



INVITATION TO BID

Vehicle Rental Long-Term Agreement - Lebanon

To: Potential Vehicle Hire Firms

From: ARK Group DMCC

ITB Reference: ITB-LTA-24-ARKLB1531

ITB Issue Date: 18 September 2024

ITB Closing Date: 8 October 2025

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

1. Purpose

The purpose of this Invitation to Bid (ITB) is to solicit proposals from licensed, reputable and experienced vehicle hire companies based in Lebanon to establish a Long-Term Agreement (LTA) with ARK for the provision of hire vehicles for 12-months between 1 November 2024 and 30 October 2025. The chosen supplier will provide vehicles as required, for use by ARK throughout Lebanon in accordance with the requirements and details outlined in this RFP and the Statement of Work (SOW) at Annex 1. Vehicles will be requested through monthly Call Down Orders (CDOs). It is expected that ARK will hire 20 vehicles per month, but the quantity is determined by operational demand and programmatic needs and may increase or decrease throughout the term of the contract.

2. Description of Entity

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, ARK seeks to understand and 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 requested within 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 apply zero tolerance to fraud and any form of unethical behaviour. All employees, partners, suppliers, potential suppliers and stakeholders are encouraged to promptly report any actual or suspected incidents of fraud related to this tender or any other activity 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. General Instructions

- 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.
 - (5) Your proposal should be prepared in English.
 - (6) All documents should be sent as PDF attachments. RAR and other file types will be rejected.
 - (7) Include a Proposal Declaration Form
 - (8) Provide a copy of your company registration documents.
 - (9) 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-24-ARKLB1531. The technical proposal should contain the declaration form and company registration documents. Do not reference price in the technical proposal as ARK will evaluate all technical proposals on merit. **Proposals that fail to meet the tender instructions will be rejected.**
- d. ARK must receive Proposals no later than **8 October 2024, 18:00 (Local time - Beirut)**. **Any late proposals will be rejected.**
- e. Interested parties should notify ARK of their intention to bid by emailing procurement@arkgroupdmcc.com. This helps ARK to understand the level of interest in this tender and potential suppliers will be notified of any changes to the tender.
- f. Questions regarding this ITB should be emailed to procurement@arkgroupdmcc.com on or before **2 October 2024**. The ITB number should be quoted in all correspondence. Anonymised responses will be sent to all known potential bidders who have notified ARK of their intention to bid. and therefore you are encouraged to inform ARK of your intention to bid. However, this is not a mandatory requirement to participate in the ITB.
- g. ARK may hold discussions with one or more bidders. The purpose of any discussion is to seek additional information or clarification, not to change the technical quality or bid value.



- h. If there are closely matched bids or if bids exceed ARK's price expectations, ARK may ask suppliers to submit their Best and Final Offers (BAFO). If a requested party does not submit a BAFO, ARK will consider the last offer received as BAFO.
- i. ARK reserves the right to reject any proposals submitted and want t request additional information from bidders when deemed necessary.
- 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.
- k. All costs and expenses incurred by the bidder in preparing and submitting their proposal, including any presentations, demonstrations, or follow-up submissions, shall be borne solely by the bidder. ARK Group DMCC will not be liable for any claims or reimbursement of expenses related to the preparation, submission, or evaluation of bids.

5. Technical Proposal Format

Please use the templates provided in Annex 3. Avoid sending any additional information that is not requested, as it will not be reviewed and will only make the evaluation process more difficult and time-consuming. Each template clearly outlines the specific information required.

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 Technical 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 1 November 2024 and 31 October 2025.
- (4) Full vehicle insurance coverage.
- (5) Details of similar contracts and referees.
- (6) 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.



6. Price Proposal Format

Please make sure to submit a price proposal as a separate attachment to the technical offer. You can use Template 4 for this purpose. The services will be requested on an as-needed basis, and there is no guarantee of a minimum order or volume for the contract term. However, to provide an estimate, ARK had 15 vehicles on hire between 2023 and 2024, except for two weeks in December. We anticipate needing to hire 20 vehicles throughout the term of this contract, except for 2 weeks in December when the number of vehicles will be reduced. Payments for partial months will be calculated based on a daily rate derived from the fixed monthly hire price.

7. Evaluation Criteria

All potential suppliers must be able to meet the specified mandatory and technical criteria listed within this ITB. Suppliers that meet all mandatory criteria and are able to provide suitable vehicles will proceed to the financial CBA, where a relative points formula will be used to score proposals. If several proposals are closely ranked, ARK may request BAFO. The evaluation criteria are as follows:

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

- (1) **Licence and Registration.** All firms must be properly registered and licenced to provide vehicle hire services in Lebanon.
- (2) **Experience.** All suppliers must have been established for a minimum of 2 years and have sufficient experience in hiring vehicles to corporate clients.
- (3) **Vehicles.** Ark requires at least 20 SUVs, manufactured in or after 2022, with automatic transmission and 4-wheel drive. Our preference is for the vehicles listed below. Suitable alternatives of a similar make and model will be considered. If ARK considers a make or model to be unsuitable, the potential supplier will be informed of this decision and provided the opportunity to amend their offer. Firms must be able to provide the specified quantity for each vehicle category and provide a similar replacement when a vehicle is off-road for repair or maintenance.

Category	Make	Model	Seats	Quantity
1	Kia	Sportage	5	15
2	Mitsubishi	Pajero	5	4
3	Toyota	Prado	7	1

Potential suppliers must be able to meet this requirement as a minimum.

- (4) **Milage.** Vehicles must have an unlimited mileage allowance.
- (5) **Insurance.** Comprehensive insurance coverage must be provided for all vehicles.
- (6) **Roadside Assistance.** All vehicles must have twenty-four-hour assistance for breakdowns and a maintenance programme to ensure vehicles are roadworthy and serviced at all times.



(7) **Delivery Service.** Potential suppliers must deliver vehicles to ARK’s Beirut office and collect them at the start and end of the contract and as needed.

(8) **Emergency Equipment.** All vehicles must have a spare tire, and jacking equipment etc.

b. Price Criteria (maximum 100 points). Bidders that meet the mandatory requirement will proceed to the price evaluation where price offers will be compared on cost.

Maximum points will be awarded to the vehicle offers based on the lowest monthly price offered for each vehicle. Each offer will be scored in proportion to the lowest price. Weight will be added to each price based on the estimated quantity of each vehicle category. Higher weight will be awarded to the vehicles ARK will hire in larger quantities. Further explanation and examples are provided below:

Category 1. Kia Sportage or similar. Weight = 75%. This weight reflects that 75% (15 of 20) of the vehicles hired will be category 1.

Category 2. Mitsubishi Pajero or similar. Weight = 20%. This represents 20% of the vehicle (4 of 20) will be category 2.

Category 3. Toyota Prado or similar. Weight = 5%. This represents that 5% of the vehicles (1 of 20) will be category 3.

Example: Supplier A provides the lowest priced offer for a Kia Sportage at \$100 per month (OP). Supplier B offers the same vehicle but for \$120 per month (OP). The weight for category 1 vehicles is 75 (W)

$$\frac{LP}{OP} \times W = \text{Points} \qquad \frac{100}{120} \times 75 = 63 \text{ points}$$

Therefore, Supplier A would receive the maximum score of 75 points as they provided the lowest-priced offer, and Supplier B would receive 63 points.

The supplier that is able to provide suitable vehicles, meet all mandatory requirements and offer the lowest price will be offered the award of a 12-month Long-term Agreement to provide hire cars at a fixed monthly rate over a 12-month period.

ARK will pay a pro-rata rate for each hire lasting less than a full calendar month based on a daily rate calculated as $\frac{\text{monthly price} \times 12}{365}$

8. Award of Contract and Timeline

The LTA will be formed with the bidder that best meets the mandatory technical criteria and price evaluation. All contract awards are subject to standard and enhanced due diligence checks, and ARK reserves the right to review and withdraw any implied offers at its discretion. Additionally, ARK is not obligated to select a supplier from the proposals received, and this Invitation to Bid (ITB) should not be considered an offer of contract.



The ITB process may result in Long-Term Agreements (LTAs) with one or more companies, depending on the evaluation outcomes. It is anticipated that contracts will be awarded in the first week of October 2024, followed by a CDO to supply vehicle for the first contractual month on 1 November 2024.

9. Costs and Fees

All costs and expenses incurred in the preparation and submission of the proposal, including any presentations or demonstrations, are the sole responsibility of the bidder. ARK Group DMCC will not be liable for any claims or reimbursements related to the bid preparation, submission, or evaluation process.



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 Dubai, United Arab Emirates, with project offices in Jordan, Lebanon and the UK. ARK delivers project support and services to organisations within Lebanon and requires a qualified and reliable vehicle hire company to provide approximately 20 SUV vehicles to support its project outputs.

2. Purpose

This Statement of Work (SOW) defines the scope of services and sets clear expectations for the quality and standards of performance required from the supplier throughout the duration of the contract. This document outlines the specific deliverables, timelines, and performance criteria that must be adhered to, ensuring that all services are provided in a manner that meets or exceeds ARK’s operational requirements. The contractor is expected to maintain the highest standards of service, professionalism, and compliance with relevant industry standards and best practices for the entire term of the contract. Additionally, this SOW provides a basis for evaluating the contractor's performance, ensuring that all agreed-upon services are delivered in a timely, cost-effective, and satisfactory manner.

3. Description of Services Required

ARK requires a qualified, registered, and reliable firm based in Lebanon to provide the following services:

- a. Supply of five-seater and seven-seater, 4x4 SUV vehicles to support ARK’s project delivery.
- b. All vehicles provided must be manufactured between 2022 and 2024.
- c. Vehicles must have automatic transmission.
- d. There should be no mileage restrictions (unlimited mileage).
- e. Provision of 24-hour emergency breakdown and roadside assistance, including replacement vehicles if required.
- f. A maintenance package covering routine servicing and upkeep of all vehicles.
- g. All vehicles must be registered, licensed, and compliant with local regulations.
- h. The vehicles must be covered by a fully comprehensive insurance policy.



- i. Each vehicle should be equipped with essential emergency breakdown equipment, including but not limited to a fire extinguisher, tyre jack, and other necessary tools.
- j. The firm must offer a vehicle delivery and collection service to and from ARK's designated locations.

4. Timeframe

The contract term will run from 1 November 2024 to 31 October 2025. Vehicles will be required on the first day of the contract.

5. Payment Schedule

Payments will be made monthly by bank transfer upon receiving 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.

7. Requirements and Qualifications

To ensure the highest quality of service throughout the contract term, ARK expects the service provider to meet the following requirements and adhere to the outlined performance standards. These standards will be the basis for monitoring and evaluating the contractor's performance.

- a. The service provider must respond to ARK's queries or requests for assistance within one business hour during normal business hours.
- b. The firm must be legally registered and licensed to operate in Lebanon and compliant with all relevant local regulations and industry standards.



- c. All vehicles provided must be maintained in excellent operational condition, manufactured between 2022 and 2024, and equipped with automatic transmission.
- d. All vehicles must have comprehensive insurance covering the driver, passengers, and third parties and must be fully licensed and registered throughout the contract term.
- e. Vehicles must meet applicable safety regulations and be equipped with necessary emergency tools, including a fire extinguisher and tire jack.
- f. The service provider must ensure 100% availability of requested vehicles, providing replacements for accidents, maintenance, or repairs.
- g. Vehicles must be delivered in a clean state, fully fuelled (or at an agreed-upon fuel level), and in good mechanical condition.
- h. In the event of a breakdown, 24-hour emergency assistance must be provided with a response time of no more than 60 minutes in urban areas and 2 hours in rural areas. Replacement vehicles must be delivered within 4 hours of an incident.
- i. Vehicles must be delivered and collected on time, adhering to the agreed schedule.
- j. Routine maintenance must be performed according to the manufacturer's recommendations.
- k. Vehicles must be returned with the same fuel level as provided. The service provider is responsible for documenting fuel levels at delivery and return. In the event of a dispute over fuel levels, ARK must be allowed to either refuel the vehicle to the documented level or pay the difference at the prevailing market rate.



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 20 vehicles that match the specification provided to ARK on 1 November 2024.
 - a. I confirm all 20 vehicles will be delivered to ARK before Midnight on the 1 November 2024 and hired per a monthly CDO until 31 October 2025

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	Four Wheel Drive	Year of Manufacture
1					Yes/No	
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

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.



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

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Confirm you can deliver and pickup vehicles to ARKs office in Lebanon as and when required.

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Confirm all vehicles are provided with fully comprehensive insurance. Pricing details are discussed in the next section.

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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 Month (USD)



Add rows as necessary.

3. Please describe the terms of insurance and penalty cover.