

TERMS OF REFERENCE

LTA FOR CAR RENTAL SERVICES

Section: Operations

Date: 17 May, 2021

Title: Long term arrangement for the provision of car rental services in Lebanon

Reporting to: Administrative & Finance Specialist

Contract Type: LTA

Period of work: Three years renewable for two additional years

Start Date: 2021

Section	Content
Background	UNICEF office in Lebanon plans to enter into long term arrangement(s) for the provision of car rental services and provision of drivers for a period of two (2) years from 2021-2023 renewable for one additional year based on market price, office need and satisfactory performance.
Objectives, Purpose & Expected results	Long Term Arrangement, LTA, with car rental companies for the provision of car rental services with or without drivers in Lebanon for two (3) years renewable for two additional years based on market price, office need and satisfactory performance.
Description of the assignment	The scope of work and all the requirements are listed in this TOR
Deliverables and Scope of work	<p>The selected service provider shall provide UNICEF with the car rental services as described in this TOR on the agreed price after contracting. The service should cover all the requirement of UNICEF Lebanon country office, include but not limited for UNICEF offices in different locations all over Lebanon.</p> <p>The service provider shall employ qualified and trained labor to provide services and service management for UNICEF.</p> <p>The company shall response in a short notice 07:00-17:00 five days per week.</p> <p>a) The Service provider shall execute the services in compliance with the relevant requirements of the safety regulations of UNICEF together with all applicable laws and regulations of Republic of Lebanon. The Service provider shall be responsible for all safety measures required for the services.</p> <p>b) The Service provider shall warrants that all Vehicles provided under the contract are registered with the Lebanese Traffic Department at its sole cost and expense. The Service provider shall keep a record of the Registration Cards, and at its sole cost and expense renew them on the due dates without any responsibility from the side of UNICEF. The Service provider will be held responsible for all consequences arising out of the non-renewal of such registration on due dates and shall keep UNICEF indemnified against any such failure to register.</p>

- c) If violations of traffic regulation and fines shall ever occur, this shall be the sole responsibility of the service provider and he shall be responsible to pay for it.
- d) Required and acceptable vehicle's models under the contract shall be of 2018 and onward. All vehicles should be provided with operational heating and cooling system.
- e) The Service provider shall hold a Valid Liability Comprehensive Insurance Policy Coverage for vehicles, passengers and third party.
- f) The Rented Vehicle shall, as a minimum, be equipped with:
 - I. Spare-tire, the necessary accessories (spanner, jack, etc.)
 - II. One First Aid kit of appropriate type and capacity
 - III. Operational lap and shoulder seat belts for passengers in the most forward seat, and lap-type belts for all other passengers. The Contractor shall maintain seat belts in operating order at all times.
 - IV. Fire extinguisher
 - V. Emergency/Accident triangle
 - VI. UNICEF may request temporal installation of communication equipment in the rented vehicles for missions, care of which will be the contractor responsibility.

Vehicle Maintenance:

- a) The Service provider shall be required to provide full maintenance for the Vehicles.
- b) The Service provider shall maintain a routine service schedule for all the Vehicles provided under the contract.
- c) The service will be carried out as per manufacturer's maintenance schedule sheets.
- d) A complete service record including the service schedule and repair history shall be maintained by the Service provider. The Service provider shall at its cost and expense keep the technical records required for the Services as specified herein. Service provider shall produce such documents to the UNICEF at the request of the UNICEF.
- e) All costs of maintenance, routine and emergency maintenance and repair shall be borne by the Service provider.
- f) In case of Vehicles breakdown, or non-availability of the Vehicles, and failure of providing a replacement by the Service provider, the UNICEF will cease payment for the unserviceable Vehicles until it has been returned to service.
- g) Payment for the replacement Vehicles will commence when the Vehicles has been put into operation. In no case shall the rate for the replacement Vehicles exceed that of the Vehicles being replaced. Should the replacement Vehicles accepted by the UNICEF be of a lower category than the Vehicles to be replaced, the rate of the replacement Vehicles will be reduced accordingly.
- h) In the event of any accidents involving the Vehicles provided under the contract, while being used by UNICEF, UNICEF will ensure that

	the necessary procedures are followed and reports obtained as required by the Service provider's insurance company and submitted on time to the Service provider. The Service provider in such a case shall provide all necessary assistance in matters related to Traffic Police and other government departments and provide an immediate replacement.
Reporting requirements	Oversee of the work progress will be done by the Administrative Officer in coordination with the Admin/Finance Specialist.
Location and Duration	Lebanon 2021-2023 renewable for one additional year based on market price, office need and satisfactory performance.
Qualification requirements	<p>The service provider should have the qualifications, criteria and experience as per the below.</p> <p><u>Driver's Requirements and Qualifications:</u></p> <ol style="list-style-type: none"> I. The Drivers employed by the Service provider shall be trained, fully qualified, and physically able to perform their duties. At all times, the drivers shall adhere to acceptable professional behaviour standards. Unacceptable behaviour includes: harassment or discrimination based on race, creed, colour, sex, age, sexual orientation or national origin. In addition all drivers shall express a client oriented attitude and provide professional and polite service to all users of the vehicles. II. The Service provider shall have written policies and procedures covering qualifications, training, and drug testing and employee duties for all drivers. The Service provider shall establish and maintain a policy for the testing of drivers for the presence of controlled substances and alcohol. In addition, the policy shall include a procedure for testing drivers who have been involved in an accident. III. All drivers should have a minimum of secondary education, multi-lingual (Arabic and English Speaking) and have the knowledge of essential, INGOs and governmental locations within main towns. IV. The Service provider shall ensure that all drivers wear a company uniform and wear/display an identification badge/name plate that displays the Service provider's name, employee name and picture of the employee. V. All drivers of the Vehicle(s) shall have a minimum of 2 years' experience with driving commercial passenger vehicles, in addition to meeting all minimum standards as required by Lebanon Law. VI. The Service provider shall ensure that Drivers possess valid operating credentials and licenses in their possession while the rented vehicle(s) is being driven. VII. The driver shall provide assistance to persons being transported while entering and exiting the rented vehicle if required. VIII. All drivers should be able to use the First Aid kit available in the vehicle.

	<p>IX. The Rented Vehicle Driver should be provided with a mobile telephone with air time for communication in case of a breakdown or emergency. Nevertheless Drivers must not speak on mobile phones while the vehicle is in motion. The drivers must not communicate to passengers while the vehicle is in motion.</p> <p>The nominated Vehicle Driver in your proposal must be the employee who will be responsible for the driving of the vehicle(s) for the entire period set for this contract. If the vehicle driver decided to terminate her/his services with the Car Rental Company, the last must notify UNICEF one month in advance and attach to this letter the Curriculum Vitae of the succeeding proposed driver. UNICEF has the right to reject the newly nominated driver if not competent enough to drive the vehicle (s). And in the event of failing to assign experienced personnel, then UNICEF shall have the right to terminate the contract.</p> <p>The vehicle drivers may be interviewed by a committee, and they will be requested to conduct a driving test and road exercise under the supervision of UNICEF General Service I Travel Unit prior to award of contract.</p> <p>Note: UNICEF shall maintain the right to request the change of drivers, if sufficient user complaints warrant such a request.</p>																				
Evaluation process and methods	<p>The technical proposal is evaluated on the basis of its responsiveness to the Request for proposal (RFP).</p> <p><i>Technical evaluation is composed of 60 points</i> <i>Minimum successful score for the technical evaluation is 36 points</i></p> <table><tr><th colspan="2">Technical Proposal Evaluation</th><th>Points</th></tr><tr><td rowspan="3">1.1</td><td>Reputation of Company / Firm:</td><td></td></tr><tr><td>Understanding of UNICEF requirements and submitting a complete proposal</td><td>10</td></tr><tr><td>List of all vehicles and copy of log books for 50 vehicles or more</td><td>05</td></tr><tr><td rowspan="2">1.2</td><td>Professional Experience:</td><td></td></tr><tr><td>Experience with large scale organizations in the area (copy of contracts to be provided- 5 points per contract up to 15 points).</td><td>15</td></tr><tr><td rowspan="2">1.3</td><td>Company / Firm Capability:</td><td></td></tr><tr><td>Bidder's proof having sufficient drivers. (Minimum 20 drivers) 10 points for 20 or more drivers</td><td>10</td></tr></table>	Technical Proposal Evaluation		Points	1.1	Reputation of Company / Firm:		Understanding of UNICEF requirements and submitting a complete proposal	10	List of all vehicles and copy of log books for 50 vehicles or more	05	1.2	Professional Experience:		Experience with large scale organizations in the area (copy of contracts to be provided- 5 points per contract up to 15 points).	15	1.3	Company / Firm Capability:		Bidder's proof having sufficient drivers. (Minimum 20 drivers) 10 points for 20 or more drivers	10
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Administrative issues	<p><u>Workdays and Work-hours:</u></p> <p>The regular workdays of the transportation of the staff/missions are Monday to Friday, however services might be required over the weekends.</p> <p>The work-hours are 08:00 through 17:00 seven days a week. Required Car Rental will be based on 8 Hours/day</p> <p>Vehicles shall be available within 24 hours upon call to service.</p> <p>Drivers from 08:00 through 17:00 five days a week, extra hours will be covered by overtime.</p> <p><u>Reliability Requirements:</u></p> <p>The Contractor shall be able to maintain and have sufficient back-up capacity to ensure that replacement vehicles are available at all times in case of unforeseen breakdowns, accidents etc. and a 24/7 road assistance service is available.</p> <p>UNICEF shall maintain the right to request the change of drivers, or vehicle if sufficient user complaints warrant such a request.</p> <p><u>Performance measurement and Service Levels:</u></p> <p>Based on the notion that transparent performance measurement mechanisms helps establish open line of communication and develops a cooperative working relationship:</p> <p>UNICEF performance measurement will be based on the following:</p> <ul style="list-style-type: none"> • Drivers performance • Vehicles availability and conditions • Adherence to the conditions mentioned in this Annex in regard to drivers and vehicles 						

	<ul style="list-style-type: none"> • Timely response to the organization business inquiries <p>The Service provider shall allow UNICEF to perform random inspection and acceptance of the vehicle's to be furnished under the Contract to ensure that the vehicle(s) conform to the terms of the Contract. Any item found not in compliance with specifications shall be rejected.</p>
Project management	<p>-The company should assign a contract manager as focal point to deal with UNICEF on all matters concerning the management of the LTA.</p> <p>-The name of the contact person must be stated in the response to the RFP</p>
Payment Schedule	<p>After completing the service and submission of invoice within 30 working day.</p>