



INVITATION TO BID

EXPRESSION OF INTEREST (EOI)

FOR

**PROVISION OF CORPORATE METER TAXI SERVICES FOR AMREF
HEALTH AFRICA IN ETHIOPIA**

REFERENCE TO:

TENDER NO: AMREF_ET/20/09/2024/003

**SUBMISSION DEADLINE: THURSDAY 3RD OCTOBER 2024
AT 12:00 NOON**

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PART A: TECHNICAL REQUIREMENT

SECTION 1: INVITATION TO BID

1. Amref Health Africa, Ethiopia Office invites sealed bids from eligible bidders for the provision of corporate meter taxi services. The service provider will be responsible for supplying, operating, and maintaining a fleet of meter taxis supported by an automated mobile application and web-based booking system
2. A complete set of tender documents in English can be downloaded from Amref Health Africa website; <http://amref.org/tenders/> by interested bidders upon payment of a nonrefundable fee of **Birr. 150 (One Hundred and Fifty Birr only)**. The method of payment is cash payable to the Account name: **Amref Health Africa**; Account Number: **0075992910104**; Bank Name: **Wegagen Bank/Shala Branch**. Bidders must submit a bank deposit slip to the Amref cashier's office and collect the Amref receipt.
3. Candidates will then attach the copy of original Amref receipt to the tender documents as proof of purchase of the tender.
4. Complete tender documents for **preliminary** and **technical requirements** are to be enclosed in a plain envelope marked with the tender reference number and tender name. **The financial bid MUST be in a separate envelope marked with the tender reference number, tender name, vendor name, and vendor contact details. (The financial bid will only be opened for those bidders who will have qualified in the technical evaluation)**. Please note that only one complete tender document is required. **Do not provide additional copies.**
5. Tenders must be accompanied by a tender security of **Ethiopian Birr 10,000** in the Currency specified in the tender document. The bond shall be furnished in one of the following forms;
 - Certified Cheque/CPO issued by a recognized bank
 - Bond issued by and/or confirmed through a recognized /reputable bank; and must be delivered with the Tender Documents in the technical bid. The tender security validity period from the date of closing tender should also be indicated.
6. Interested eligible candidates are invited for a pre-bid meeting to be held on **Wednesday 25th September 2024** starting at **10.00 a.m.** Register in advance for this meeting through the link;

<https://amref.zoom.us/meeting/register/tZMkf-usrzkjGtzXgxYj7eelm3dN-HU5eTFf>

After registering, you will receive a confirmation email containing information about joining the meeting.

7. The complete tender documents must be delivered to the address below no later than **Thursday 3rd October 2024 at 12.00 noon.**

Amref Health Africa / Ethiopia Office
Bole Sub-City, Woreda 03, H.No. 2310 Behind Bole Medhanialem Church Beside
Abyssinia Plaza
P.O. Box 20855 code 1000,
Tel. 0116627851
Addis Ababa, Ethiopia

8. Tender Documents should be dropped at **Amref Health Africa, Ethiopia Office** at the **Big Tender Box** next to the Procurement Office. Tenders will be opened at **12:00 noon** in the presence of the Tenderers' representatives who choose to attend the tender opening ceremony at the Amref Health Africa, Ethiopia Office. **Electronic bidding will not be permitted. No bids will be accepted after 12 noon on the closing day.**
9. Prices quoted should be inclusive of VAT and all other applicable taxes and must be in **ETB (Ethiopian Birr)** and shall remain valid for 90 days from the closing date of the tender. The prices in your financial quotation should be broken down as follows: (Do not key in your financial quotation in this section):
- (i) Unit price
 - (ii) 15% VAT
 - (iii) Other applicable taxes
 - (iv) TOTAL COST

SECTION 2: INSTRUCTIONS TO TENDERERS

2.1 Eligible Tenderers

- 2.1.1 This Invitation for Tender is open to all eligible tenderers.
- 2.1.2 Tenderers shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

2.2 Cost of tendering

- 2.2.1 The tenderer shall bear all costs associated with the preparation and submission of its bid. Amref Health Africa or its agents, will under no circumstance be responsible or liable for those costs regardless of the conduct or outcome of the tendering process.

2.3 Specific Instructions

- 2.3.1 Bidders must quote for all items and quantities as indicated to qualify for evaluation.
- 2.3.2 The bid document and all supporting documents shall be written in English.

2.4 Amendment of documents

- 2.4.1 At any time prior to the deadline for submission of tenders, Amref Health Africa for any reason, whether at its initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by amendments.
- 2.4.2 All prospective candidates who have received the tender documents will be notified of the amendment in writing or by post and will be binding on them.
- 2.4.3 In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, Amref Health Africa at its discretion may extend the deadline for the submission of tenders.

2.5 Tender Prices and Currencies

- 2.5.1 The tenderer shall indicate on the appropriate Price Schedule, the unit prices inclusive of all taxes and the total tender price of the items proposed to be purchased under the contract.
- 2.5.2 Prices quoted by the tenderer shall be fixed during the tender validity period and not subjected to variation on any account. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- 2.5.3 The price quoted shall be in Ethiopian Birr.

2.6 Validity of Tenders

- 2.6.1 Tenders shall remain valid for 90 days after the date of tender opening prescribed by Amref Health Africa, pursuant to paragraph 2.10. Tenders valid for a shorter period shall be rejected by Amref Health Africa as non-responsive.
- 2.6.2 In exceptional circumstances, Amref Health Africa may solicit the tenderers' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tenderer may refuse the request. A tenderer granting the request will not be required nor permitted to modify its tender.

2.7 Sealing and Marking of Tenders

- 2.7.1 The tenderer shall seal the tender and mark it with the tender reference number and tender name and **“DO NOT OPEN BEFORE 12 noon on Thursday 3rd October 2024”**

2.8 Deadline for Submission of Tenders

- 2.8.1 Tenders must be received by Amref Health Africa at the address specified not later than **12:00 noon on Thursday 3rd October 2024.**

2.9 Modification of Tenders

- 2.9.1 The tenderer may modify or withdraw its tender after the tender's submission provided that written notice of the modification, including substitution or withdrawal of the tenders, is received by Amref Health Africa, Ethiopia Office prior to the deadline prescribed for submission of tenders.
- 2.9.2 The tenderer modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.10:1. A withdrawal notice may be sent by email but followed by a signed confirmation copy, postmarked no later than the deadline for submission of tender
- 2.9.3 No tenderer may be contacted after the deadline for submission of tenders.

2.10 Withdrawals of Tender

- 2.10.1 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer.
- 2.10.2 A bidder who withdraws its tender after the deadline for submission will forfeit its bid security deposit.

2.11 Opening of Tenders

- 2.11.1 Amref Health Africa, Ethiopia Office will open all tenders in the presence of tenderers' representatives who choose to attend the tender opening ceremony at **12:00 noon, on Thursday 3rd October 2024** in the location specified in the tender. The tenderers or representatives who are present shall sign a register evidencing their attendance.
- 2.11.2 The tenderers' names, tender modifications or withdrawals, and the presence or absence of requisite tender security and such other details as Amref Health Africa, at its discretion may consider appropriate, will be announced at the opening.
- 2.11.3 Amref Health Africa will prepare a tender opening report.

2.12 Clarification of Tenders

- 2.12.1 To assist in the examination, evaluation and comparison of tenders Amref Health Africa, at its discretion, may ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or Substance of the tender shall be sought, offered, or permitted.
- 2.12.2 Any effort by the tenderer to influence Amref Health Africa in the tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers' tender.

2.13 Evaluation and Comparison of Tenders

- 2.13.1 Amref Health Africa will examine the tenders to determine whether they are complete, whether any computation errors have been made, whether required securities/tender purchase have been furnished, whether documents have been properly signed and whether the tenders are generally in order. After examination, a tender that will be determined to be substantially non-responsive, will be rejected by Amref Health Africa.
- 2.13.2 Amref Health Africa will evaluate and compare the tenders, which have been determined to be substantially responsive.
- 2.13.3 Amref Health Africa will notify bidders who will be required to provide samples in good

time with specific sample submission details following **finalization of the preliminary evaluation.**

- 2.13.4 Amref Health Africa will ensure that the submitted samples are catalogued accordingly and correspond to the assigned bid number(s). The tenderers should ensure that all their samples have been captured correctly.

2.14 Notification of Award

- 2.14.1 Prior to the expiration of the period of tender validity, Amref Health Africa will notify the successful tenderer in writing that the tender has been accepted.
- 2.14.2 Simultaneously the other tenderers shall be notified that their tenders have been unsuccessful.

2.15 Appeal Period

- 2.15.1 Any vendor/service provider who wishes to appeal against the outcome of the tender shall do so in writing within 3 days of the date of the notification/regret letter. Any letter received after the third day shall not be responded to and shall be treated as null and void. Amref Health Africa shall have dispensed with this procurement.

2.16 Contacting Amref Health Africa

- 2.16.1 No tenderer shall contact Amref Health Africa on any matter relating to its tender, from the time of the tender opening to the time the contract is awarded.
- 2.16.2 Any effort by a tenderer to influence Amref Health Africa in its decisions on tender evaluation, tender evaluation committee, or contract award will result in the rejection of the tenderer's tender.

2.17 Leadtime and Delivery Details

- 2.17.1 The supplier should be able to deliver the items they have quoted for as specified in this tender document.
- 2.17.2 The supplier should include delivery schedule with lead times.
- 2.17.3 On arrival the supplies should be free from damage. The supplier shall be liable for all losses due to insufficient or unsuitable packing and delivery arrangements, and shall be liable for the cost of returning any unacceptable supplies.
- 2.17.4 The supplies must be free from objectionable matter and any substances that would represent a hazard to health.

SECTION 3: TERMS OF REFERENCE

1. Introduction

Amref Health Africa is the largest international health development organization based in Africa working with and through African communities, health systems and governments. Amref Health Africa's vision is for lasting health change in Africa, with headquarters in Kenya. Our mission is to increase sustainable health access to communities in Africa through solutions in human resources for health, health services delivery and investments in health. Amref Health Africa has offices in Ethiopia, Uganda, South Sudan, Kenya, Tanzania, Southern Africa and West Africa, as well as 11 countries in Europe and North America. For more information, visit our website www.amref.org.

Amref Health Africa, Ethiopia Office has projects in Addis Ababa, Afar, Amhara, Benishangul-Gumuz, Gambella, Oromia, SNNP, Ethiopia Somali regions and nationwide health systems strengthening interventions focusing the capacity building of the National Health Extension Program.

Interested eligible bidders may obtain further information from the Amref Health Africa website: www.amref.org/ethiopia/

Amref Health Africa, Ethiopia Office invites sealed bids from eligible bidders for the provision of corporate meter taxi services. The service provider will be responsible for supplying, operating, and maintaining a fleet of meter taxis supported by an automated mobile application and web-based booking system. The service provided must include features such as electronic receipt generation, trip access and denial authorization options, and comprehensive trip summary reports.

The selected service provider will be expected to meet Amref's transportation needs promptly and professionally, ensuring high standards of service throughout the contract period

2. Objectives

The primary objective is to provide corporate entities with a safe, reliable, and technology-enhanced taxi service, leveraging a network of independent car owners.

The key objectives include:

- Transparent, metered fare system.
- Efficient and reliable taxi services for corporate clients.
- Professional, well-trained drivers.
- Seamless integration of advanced technology for booking, tracking, and payment.
- Effective coordination between individual car owners and corporate clients to meet transportation demands.

3. Scope of Service

The service provider will be responsible for managing a system that connects corporate clients with registered individual car owners through an advanced technology platform. The scope of services includes:

- **System Development:** Establishing or integrating a technology platform that allows car owners to register and corporate clients to book taxi services.
- **24/7 Service Operation:** Ensuring the service operates round-the-clock to meet the needs

- of corporate clients.
- **Driver and Vehicle Management:** Managing the network of drivers and vehicles, including registration, compliance checks, and regular assessments.
- **Geographical Coverage:** Covering the entire Addis Ababa metropolitan area and nearby locations.
- **Corporate Contracts:** Offering flexible and tailored corporate contracts, including on-demand, scheduled, and monthly services.

4. Requirements and Standards

The service provider must meet the following standards to ensure operational efficiency, safety, and customer satisfaction:

4.1: Technology Infrastructure

The service provider must establish or integrate a system that includes:

- **Driver Registration:** A robust onboarding process for independent car owners and drivers, ensuring compliance with legal and safety standards.
- **Fleet Management Platform:** A system for monitoring vehicle availability, location, and performance in real time.
- **Corporate Booking System:** A user-friendly platform for corporate clients to request rides, track vehicles, and manage transportation schedules.
- **Digital Payment Integration:** Support for mobile money, card payments, bank transfers, and corporate invoicing.
- **Rating System:** A platform for clients to evaluate service quality, contributing to continuous quality control.

4.2: Fleet and Vehicle Requirements

All registered vehicles must adhere to the following:

- **Vehicle Condition:** Vehicles must be well-maintained, clean, and roadworthy, complying with Ethiopian road safety standards.
- **Vehicle Types:** The fleet should include mid-range to executive vehicles suited for corporate use.
- **Technology Features:** Each vehicle must have GPS tracking, digital fare meters, and communication devices for effective coordination.

4.3: Driver Requirements

The service provider must implement strict driver selection and monitoring processes:

- **Driver Certification:** Valid Ethiopian driving license with at least two years of experience.
- **Background Checks:** Comprehensive security, criminal record, and health checks.
- **Training:** Training in customer service, corporate etiquette, safety, and the use of technology platforms.
- **Uniform and Identification:** Professional appearance with system-linked identification.

4.4: Corporate Service Features

The following services must be offered:

- **Dedicated Corporate Portal:** A dashboard for booking, managing rides, viewing invoices, and tracking usage.
- **Ride Scheduling:** Both pre-scheduled and on-demand ride options.
- **Digital Invoicing and Reporting:** Detailed invoices for individual rides or consolidated monthly invoicing for corporate clients.

5. Service Level and Performance Metrics

The service provider must maintain high operational standards. Performance will be evaluated against the following metrics:

- **Service Availability:** 24/7 operational readiness with 95% availability during peak hours.
- **Punctuality:** 95% of rides should meet specified pickup times.
- **Vehicle Availability:** 90% of the fleet should be operational at all times.
- **Customer Satisfaction:** A minimum satisfaction rating of 90%, based on feedback on drivers, vehicles, and service experience.
- **Response Time:** Customer inquiries must be addressed within 24 hours.
- **Feedback Analysis:** Regular review of customer feedback with quarterly reports on corrective actions.

SECTION 4: ELIGIBILITY REQUIREMENTS AND TECHNICAL SPECIFICATIONS

a) Preliminary Evaluation Criteria

Bids will be evaluated based on the below criteria.

Bids **lacking any of the documents** below will be considered as non-responsive and therefore will be eliminated at this stage.

PRELIMINARY EVALUATION OF MANDATORY REQUIREMENTS				
No.	Particulars	Marks	Compliant	Non-compliant
1.	Copy of Registration Certificate/Certificate of Incorporation.	1 or 0		
2.	Copy of Taxpayer Registration Certificate.	1 or 0		
3.	Copy of renewed Business License duly registered under the Laws of Ethiopia.	1 or 0		
4.	Copy of Value Added Tax Registration Certificate.	1 or 0		
5.	Copy of the original Amref Receipt as proof of purchase of tender document.	1 or 0		
6.	Must provide tender security from a reputable bank amounting to Ethiopian Birr 10,000 (Original Tender security must be attached) . The bid bond shall be furnished in one of the following forms; <ul style="list-style-type: none">▪ Certified Cheque/CPO issued by a recognized bank.▪ Bond issued by and/or confirmed through a recognized /reputable bank.	1 or 0		
7.	Provide audited financial statements/report for the year 2022 [Annual turnover] (Must be signed and dated by the auditor and the firm's Directors)	1 or 0		
8.	Provide audited financial statements/report for the year 2023 [Annual turnover] (Must be signed and dated by the auditor and the firm's Directors)	1 or 0		
9.	ENSURE that the tender document is properly bound	1 or 0		

Note: All the above documents numbered 1 to 9 should be packaged and arranged in that order under the preliminary evaluation criteria section of the tender document.

b) Technical Evaluation Criteria

No.	Criteria	Max Score	Bidders Score	Remarks
1.	Provide the fleet quality and variety of cars registered in the system	10 Marks		
2.	Demonstrate the flexibility of corporate packages in terms of pre-booking	10 Marks		
3.	Provide the Invoicing and corporate features of the taxi service that you provide.	10 Marks		
4.	Demonstrate the Customer experience, customer feedback and provide relevant references	10 Marks		
5.	Demonstrate the driver and vehicle registration process	5 Marks		
TOTAL SCORE		45 Marks		
Only bidders who will score at 30 out of 45 marks in the technical score shall qualify for the Oral interview/Demonstration stage which forms part of the technical evaluation.				

c) Demonstration Evaluation Criteria

Bidders who will meet the pass mark at technical evaluation stage will be invited for a demo presentation to showcase the capabilities of their technology platform.

Evaluations will focus on user experience, reliability, security, and scalability, all of which will contribute to the overall technical score of the proposal.

Criteria	Max Score	Bidders Score	Remarks
Technology platform and system robustness (Justification to be provided through a demo presentation)			
a) Friendly user interface - 10 Marks			
b) Driver App – 5 Marks			
c) Back end Support System - 5 Marks			
d) Passenger App Interface:			
i. Real Time Tracking capabilities - 2.5 Marks			
ii. Service Quality Rating - 2.5 Marks			
TOTAL SCORE	25 Marks		
The pass mark for Demonstration Stage is 20 Marks			
The overall pass mark for this stage; technical score and demonstration score, is 55 Marks.			
Only Bidders who will meet the total pass mark of 55 Marks shall proceed to financial evaluation			

PART B: FINANCIAL REQUIREMENTS

PLEASE PROVIDE THIS IN A DIFFERENT ENVELOPE [The financial bid **MUST** be in a separate envelope marked with the tender reference number, tender name, vendors name and vendors contact details. The financial bid will only be opened for those bidders who will have qualified in the technical evaluation]

SECTION 1: Price Schedule

BIDDERS NAME:	TENDER NAME:	TENDER NUMBER:

Car Type	Description	Day Time Price (6:00 a.m. to 9:00 p.m.) Including all taxes	Night-Time Price (9:00 p.m. to 6:00 a.m.) Including all taxes
Economy/Sedan (4-Seater)	Initial/Base price		
	Grace period for waiting (If applicable)		
	Trip price per km		
	Drive time price per minute (If applicable)		
Minivan (6-Seater)	Initial/Base price		
	Grace period for waiting (If applicable)		
	Trip price per km		
	Drive time price per minute (If applicable)		
Minibus (12-Seater)	Initial/Base price		
	Grace period for waiting (If applicable)		
	Trip price per km		
	Drive time price per minute (If applicable)		

Note. In case of a discrepancy between the unit price and the total, the unit price shall prevail.

Bidder's Name and Address	Date:	Signature and Stamp

Note: Indicate the breakdown of all taxes applicable.

DECLARATION

I/We have completed this form (s) accurately at the time of reply and it is agreed that all responses can be substantiated, if requested to do so, and that any inaccuracy in the information filled herein will lead to disqualification of the tenderer.

For and behalf of:

.....

Name:

.....

Date:

.....

Signature:

.....

ANNEX 1 STAGES OF TENDER

PART A

a) Preliminary Evaluation

Tenderers are required to comply with mandatory requirements

- a. Bidders who shall not provide any of the documents shall be considered non-responsive and shall not proceed to the next stage(s) of evaluation.

b) Technical Evaluation

i. **Documents Examination**

- ✓ Bidders who will not meet the pass mark(s) as specified shall be considered non-responsive and shall not proceed to the next stage(s) of evaluation.

ii. **Demonstration Evaluation**

- ✓ The technical evaluation shall involve the product demonstration.

PART B

a) Financial Evaluation.

- ✓ Tenderers who are successful at proceeding stages shall have their prices compared and award recommended to the lowest evaluated responsive bid.

b) Contracting

- ✓ If accepting of the offer, the successful bidder shall be contracted as per the standard agreement accessible on the Amref website.