

Annex A - Terms of Reference (TOR)

UNHCR requires professional passenger transportation services for regular routes and missions for UNHCR staff who are required to work in different offices disseminated within Cairo and Greater Cairo. Currently, UNHCR is operating from 3 different locations in Cairo (Zamalek and 6th of October).

In this regard, UNHCR invites qualified service providers to make a firm offer for the provision of transportation and shuttle services for UNHCR.

Scope of the required services under regular circumstances:

1. The **provision of daily shuttle services** to transport staff between offices and back at the end of the working day.
 - **Startup point:** Zamalek building next to Marriott Hotel side gate
 - **Drop off location:** main building then RSD-T building in 6th of October
 - **Working days:** from Sunday to Thursday
 - **Office working hours:** 7:00 AM to 4:00 PM
2. **Ad-Hoc requests** for rented vehicle according to the work needs to be requested one day in advance to operate within Greater Cairo or for missions outside Cairo. Ad-Hoc order for rented car will be made by Cairo office.
3. **Focal Point:** the service provider should allocate one focal point and a back-up to manage UNHCR requests.

General requirements:

The Service Provider agrees to provide to the UNHCR transportation of UNHCR staff according to the following specifications:

- 1) The Service Provider will provide ground transportation with vehicles, which are officially authorized to transport passengers by the appropriate national transportation agency regulation in excellent mechanical condition. The Vehicle's year of manufacture has maximum limit of 3 years or 50,000 km at the date of first order.
- 2) The Service Provider shall perform and warrant the following:
 - Before starting any operation, the driver is fully responsible to verify the vehicle's faultless mechanical condition as well as ensuring the cleanliness of the vehicle. The Service Provider is fully responsible for all the maintenance and repair of each vehicle including when the vehicle is damaged or is not in good working condition. Maintenance should be conducted by the Service Provider every 5,000 (five thousand) km or three months whichever comes first.
 - The drivers must possess a valid driving license for the relevant vehicle type, a copy of the appropriate license for each driver must be submitted to UNHCR for its records.
 - Drivers must handle the vehicle with care and pay attention to the road condition and other road users including pedestrians.
 - The driver must respect all local traffic regulations at all times. Speeding and overtaking is not allowed.

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- Drivers: The Company must provide drivers on the rented vehicles who have relevant certificate/credentials, and had their files gone through background checks.
- Driver must undergo regular drug tests for the safety of UNHCR staff.
- The drivers must have reasonable English language skills.
- The minimum number of years of experience in commercial driving vehicle is 5 years; Certification of training on minimum security standards; for example: certified first aid training.
- Driver should have company card/badge for identification.
- It is the responsibility of the driver to ensure all the vehicles are parked in a secure area during any designated stop, which shall only be made in areas assessed to be safe and all the curfews must be respected.
- The maximum number of working hours of the drivers shall not exceed applicable national standards and regulations (in order to avoid accidents due to fatigue). The drivers shall follow the instructions given by UNHCR staff, provided those instructions do not go against applicable law. Drivers found to be unsuitable by UNHCR shall be replaced immediately and without contest. Consumption of alcohol and/or other drugs is strictly forbidden and constitutes grounds for immediate dismissal of the driver.
- The Service Provider is responsible for obtaining and verifying all required documentation, including all relevant licenses and transport permissions and other relevant documents, as applicable in the context.
- In case of accident (i.e. any incident that happens unexpectedly resulting in damage to vehicle, passenger's property, or injury or death of passengers or personnel) the following procedures shall be followed:
 - Ensure First Aid is provided and all injured are transferred to the nearest medical facility as quickly as possible. According to the UN Minimum Operating Security Standards (MOSS) compliance requirements a report should be made to the local authority (if required the driver must wait at the scene of the accident or report to the nearest police station)
 - The UNHCR focal person must be notified immediately
 - A written statement of the accident must be submitted to UNHCR within 24 (twenty-four) hours of the accident
- In According to the Minimum Operating Security Standards (MOSS) compliance requirements, the rented vehicle should have:
 - First aid kit
 - Fire extinguisher
 - Spare wheel, jack and appropriate tools
 - Reflector triangles, battery-powered lantern
 - Seat belts for all passengers
 - 5 meter rope, strong enough to pull another vehicle
- In any case the Service Provider fails to render the required transportation service as agreed, e.g. vehicle breaking down before arrival at the final destination, the Service Provider will be held responsible to replace the broken vehicles immediately before the closure of business day, as well as to bear any costs that might arise including any damage to items and costs related to any needed replacement of items.
- Before entering into any agreement, each vehicle must be covered by a Comprehensive Motor Vehicle Insurance (incl. Coverage for Passenger Transport) issued by a reputable insurance company, as evidenced by a copy of the insurance policy to be annexed to the potential agreement.

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3) The Service Provider shall maintain a Route Log Sheet, containing as a minimum the following information:

Date	Route	Driver's Name	Bus Model Name	Time	Passenger's signature

The sheet shall be submitted to UNHCR with every invoice.

4) Type of requested vehicles

- Light vehicle (sedan)
- Light vehicle (4x4/SUV)
- Mini Bus-Hi Ace
- Coaster bus
- Big Bus (48 seat)

5) Evaluation

Evaluation criteria	Evaluated:
Copy business License/Registration provided. It's mandatory to submit a minimum of 4 coaster +1 Sedan, additional licenses will be appreciated/considered.	Pass / Fail
Copies of proposed drivers` licenses	Pass / Fail
Number of buses, models and their age/mileage stated demonstrate capacity to provide the services, pictures attached	Pass / Fail
Evidence of a commercial bank account provided in Annex E – Vendor Registration Form	Pass / Fail
3 references from international clients in the past 3 years, with a satisfactory performance level	Pass / Fail

UNHCR may contact you for a visit during the course of evaluation with the purpose of verifying the information shared in your technical proposal.