



SECTION 1 - INSTRUCTIONS TO OFFERORS

A Introduction

1. General

The United Nations wishes to solicit Proposals from Registered Transport Companies capable of providing Transport Services, including town service (Kigali, City) and field travel services within Rwanda and other related services to United Nations Organizations in Kigali, Rwanda. The selected bidder (s) will provide transport hire services to UNICEF, UNDP, UNFPA, FAO, WFP, WHO, OHCHR, OCHA, ILO, UNCTAD, UN-HABITAT, IFAD, UNIDO, ITC, UNESCO, UN WOMEN, UNHCR, ECA, ITU, UNCDF, UNEP, UNAIDS, UNECA and any other UN Agency Operating in Rwanda. These organizations will be hereinafter referred to as “the UN organizations”, and individually as “each UN organization” or their own acronyms.

The Terms of Reference (TOR) describe the responsibilities to be undertaken by the successful contractor or contractors. The successful contractor (s) will sign Long Term Agreement (LTA) with UNICEF on behalf of other UN Organizations, but UN Organizations will manage payments and all services individually.

The contractor will perform the core activity of providing transport-related services to United Nations staff and its partners. The long-term agreement (LTA) will be for A two-year period (2026-2028), with the eligible firm (s) dealing in transport services with the possibility of extension by one year.

2. Cost of proposal

The Offeror shall bear all costs associated with the preparation and submission of the Proposal, UNICEF will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

B Solicitation Documents

3. Contents of solicitation documents

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Offeror is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Offeror's risk and may affect the evaluation of the Proposal.

4. Clarification of solicitation documents

A prospective Offeror requiring any clarification of the Solicitation Documents may notify UNICEF in writing by e-mail as indicated and permitted in the RFP. UNICEF will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than two weeks prior to the deadline for the submission of Proposals. Written copies of UNICEF's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Offerors that have received the Solicitation Documents.

5. Amendments of solicitation documents

At any time prior to the deadline for submission of Proposals, UNICEF may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the Solicitation Documents by amendment.

All prospective Offerors that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.

To afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, UNICEF may, at its discretion, extend the deadline for the submission of Proposals.

C Preparation of Proposals
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6. Language of the proposal

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and UN shall be written in the English language. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern.

7. Documents comprising the proposal

The Proposal shall comprise the following components:

Technical Proposal: (clearly marked technical proposal to be submitted in a separate email together with the administrative documents required)

- (a) Proposal submission form.
- (b) Administrative and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements.

Financial Proposal: (clearly marked financial Proposal to be submitted in a separate email)

- (c) Price scheduled in accordance with clauses 10 and 11.

8. Administrative requirements

The Offeror shall provide the following administrative documents

Company profile detailing:

- Company Address and contacts.
- Experience (At least 5 years) in the concerned business area
- Trade / Business license in the field of Transport services, provided by Registrar's Office
- Tax / VAT Registration certificate
- Valid Tax Clearance Certificate.

- Evidence of financial capabilities indicated by the audited financial statements by an IPA approved firm, for last two years.
- Must be registered in RURA (Attach copy of RURA certificate)

Note: Only companies that administratively qualify (provide compliant administrative documents) will proceed to the technical evaluation

9. Technical Proposal

The Offeror shall structure technical part of its Proposal as follows:

(a) Company Experience / Company Profile:

Bidders MUST submit a detailed company profile demonstrating relevant expertise / experience (At least 5 years) in the business area concerned.

(b) References:

List of at least three references from current customers procuring similar services (provide also copies of their agreements with sales volumes). The references must indicate the company name, telephone and e-mail address, contact people and their contacts.

(c) Capacity of the Supplier:

- Provide a list of their fleet listing ownership (Number of trucks, van, Jeep and Buses and their insurance policies etc...) with evidence of yellow cards indicating company ownership
- Provide a list of leased/ hired vehicles (Number of trucks, van, Jeep and Buses and their insurance policies etc...) with evidence of yellow cards and contract indicating partnership with the vehicle owners
- Indicate age of the fleet- preferred 10 years and below.
- Indicate fleet management and tracking system being used by the company
- List of reliable and credible service providers the company works with, such as garage, petrol station etc. share contracts as evidence.

(d) Experience of personnel:

- Bidders MUST provide CVs indicating the education and experience of their Managing Director and CV of Operations Manager (should have at least 5 years of experience in work) able to speak English or French

(e) Knowledge of the assignment:

- Provide an approach and methodology of your service
- Share your backup strategy in case vehicle breakdown/staff indiscipline etc.

(f) Required Vehicle standards

- Model/Year of Manufactured should not be more than 10 yrs
- Power Steering, Antilock Braking system, Air-conditioned, Driver Airbag Bag, Passenger Airbag.
- Mechanically sound and road worthy vehicles to be equipped with air conditioning, air bags, ABS, power windows and lock, seatbelts for all passengers of the vehicle, including rear seats. Seats should be in good usable condition.
- The vehicles should have valid periodic vehicle inspection as Rwandan standards
- Vehicles should be equipped with Fire extinguishers, Reflector, spare wheel and tyre with wheel changing tools and basic tools to assist in any minor breakdown, and Tow chains etc.
- Drivers must have at least 5 years' experience of driving LTV's motor cars/jeep, must hold valid driving license
- Drivers must be fully conversant with local laws, traffic rules and road conditions of duty area.
- The vehicle shall be Oduor free.
- Vehicle seats should be in good condition without tears.

10. Financial Proposal and price validity

The Offeror shall indicate in the Price Schedule, which is contained in these Solicitation Documents (Section 4), the prices of services it offers to supply under the contract.

The price offered/ final contract price remains valid till the end of the contract period

11. Proposal currencies

All prices shall be quoted in Rwanda Francs only.

12. Period of validity of proposals

Proposals shall remain valid for 120 days after the date of Proposal submission prescribed by UN, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by UN on the grounds that it is non-responsive.

In exceptional circumstances, UN may solicit the Offeror's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. An Offeror granting the request will not be required nor permitted to modify its Proposal.

13. Format and signing of proposals

The Offeror shall prepare two (2) copies of the Proposal, clearly marking each "Original Proposal" and "Copy of Proposal" as appropriate. In the event of any discrepancy between them, the original shall govern.

The two copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Offeror or a person duly authorized to bind the Offeror to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal.

A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Offeror, in which case such corrections shall be initialed by the person or persons signing the Proposal.

14. Payment

UN Agencies shall **individually** effect payments to the Contractor after acceptance by them of the invoices submitted by the contractor, upon achievement of the corresponding milestones in accordance with the payment terms in the contract.

Payments shall be made by bank transfer directly to the bank account of the Contractor. UN agencies shall only make payment transfers into accounts in the Contractor's (company) name and not of individuals (even owners of the Company).

D Submission of Proposals

15. Deadline for submission of proposals

Proposals must be received by UN at the email address no later than 11th June 2026.

16. Late Proposals

Any Proposal received by UNICEF after the deadline for submission of proposals, will be rejected.

17. Modification and withdrawal of Proposals

The Offered may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by UN prior to the deadline prescribed for submission of Proposals.

The Offeror's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice should be sent to rwasupply@unicef.org

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Offeror on the Proposal Submission Form.

E Evaluation of Proposals

18. Evaluation and comparison of proposals

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 100 points in the evaluation of the technical proposals.

The technical proposal is evaluated based on its responsiveness to the Term of Reference (TOR).

In the Second Stage, the price proposal of all offerors, who have attained minimum score of 70% in the technical evaluation will be opened and compared. Price Proposals of offerors who have not passed the technical evaluation will not be opened.

The technical and price scores of offerors will be combined using a weighting of 60% technical and 40% financial offer. The contract will be awarded to the offeror achieving the highest combined technical/price score.

Technical Evaluation Criteria

The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation criteria is as stipulated below;

TABLE 1:

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Company Experience / Company Profile	5%	5
2.	References:	5%	5
3.	Capacity of the Supplier	20%	20
4.	Personnel Experience	10%	10

5.	Knowledge of the assignment	20%	20
	Total		60

F Award of Contract

19. Award criteria, award of contract

UN reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror or Offerors of the grounds for the Purchaser's action

Prior to expiration of the period of proposal validity, UN will award the contract to the qualified Offeror(s) whose Proposal after being evaluated is the most responsive to the needs of the organization and activity concerned.

20. UN 's right to vary requirements at time of award

UN reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.

21. Signing of the contract

The result of this solicitation will be a long-term Agreement (LTA) that will be signed with a minimum of two suppliers, independent to each other.

Within 7 days of receipt of the LTA the successful Offeror shall sign and date the LTA and return it to UNICEF.

Failure of the successful Offeror to comply will be sufficient grounds for the annulment of the award, in which event UN may make the award to the next lowest evaluated Offeror or call for new Proposals.

SECTION 3 – TERMS OF REFERENCE

Request For PROPOSAL (RFP) for United Nations Common Services in Rwanda

TRANSPORT SERVICE

United Nations International Children’s emergency Fund (UNICEF), on behalf of all United Nations Agencies in Rwanda, invites interested companies to apply on the following:

“Providing Transport services (goods and persons) for United Nations Agencies in Rwanda”

Background:

The United Nations wishes to solicit Proposals from Registered Transport Companies capable of providing Transport Services, including town service (Kigali City) and field travel services within Rwanda and other related services to United Nations Organizations in Kigali, Rwanda. The selected bidder (s) will provide transport hire services to UNICEF, UNDP, UNFPA, FAO, WFP, WHO, OHCHR, OCHA, ILO, UNCTAD, UN-HABITAT, IFAD, UNIDO, ITC, UNESCO, UN WOMEN, UNHCR, ECA, ITU, UNCDF, UNEP, UNAIDS and any other UN Agency Operating in Rwanda. These organizations will be hereinafter referred to as “the UN organizations”, and individually as “each UN organization” or their own acronyms.

The Terms of Reference (TOR) describe the responsibilities to be undertaken by the successful contractor or contractors. The successful contractor (s) will sign Long Term Agreement (LTA) with UNICEF on behalf of other UN Organizations, but UN Organizations will manage payments and all services individually.

The contractor will perform the core activity of providing transport-related services to United Nations staff and its partners. The long-term agreement (LTA) will be for two-year period (2026-2028), with a vendor (s) dealing in transport services with the possibility of extension by one year.

PRICE SCHEDULE

- The Contractor is asked to prepare the Price Schedule and to send it in a separate email as instructed in the RFP.
- All prices/rates quoted must be exclusive of all taxes, since the UN is exempt from taxes.
- The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.
- The formats shown below should be used in preparing the price schedule and the personnel that the contractor can provide. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples. All prices must be in Rwanda Francs
- Quoted price/contract price will remain valid until end of the contract duration

The contractor shall provide the following transport services, kindly indicate your price quotation in the following categories.

1. LOT 1

Town service

Item	Description	Quantity	Base fee	Additional fees per/KM
1	VIP	1		
2	Standard/normal car category	1		

Price per vehicle per category (out of kigali)

B. SUV/4WD

	Description	Quantity (Indicative Number)	Price/ Half Day	Price/Full day
1	VVIP Jeeps category	1		
2	VIP Jeeps category			
3	Intermediate Jeep category	1		
4	Standard / normal Jeeps category	1		

C. Sedan (voiture)

Item	Description	Quantity	Price/day	Price/Hour
1	Representational car category (Limousine, Benz) (VIP)	1		
2	Standard/normal car category (2016 MODEL AND ABOVE)	1		

D. Van, Minibus & Bus

Item	Description	Quantity	Price/day
1	Van of 12 seats	1	
2	Minibus of 15 seats	1	
3	Bus of 25 seats	1	
4	Bus of 30 seats	1	
5	Bus above 30 to 60 seats	1	

E. Pickups and Trucks

Item	Description	Quantity	Price/day
1	Pickup of less than 2 tones	1	
2	Truck not exceeding 5 tones	1	
3	Truck above 5 to 10 tones	1	

2. LOT 2

Price per vehicle per location

Transport prices table per locations

FINANCIAL OFFER FORM - RENTAL OF BUSES						
LOCATIONS		VEHICLE CATEGORY AND RATE				
DEPARTURE LOCATION	DROP-OFF LOCATION	Coaster for 29 pax Rate in RWF	Bus for 32 pax Rate in RWF	Bus for 43 pax Rate in RWF	Bus for 52 pax Rate in RWF	Bus for 56 Pax Rate in RWF
Grande barriere It could also be from any of the locations to Grande Barriere	Kijote transit center					
	Nkamira transit center					
	Nyarushishi transit center					
Rusizi It could also be from any of the locations to Rusizi	Kijote transit center					
	Nkamira transit center					
	Nyarushishi transit center					
Nkamira Transit Center It could also be from any of the locations to Nkamira Transit Center	Kijote transit center					
	Grande Barrier					
	Nyarushishi transit center					

	Mahama camp					
	Kigeme camp					
	Mugombwa camp					
	Kiziba camp					
	Kigali					
	Nyabiheke camp					
Kijote Transit Center It could also be from any of the locations to Kijote Transit Center	Kigali					
	Grande Barrier					
	Nyarushishi transit center					
	Mahama camp					
	Kigeme camp					
	Mugombwa camp					
	Kiziba camp					
	Rusizi					
	Nkamira transit center					
	Nyabiheke camp					
Nyarushishi Transit Center It could also be from any of the locations to Nyarushishi Transit Center	Kigali					
	Grande Barrier					

	Kijote transit center					
	Mahama camp					
	Kigeme camp					
	Mugombwa camp					
	Kiziba camp					
	Rusizi					
	Nkamira transit center					
	Nyabiheke camp					
Kigali It could also be from any of the locations to Kigali	Kijote transit center					
	Grande Barrier					
	Nyarushishi transit center					
	Mahama camp					
	Kigeme camp					
	Mugombwa camp					
	Kiziba camp					
	Rusizi					
	Nemba border					
	Nkamira transit center					

	Nyabiheke camp					
Mahama Refugee It could also be from any of the locations to Mahama	Kijote transit center					
	Grande Barrier					
	Nyarushishi transit center					
	Kigali					
	Kigeme camp					
	Mugombwa camp					
	Kiziba camp					
	Rusizi					
	Nemba border					
	Nkamira transit center					
	Nyabiheke camp					
Mugombwa Refugee It could also be from any of the locations to Mugombwa	Kijote transit center					
	Grande Barrier					
	Nyarushishi transit center					
	Kigali					
	Kigeme camp					
	Mahama camp					

	Kiziba camp					
	Rusizi					
	Nemba border					
	Nkamira transit center					
	Nyabiheke camp					
Kiziba Refugee It could also be from any of the locations to Kiziba	Kijote transit center					
	Grande Barrier					
	Nyarushishi transit center					
	Kigali					
	Kigeme camp					
	Mahama camp					
	Mugombwa camp					
	Rusizi					
	Nemba border					
	Nkamira transit center					
	Nyabiheke camp					
Kigeme camp It could also be from any of the locations to Kigeme	Kijote transit center					
	Grande Barrier					

	Nyarushishi transit center					
	Kigali					
	Kiziba camp					
	Mahama camp					
	Mugombwa camp					
	Rusizi					
	Nemba border					
	Nkamira transit center					
	Nyabiheke camp					
Nyabiheke camp It could also be from any of the locations to Nyabiheke	Kijote transit center					
	Grande Barrier					
	Nyarushishi transit center					
	Kigali					
	Kiziba camp					
	Mahama camp					
	Mugombwa camp					
	Rusizi					
	Nemba border					

	Nkamira transit center					
	Kigeme camp					

OTHER FEES

WE WILL ENDEAVOR TO COMMUNICATE EXACT SCHEDULES AND TO START LOADING WITHIN 1 HOUR OF THEIR SCHEDULED ARRIVAL. PLEASE STATE ANY ADDITIONAL FEES PER BUS IN THE EVENTS BELOW

Loading starts after 1 hour upto 2 hours after bus arrives as scheduled					
Loading starts after 2 hours upto 4 hours after bus arrives as scheduled					
Cancellation before bus reached the loading location					
Cancellation when bus has reached the loading location					
Fees for Overnight stay at loading location. Bus arrives before 10PM					

OTHER INFORMATION PARTNERING TO YOUR OFFER (PLEASE STATE YES OR NO)

CONTRACT CONDITION	YES	NO
Your buses meet regulatory standards in Rwanda and equipped with the required accessories		
In case of a road breakdown you will send out a replacement bus to the location with 1 hour of the confirmed break down		
Please state your turn around time in hours to provide a buses after receiving UNHCR's request		
You accept UNHCR general terms and conditions for contracts for the provision of services		
You accept UNHCR payment terms (within 30 days of receipt of invoice).		
Your financial offer should be valid for 3 months		
Your shall norminate a customer representative focal point person for UNHCR		

You shall abide by the suppliers code of conduct		
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Terms of payment

Payment will be made upon submission of invoice and proof of service provided.

Submission details

Qualified institutions are invited to submit their proposals to rwasupply@unicef.org by 11th June 2026 by 5:00pm. Queries should be submitted to gingabire@unicef.org, and will be accepted until 8th June 2026.

NB: Please note that you are encouraged to quote for both Lots, however you are free to quote for one LOT given your area of expertise.

In addition to your financial proposal, you should provide the following documentation:

Administrative requirements:

- Company profile detailing:
 - o Company Address and contacts;
 - o Experience (At least 5 years) in the transport business area
- Trade / Business license in the field of Transport services, provided by Registrar's Office
- Tax / VAT Registration certificate
- Valid Tax Clearance Certificate;
- Evidence of financial capabilities including the Profits and Loss Accounts and the Balance Sheet of the last two years.
- Must be registered in RURA (Attach copy of RURA certificate)

Note: Only companies that administratively qualify (provide compliant administrative documents) will proceed to the technical evaluation

Technical Requirements

The following criteria will be used in evaluating the proposal:

TECHNICAL PROPOSAL CRITERIA	Score weight, %	Points obtainable
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1	Company Experience / Company Profile: - Bidders MUST submit a detailed company profile demonstrating relevant expertise on Experience (At least 5 years) in the concerned business area	5%	5
2	References: - List of at least three references of current customers procuring similar services (provide also copies of their agreements with sales volumes). The references must indicate the company name, telephone and e-mail address, contact persons and their contacts.	5%	5
3	Capacity of the Supplier: - Provide a list of their fleet listing ownership or hired (Number of trucks, van, Jeep and Buses and their insurance policies etc...) with evidence of yellow cards indicating company ownership	20%	20
4	Capacity of the Supplier: - Bidders MUST provide CVs indicating the education and experience of their Managing Director and CV of Operations Manager (should have atleast 5 years of experience in the area of work) able to speak English or French	10%	10
5	Knowledge of the assignment: - Provide an approach and methodology of your service	20%	20
MAXIMUM POINTS			60
Technical Evaluation Pass Score (42 points out of 60 points)			
FINANCIAL PROPOSAL		40%	40
TOTAL MAXIMUM SCORE		100%	100

- A visit of UN procurement working group will be made before the award of the contract.
- Please provide/indicate any other information dimmed necessary for purpose of this RFP.
- Bidders MUST provide documentation to demonstrate compliance with the above-mentioned criteria.

Note: Any financial information contained in the Technical Offer will invalidate the proposal.

Selection:

Lowest offer of the technically compliant bidders

Contract award:

Contract may be awarded to more than one bidder.

Appendix A – Participating Agencies

1. Food and Agriculture Organization of the United Nations (FAO)
2. International Labour Organisation (ILO)
3. International Organization for Migration (IOM)
4. United Nations Environment Programme (UNEP)
5. United Nations Resident Coordinator (UN RC)
6. United Nations Development Programme (UNDP)
7. United Nations Human Settlement Programme (UN Habitat)
8. United Nations Capital Development Fund (UNCDF)
9. United Nations Industrial Development Organization (UNIDO)
10. United Nations Entity for Gender Equality and the Empowerment of Women (UN WOMEN)
11. International Trade Center (ITC)
12. United Nations Department of Safety and Security (UNDSS)
13. UN Clinic

14. United Nations Fund for Population Activities (UNFPA)
15. United Nations High Commission for Refugees (UNHCR)
16. United Nations Children Fund (UNICEF)
17. United Nations Office for project services (UNOPS)
18. United Nations Educational Scientific and Culture(UNESCO)
19. United Nations Economic Commission for Africa (UNECA)
20. World Food Programme (WFP)
21. World Health Organization (WHO)
22. United Nations Centre for Human Settlements UN-HABITAT
23. Joint United Nations Programme on HIV/AIDS (UNAIDS)
24. International Residual Mechanism for Criminal Tribunals (IRMCT)
25. International Fund for Agriculture Development (IFAD)

SECTION 4 – PRICE SCHEDULE
(Becomes Annex III of LTA when signed)

1. The Contractor is asked to prepare the Price Schedule and to send it in a separate inner envelope as instructed in the RFP.
2. All prices/rates quoted must be exclusive of all taxes, since the UN is exempt from taxes.
3. The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

4. The formats shown below should be used in preparing the price schedule that the contractor can provide. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples. All prices have to be in United States Dollars.
5. For the entire service portfolio offered, vendors will provide a flat rate and standard pricing. Vendor's proposal should provide the best service available at the lowest possible costs.