right to reject any or all proposals submitted and to request additional information from bidders.
- j. ARK is not obligated to select any of the companies that submit proposals, and this Invitation to Bid (ITB) should not be considered an offer of contract. The ITB process may lead to Long-Term Agreements (LTAs) with multiple companies, depending on the evaluation results.

5. Technical Proposal Format

Your proposal should use the templates provided in annex 3. Do not send additional information that is not requested, as it will not be reviewed and makes the evaluation process more difficult and time-consuming. Each template requests the following information:

a. Template 1. Supplier Information containing the following information:

- (1) Company Information.
- (2) The contact information for a person authorised to act on behalf of the company.
- (3) Company license and registration details.
- (4) Relevant company registration documents should be attached as an annex to the ITB.

b. Template 2. Mandatory Criteria.

- (1) Confirmation the company has been registered for two years or longer.
- (2) Certificate or related documentation to demonstrate authority to rent vehicles.
- (3) Capability to supply vehicles between 9 September 2023 and 8 September 2024.
- (4) Full vehicle insurance coverage.
- (5) Details of similar contracts and referees.

c. Template 3. The technical details for each type of vehicle you will provide to ARK, how they will be maintained, breakdown assistance, and safety equipment that will be provided with each vehicle.

d. Price Proposal Format

All Bidders must submit a price proposal as a separate attachment to the technical offer. Template 4 is provided for this purpose. Services will be requested as and when required, and no guarantee of volume or minimum order is provided for the term of the contract. However, as an indication, ARK had 13 vehicles on hire between 2022 and 2023 except for two weeks in December.



6. Evaluation Criteria

A points formula will be used to score proposals. If several proposals are closely ranked, ARK may arrange discussions with bidders. Proposals will be evaluated and scored for both technical and price criteria. The maximum score for the technical and price proposal is 150.

The evaluation criteria are as follows:

a. Mandatory Criteria. Pass or Fail. Any proposals that fail to meet the mandatory requirement will be eliminated from the tender.

b. Technical Criteria (maximum 50 points)

- (1) The ability to supply seven-seater SUVs, with 3.8L engines or higher, manufactured in or after 2021, with automatic transmission, trunk space, and unlimited mileage. (25 points).
- (2) Twenty-four-hour assistance for breakdowns, and a maintenance programme to replace oil, brake pads, tyres, etc. when required. (10 points).
- (3) The capability to offer a replacement vehicle at no additional cost to ARK until the rented vehicle is returned, in case of accidents or periodic check-up/repairs. (10 points).
- (4) The availability of pick-up and delivery service to ARK's Beirut office at no additional cost on the rental price. (5 points)

c. Price Criteria (maximum 100 points). Bidders must meet the minimum threshold of 35 points in the technical evaluation to proceed to the price evaluation. Price offers are weighted in anticipation that ARK will predominantly order vehicles for a whole month and therefore points will be awarded as follows 40 points for monthly hire, 25 points for weekly, and 15 points for daily hire. A linear scoring method will be used to score price proposals. Maximum points will be awarded to the lowest priced offer and all other offers will receive increasingly reduced scores. Any offer price that is 100% higher than the lowest will receive a score of Zero.

Offers that provide penalty free comprehensive insurance will receive a score of 20 points. Alternative offers will be awarded a score based on the size of the penalty. This will be calculated by awarding zero points to the highest penalty and 20 points to bidders offering no penalty with reducing scores from low to high.

7. Award of Contract and Timeline

Award of contract will be offered to the bidder that scores the highest combined scores from the technical and price evaluations. All contract awards are subject to standard and enhanced due diligence checks and ARK reserves the right to review and withdraw any implied offers. Furthermore, ARK is not committed to select a supplier from any proposals received.

This ITB is not to be construed in any way as an offer of contract. This ITB may result in LTAs with one or more companies based on the outcome of the evaluation. It is anticipated that the successful company or



companies will be contracted in the first week of September and a CDO awarded soon after with vehicles delivered on or around the 8 September 2023.



Annex 1: Statement of Work

Vehicle Rental Long Term Agreement – Lebanon

1. Background Information

ARK Group DMCC (hereinafter referred to as “ARK”) is a stabilisation and development company committed to empowering local communities and beneficiaries in conflict, post-conflict, and fragile areas through the provision of evidence-based programmatic interventions, policy recommendations, research and capacity-building. ARK is registered in the Dubai, United Arab Emirates, with project offices in Jordan, Lebanon and the UK. The services under this ITB are required for the Beirut branch office.

2. Purpose

The purpose of this Statement of Work (SOW) is to outline the vehicle requirements and services to be provided by ARK for the successful delivery of a project in Lebanon. The project requires vehicles for ARK staff to transport project personnel and equipment, attend meetings, conduct field visits and site inspections, as well as carrying out essential research activities in various locations, both within and outside Beirut.

The SOW aims to clearly define the scope of services required. A preliminary estimate of 13 vehicles has been provided to indicate the expected requirement throughout the delivery period. However, it is essential to emphasize that this estimate is not a guarantee of any minimum or specific volume of services.

3. Description of Services Required

ARK requires a Lebanon based, registered vehicle supplier who can provide the following services between 9 September 2023 and 8 September 2024.

- a. Supply seven-seater, 4X4 SUV vehicles with a 3.8L engine and large trunk space for the movement of equipment and materials.
- b. Provide vehicles manufactured between 2021-2023.
- c. All vehicles must have automatic transmission.
- d. Fitted with GPS.
- e. Unlimited mileage restrictions.
- f. 24-hour emergency breakdown and emergency assistance with replacement vehicles provided if necessary.
- g. Maintenance package to include routine servicing.
- h. All offered vehicles must be registered and licensed.
- i. A fully comprehensive, penalty free insurance policy offered for damage repairs over USD 200.



- j. Each vehicle must have emergency breakdown equipment including but not limited to fire extinguisher and tire jack.
- k. Vehicle delivery and collection service.

4. Timeframe

The period of the service will be from 9 September 2023 to 8 September 2024.

5. Payment Schedule

Payments will be made monthly by bank transfer upon the receipt of an itemised invoice and successful delivery of services.

6. Requirements and Qualifications:

- a. **Licensing and Registration:** The vehicle rental company must be fully licensed, registered, and compliant with all relevant local and national regulations to operate as a vehicle rental service.
- b. **Insurance Coverage:** The supplier must ensure all vehicles carry comprehensive insurance coverage for all vehicles offered for hire.
- c. **Vehicle Condition:** All vehicles must be in excellent working condition, regularly serviced, and free from any defects or issues that may compromise the safety and functionality of the vehicle.
- d. **Transparent Pricing:** The supplier should provide clear and transparent pricing for their services.
- e. **Customer Support:** The supplier should offer prompt and responsive customer support to address any inquiries, issues, or emergencies during the rental period.
- f. **Replacement Vehicles:** In the event of accidents or breakdowns, the supplier should provide replacement vehicles promptly to minimize disruptions for the customer.
- g. **Clean and Well-Maintained Vehicles:** All vehicles should be clean, well-presented, and regularly serviced to ensure a positive customer experience.
- h. **Collection and Delivery.** Vehicles must be delivered and collected on time per instructions of CDOs.



Annex 2
Proposal Declaration Form

Attached separately.



Annex 3 Submission Templates

Template 1. Supplier Information

Full Company Name *	
Trading name (if different from registered company name)	
Registered company address	
Website address	

* As per company registration document.

ITB CONTACT DETAILS

Contact name and title	
Email	
Phone	

COMPANY REGISTRATION DETAILS

Trading Status	Public limited company Limited Company Limited liability partnership Sole Trader Third Sector Other. Please specify
Registration date	
Registration number	
Trade license number	
VAT number	
Are you a Small, Medium or Micro Enterprise **	YES NO

** See EU definition of SME https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en

PLEASE ENSURE YOU PROVIDE A COPY OF YOUR COMPANY REGISTRATION DOCUMENTS



Template 2: Mandatory Requirements

1. Your company must have been established for more than two years. This must be shown on your registration documents. Please confirm you meet this requirement:
 - a. Yes ☐
 - b. No ☐
2. You must be licensed and authorised to rent vehicles. Please confirm this is shown on your registration documents or provide additional documents to demonstrate this.
 - a. This information is provided on my registration document ☐
 - b. Additional documents are provided ☐
3. You must be able to deliver all 13 vehicles that match the specification provided to ARK on 08 September 2023.
 - a. I confirm all 13 vehicles will be delivered to ARK before Midnight on the 08 September 2023 and hired per a monthly CDO until 8 September 2023 ☐
4. All vehicles must be fully insured, road worthy and meet all licensing and legal requirements.
 - a. I confirm all vehicles will be fully insured, road worthy and meet all licensing and legal requirements. ☐
5. You must have the capability and competence to deliver a high level of service to ARK. Please describe three services of a similar nature to those we are seeking. Ensure you provide the requested contract and contact details and a brief description of the services provided and how you met the client expectations.

Contract 1			
Name of client		Quantity of vehicles	
Name of contact		Length of contract	
Tel Number		Contract value (USD)	
Email			



Description:			
Contract 2			
Name of client		Quantity of vehicles	
Name of contact		Length of contract	
Tel Number		Contract value (USD)	
Email			
Description:			
Contract 3			
Name of client		Quantity of vehicles	
Name of contact		Length of contract	
Tel Number		Contract value (USD)	
Email			
Description:			



Template 3. Technical Criteria. Please complete all text boxes.

Ser	Make	Model	Seats	Transmission	Engine Capacity	Year of Manufacture	GPS Yes/No
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							

All vehicles must have unlimited mileage. Please confirm you meet this requirement or provide a counteroffer.

All vehicles must be maintained by the supplier and a 24-hour breakdown, repair and replacement service provided. Please describe how you will maintain the vehicles during the term of the contract, details of the breakdown service and confirm that replacement vehicles will be provided in the event of a breakdown or during repair.

Please confirm all vehicles will be provided with spare tire, vehicle jack, fire extinguisher, and other mandatory safety equipment.



Confirm you can deliver and pickup vehicles to ARKs office in Lebanon as and when required.
Confirm all vehicles are provided with fully comprehensive insurance. Pricing details are discussed in the next section.



Template 4: Price Offer (To be sent as a separate attachment).

1. ARK proposes the following insurance coverage.
 - a. ARK will pay for any damages that cost less than USD 200 to repair.
 - b. All other damage and theft are to be covered by a comprehensive insurance package and should be included in the price offer in section 2.

2. Complete the table below for each type of vehicle.

Make	Model	Year of manufacture	Price Per Day (USD)	Price per Week (USD)	Price per Month (USD)

Add rows as necessary.

3. If you are unable to provide zero penalty comprehensive insurance cover provide a description of the coverage you propose.

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