



REQUEST FOR PROPOSAL
Transportation Services Long-Term Agreement – Yemen

To: Potential Service Providers
From: ARK Group DMCC (ARK)
Subject: Request for Proposal (RFP), LTA ARKYE1425
RFP Issue Date: 15 July 2024
RFP Closing Date: 25 July 2024
RFP Closing Time: 18:00 (Local – Aden, Yemen)

Proposals for the services specified will be received by the ARK Corporate Services Department until the time and date stated above. Late or incomplete proposals will not be considered. Additional instructions for preparing a proposal are provided herein.

1. Purpose

The purpose of this Request for Proposal (RFP) is to solicit proposals from reputable and experienced Transportation Services providers to establish a Long-Term Agreement (LTA) with ARK for the provision of drivers and vehicle rental services. The chosen supplier will be expected to provide scheduled vehicle and driver services, as and when required for use throughout Yemen, per the requirements and details in the Statement of Work (SOW) in Annex 1. Vehicle and driver services will be requested through Call Down Orders (CDOs) and volume will be determined by operational demand and programmatic needs.

2. Description of Entity

ARK Group DMCC is a social enterprise specialising in stabilisation, development, peacebuilding, displacement, irregular migration, and Preventing and Countering Violent Extremism (P/CVE), primarily in Fragile and Conflict-Affected States (FCAS). Founded in 2012, ARK focuses on reconciling the human security needs of local communities with the concerns of governmental clients and international organisations. ARK's core activities encompass Research and Analysis, Monitoring & Evaluation, Capacity Building, and Programme & Project Design and Management. ARK employs a dedicated team of 140 staff members and consultants, working across eight countries and maintaining four country offices.

3. Ethics, Fraud, and Transparency

ARK upholds a strong commitment to transparency, integrity, and ethical conduct and applies zero tolerance to fraud and unethical behaviour in any form. ARK encourages all employees, partners, suppliers, and stakeholders to promptly report any actual or suspected incidents of fraud related to this tender or any other activity. 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. Procedures for Submitting Proposals and Awarding Contract

- a. This Request for Proposal (RFP) consists of the following documents:
- (1) This RFP with submission instructions and evaluation criteria.
 - (2) Statement of Work (SOW) at Annex 1.
 - (3) Proposal Declaration Form at Annex 2.
 - (4) Technical Form at Annex 3.
 - (5) Price Form at Annex 4.
- b. Proposals should adhere 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.
- c. Firms are to submit their proposal by email to procurement@arkgroupdmcc.com. Please title the email "RFP-LTA-24-ARKYE1425" and send the submission as one email with four separate attachments as outlined below:
- (1) **1st Attachment:** Proposal Declaration Form (Annex 2).
 - (2) **2nd Attachment:** Technical Proposal (Annex 3).
 - (3) **3rd Attachment:** Price Proposal (Annex 4).
 - (4) **4th Attachment:** Provide a copy of a valid registration document of your company.

Please title each attachment with your company name, the type of document (Proposal Declaration Form, technical or financial), and the RFP title e.g.:

"Your Company Name "_ Proposal Declaration Form_ ARKYE1425

"Your Company Name "_ Technical Offer_ ARKYE1425

"Your Company Name "_ Price Offer_ ARKYE1425

- d. Failure to comply with any of the specified requirements may result in the bidder being considered unresponsive, leading to potential rejection of the proposal.
- e. Proposals will be received until 25 July 2024 at 18:00 (Aden Time). Proposals submitted after the deadline will not be accepted.
- f. 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.
- g. Discussions may be held to clarify proposals. If any such discussions are held, bidders will be notified that a best and final offer may be submitted by a revised deadline. The best and final offer provides the opportunity for bidders to revise their proposals based on additional information gathered during



discussions. If a best and final offer is not submitted, the previous offer will be considered as the best and final offer.

- h. Any questions raised regarding this RFP must be in writing and emailed to procurement@arkgroupdmcc.com. The RFP number should be quoted in all correspondence. ARK reserves the right to reject any and all proposals submitted and to request additional information from all bidders.
- i. ARK reserves the right to reject any or all proposals and request additional information if needed.
- j. The RFP process may lead to Long-Term Agreements (LTAs) with multiple companies, depending on the evaluation results.

5. Evaluation Criteria

A points formula will be used during the evaluation process to score proposals. If several proposals are closely ranked, ARK may arrange discussions with the bidders to assist in the selection process. Proposals will be evaluated and scored for both technical and price criteria. The maximum score for the technical and price proposal is 100 points (60 points for the technical criteria and 40 points for price). The evaluation criteria are as follows:

- a. **Mandatory Criteria.** The following criteria are mandatory and offers that do not meet them will be eliminated.
 - 1) The supplier must have proven experience providing rental services in the region with a minimum of 2 years, including references.
 - 2) The supplier must have a legitimate physical office and vehicle fleet in **Aden Governorate**. This will be visited and verified before the contract.
 - 3) All vehicles must be fully licensed and insured with comprehensive cover for all passengers.
 - 4) All drivers must be qualified and licensed to provide driver services throughout the term of the contract.
 - 5) All vehicles must carry a comprehensive first aid kit, spare tire, and tool kit.
 - 6) Capability to supply suitable vehicles during the period from 01 August 2024 to 31 July 2025 both on a long-term and short-term basis.
 - 7) All vehicles must be roadworthy, properly serviced, and clean and tidy at all times.

b. Technical Criteria (maximum 60 points)

Section	Criteria	Points
1	Supply 4x4 SUVs (seven-seater) with engine sizes of 4.0 L (Toyota Prado or equivalent). Not older than 2021 and milage not exceeding 80,000 KM.	5
2	Supply 4x4 SUVs (five-seater) with engine sizes of 2.7L (Toyota Fortuner or equivalent) Not older than 2021 and milage not exceeding 80,000 KM.	10
3	Supply Sedan vehicle (five-seater) with an engine size of 1.6 L To 2.0 L (Toyota Corolla or equivalent) Not older than 2021 and milage not exceeding 80,000 KM.	5
4	Supply Full-size SUV Pickup truck with an engine size of 4.0 L (Toyota Land Cruiser 70 series or equivalent) Not older than 2021 and milage not exceeding 80,000 KM.	5



5	Supply Van vehicle (eight-seater +) (Hyundai H1 or equivalent) Not older than 2021 and milage not exceeding 80,000 KM	5
6	The availability of pick-up and delivery service to ARK's Aden office at no additional cost on the rental price.	10
7	The availability of hotline support service and a 24/7 car servicing option in the event of a breakdown or accident, when and where required.	10
8	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-ups/repairs	10
Total Points		60

c. Price Criteria (maximum 40 points)

Only bidders meeting the minimum threshold of 40 points in the technical evaluation will be taken forward to the price evaluation. The maximum number of points for the Price Proposal is 40. The maximum score for price will be assigned to the bidder offering the lowest price and proportional scores will be assigned to the other proposals.

We are looking forward to receiving your proposal.

Yours sincerely,
ARK Group DMCC

Annex Table
Annex 1: Statement of Work (SOW)
Annex 2: Proposal Declaration Form
Annex 3: Technical Forms
Annex 4: Price Forms



Annex 1: STATEMENT OF WORK

Transportation Services Long-Term Agreement – Yemen

1. Background

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 evidence-based programmatic interventions, policy recommendations, research, and capacity-building. ARK is registered in Dubai, United Arab Emirates, with branch offices in Jordan, Lebanon, Yemen, and the UK. The services under this Request for Proposal (RFP) are required for ARK Group’s Aden branch office.

2. Purpose

The purpose of this Statement of Work (SOW) is to outline the scope, deliverables, timelines, and responsibilities for the successful delivery of vehicle and driver services in Yemen. This document serves as a formal agreement between the client and the service provider, providing clear and detailed guidelines to ensure mutual understanding and alignment of expectations for ARK’s transportation requirements in Yemen.

The SOW establishes a clear understanding of collaboration, communication, and accountability throughout the provision of vehicle and driver services. By defining the service objectives, vehicle specifications, driver qualifications, insurance, and safety measures, this SOW facilitates efficient and reliable transportation support to project personnel in Yemen.

3. Description of Services Required

ARK is seeking a transportation service provider, based and registered in Aden, to supply vehicles with fuel and drivers on an as-needed basis from 01 August 2024 to 31 July 2025. Key features of this on-demand service include:

- A. Supply 4x4 SUVs (seven-seater) with engine sizes of 4.0 L (Toyota Prado or equivalent), and SUV 4x4 (five-seater) with engine sizes of 2.7L (Toyota Fortuner or equivalent).
- B. Capability to provide hybrid vehicles, with at least one option for 4x4 SUVs (seven-seater) with engine sizes of 3.8L, and SUV 4x4 (five-seater) with engine sizes of 2.5L.
- C. Supply Sedan vehicle (five-seater) with an engine size of 1.6 L To 2.0 L (Toyota Corolla or equivalent)
- D. Supply Full-size SUV Pickup truck with an engine size of 4.0 L (Toyota Land Cruiser 70 series or equivalent)
- E. Supply Van vehicle (eight - eleven-seater) with an engine size of 2.5 L (Hyundai H1 or equivalent)
- F. Supply vehicle models that are not older than 2021 and milage not exceeding 80,000 KM.
- G. All vehicles must have automatic transmissions.
- G. Mileage Range coverage and fuel breakdown every month.
- I. 24-hour emergency breakdown and emergency assistance with replacement vehicles provided if necessary.
- J. In case of any accidents, a replacement vehicle must be provided by the service provider at no additional cost to ARK until the rented vehicle is repaired.
- K. Maintenance package to include routine servicing.
- L. All vehicles must be older than 2021 and milage not exceeding 80,000 KM.
- M. All offered vehicles must be registered and licensed.
- N. A fully comprehensive insurance policy.
- O. Each vehicle must have a fire extinguisher, tire jack, and tire puncture maintenance tools for emergency breakdowns.



These services must be available 24/7. While ARK will generally provide advance notice for transportation needs, there may be instances requiring very short notice. The provider must ensure safe and reliable transportation for project personnel within the Southern governorates of Yemen

ARK does not guarantee a minimum or specific volume of services. However, the service provider commits to meeting ARK's transportation needs to the best of their abilities whenever required.

4. Timeframe

This service will be required for 12 months, starting from 01 August 2024 to 31 July 2025, with the option to amend the contract for an additional 1 year subject to mutual agreement and satisfactory performance.

5. Milestones and Payment Schedule

Invoices for the provided services will be submitted by the service provider on the last day of each month. These invoices will include a detailed breakdown of costs for each day of travel, clearly outlining the expenses incurred during the service period. ARK will process payments upon receipt and verification of the itemized invoices. The payment terms will be as follows:

- ARK will pay the service provider net-30 days from receipt and verification of invoices and log sheets submitted by the service provider. The payment will cover the services rendered during the respective month.
- If the contract is extended for an additional six months, the payment schedule for the extended period will follow the same monthly invoicing and payment terms as outlined above.

The monthly invoices with a comprehensive breakdown of costs for each day of travel will allow for transparent financial tracking and ensure accurate reimbursement for the actual services provided. ARK and the service provider will collaboratively review the invoices to ensure clarity and accuracy for a smooth payment process throughout the project duration, including any potential extension period.

6. Requirements and Qualifications

The service provider must meet several requirements to ensure the safe and efficient provision of vehicle and driver services for ARK. These requirements include:

- **Licensing and Registration:** The service provider must be licensed to operate as a transportation services provider with a valid company registration and fixed business premises, also the service provider must ensure that all vehicles are registered and licensed.
- **Proven Work Experience:** The service provider must have a track record of proven work experience in providing reliable and professional vehicle and driver services. This requirement assures ARK of the provider's competence and expertise in the field.
- **Vehicle Quality and Safety:** 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. In addition, all vehicles must be fitted with stickers on the dashboard and back of front seats, containing readable national emergency numbers (police, fire brigade, ambulance service, and the company's HQ / emergency numbers. Additionally, the company must keep a tracking log of all vehicles and recommends having a GPS tracking system for all vehicles.
- **Vehicle visibility:** vehicles dispatched to ARK should not have visibility that exposes ARK staff and programs to risk, all cars should be neutral without any markings or tags that provoke local communities or checkpoints.



- **Comprehensive Insurance:** All vehicles offered must have full comprehensive insurance coverage. This measure protects ARK from potential financial liabilities in case of unforeseen incidents, also a detailed insurance coverage plan for vehicles and passengers is required.
- **Emergency Preparedness:** The service provider must equip all vehicles with a regular emergency kit, including essentials like a fire extinguisher (minimum 6kg foam), first aid kit, spare tires, and vehicle jack, and carry spare fuel and tire puncture maintenance tools, 1-2 fire blanket, heavy duty tow rope, and meet all safety requirements. This preparedness ensures the ability to handle unforeseen situations effectively. Additional recommended items include an illuminating vest and emergency triangles. hand flashlight. Recommended safety items include a pressure-calibrated tire inflator and gloves.
- **Qualified and Knowledgeable Drivers:** All drivers must possess valid driving licenses and thorough knowledge of Aden governorate's road network and traffic regulations. This requirement assures ARK that skilled and experienced drivers will be responsible for their personnel's transportation. The drivers must be familiar with basic repairs, such as tire changes, jumping batteries, and emergency communications/reporting to company HQ. The company is solely responsible for the behavior of the drivers, their health, and wellbeing, and must ensure that the drivers are not under the influence while on duty, they are not overworked, and are not driving when they are sick. The global best practices indicate that a healthy driver must take a break between every 4 driving hours. No driver should drive more than 10 hours daily.
- **Environmental Responsibility:** As part of ARK's commitment to promoting environmental responsibility, the service provider must consider environmental sustainability in all activities. This includes maintaining vehicles to reduce emissions and contributing to a healthier environment with reduced air pollution.
- **Ethics:** The service provider will adhere to the principles of the UN Global Compact throughout the term of service by:
 - Adhering to these comprehensive requirements, ARK aims to secure a dependable and responsible service provider that aligns with its values and ensures the successful implementation of its projects in Yemen.
 - Adhering to these comprehensive requirements, ARK aims to secure a dependable and responsible service provider that aligns with its values and ensures the successful implementation of its projects in Yemen.



Annex 2: Proposal Declaration Form
Vehicle Rental Long-Term Agreement – Yemen

[insert location]
[insert date]

TO: ARK Group DMCC
PO BOX 211860
Dubai
United Arab Emirates

Dear Sir/Madam:

We the undersigned, hereby offer to supply the professional services in accordance with your Invitation to Bid dated 15 July 2024. We are hereby submitting our proposal, which includes a copy of our certificate of registration, the Technical Proposal and Financial Proposal to the designated email address.

We hereby declare that:

- 1- All of the information and statements made in the Proposal is true and accept that any misinterpretation may lead to our disqualification.
- 2- We are currently not on and will not be engaged in activities that indirectly or directly support or benefit terrorism. We further confirm that we do not appear on the Specially Designated Nationals and Blocked Persons List maintained by the U.S. Treasury, U.S. Government Excluded Parties Listing System, United Nations Security designation list, Canadian government list of terrorist entities or UK Home Office list of Proscribed Terrorist Groups. We abide by The Terrorism Act 2000 (TACT) as well which prohibits transactions with, and the provision of resources and support to, individuals and organisations associated with terrorism.
- 3- In accordance with the Terrorism Act 2000 and all subsequent regulations pursuant to this Act as well as the United States' Executive Order 13224, we assure ourselves to the best of our knowledge any funding, including financial assets or economic resources are not made available, either directly or indirectly to, or for the benefit of persons, groups or entities listed in accordance with European Council Regulation EC/2580/2001 (as amended) and/or the Terrorism (United Nations Measures) Orders 2009 of the United Kingdom and the US Government Excluded Parties Listing System or any other relevant sanctions lists, or contravene the provisions of those and any subsequent applicable terrorism legislation.
- 4- We have no outstanding bankruptcy or pending litigation issues or any legal action that could impair our operation.

Yours faithfully,

[Authorised Signature]
[Name and Title of Signatory]
[Name of Company]
[Contact Details]



Annex 3: Technical Proposal Form
 Vehicle Rental Long-Term Agreement – Yemen

BIDDER 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 <input type="checkbox"/> Limited Company <input type="checkbox"/> Limited liability partnership <input type="checkbox"/> Sole Trader <input type="checkbox"/> Third Sector <input type="checkbox"/> Other. Please specify <input type="checkbox"/>
Registration date	
Registration number	
Trade license number	
VAT number	
Are you a Small, Medium or Micro Enterprise **	
** See EU definition of SME https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en	



Mandatory Requirement	
Company Registration Certificate and/or related documentation to demonstrate authority to rent vehicles	<i>Please send registration documents via email.</i>
Proven experience providing rental services in the region, including references	<i>Please provide the company profile including list of references.</i>
Capability to supply vehicles during the time period from 1 August 2024 to 31 July 2025	Yes <input type="checkbox"/> No <input type="checkbox"/>
Full vehicle insurance coverage	Yes <input type="checkbox"/> No <input type="checkbox"/> Please provide details of terms and conditions
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:	Yes <input type="checkbox"/> No <input type="checkbox"/>

Section	Technical Criteria	Availability & Ability	Points
1	Supply 4x4 SUVs (seven-seater) with engine sizes of 4.0 L (Toyota Prado or equivalent). Not older than 2021 and milage not exceeding 80,000 KM.	Yes <input type="checkbox"/> No <input type="checkbox"/>	5
2	Supply 4x4 SUVs (five-seater) with engine sizes of 2.7L (Toyota Fortuner or equivalent) Not older than 2021 and milage not exceeding 80,000 KM.	Yes <input type="checkbox"/> No <input type="checkbox"/>	10
3	Supply Sedan vehicle (five-seater) with an engine size of 1.6 L To 2.0 L (Toyota Corolla or equivalent) Not older than 2021 and milage not exceeding 80,000 KM.	Yes <input type="checkbox"/> No <input type="checkbox"/>	5
4	Supply Full-size SUV Pickup truck with an engine size of 4.0 L (Toyota Land Cruiser 70 series or equivalent) Not older than 2021 and milage not exceeding 80,000 KM.	Yes <input type="checkbox"/> No <input type="checkbox"/>	5
5	Supply Van vehicle (eight-seater +) (Hyundai H1 or equivalent) Not older than 2021 and milage not exceeding 80,000 KM	Yes <input type="checkbox"/> No <input type="checkbox"/>	5
6	The availability of pick-up and delivery service to ARK's Aden office at no additional cost on the rental price.	Yes <input type="checkbox"/> No <input type="checkbox"/>	10
7	The availability of hotline support service and a 24/7 car servicing option in the event of a breakdown or accident, when and where required.	Yes <input type="checkbox"/> No <input type="checkbox"/>	10
8	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-ups/repairs	Yes <input type="checkbox"/> No <input type="checkbox"/>	10



**Annex 4: Price Proposal Form
Vehicle Rental Long-Term Agreement – Yemen**

Section 1: Please use the table below to provide the price offer for a Vehicle with Driver and Fuel inside Aden and outside Aden (*Lahj, Abyan, and Hadramawt governorates):

Category	Brand	Model Year	Daily Rate		Weekly Rate		Monthly Rate	
			Inside Aden	*Other Governors	Inside Aden	*Other Governors	Inside Aden	*Other Governors
4x4 SUVs (seven-seater) with engine sizes of 4.0 L	(Toyota Prado or equivalent).	2021-2024						
4x4 SUVs (five-seater) with engine sizes of 2.7L	(Toyota Fortuner or equivalent)	2021-2024						
Sedan vehicle (five-seater) with an engine size of 1.6 L To 2.0 L	(Toyota Corolla or equivalent)	2021-2024						
Full-size SUV Pickup truck with an engine size of 4.0 L	(Toyota Land Cruiser 70 series or equivalent)	2021-2024						
Van vehicle (eight - eleven-seater) with an engine size of 2.5 L	(Hyundai H1 or equivalent)	2021-2024						

Section 2: Please provide the price offer for the driver service in the table below:

Driver Rate per Shift During weekdays (8 hours)	Driver Rate during Weekends/Holidays per Shift (8 hours)	Daily driver per diem in case of overnight stay	Surcharge in case of exceeding mileage limit
			<i>*Please Identify the Mileage limit per day and month:</i>

- **All prices must include VAT**