

## TERMS OF REFERENCE

### ITBS for Long Term Arrangement

Section: Operations

Date: 25 Sep. 2023

Title: Long term agreement for Taxi Services

Reporting to: Administrative &amp; Finance Specialist

Contract Type: LTA

Period of work: 2 years with possibility of extension for an additional 1 year

Section	Content
Objectives	To establish a long-term arrangement, LTA, with local company (ies) for the provision of Land Transport service for personnel such as taxis, minibuses and hire of other transport services to UNICEF (United Nations Children's Fund) and interested UN (United Nations) agencies within Lebanon.
Background	UNICEF office in Lebanon intends to solicit proposals from experienced and professional land transport providers in Lebanon. Successful bidder(s) will be given an arrangement for 2 years, which can be extended for one subsequent year and up to a total of 3 years, should the performance of the LTA holder(s) be satisfactory, and the need arises from UNICEF, keeping the same price, terms, and conditions. The LTA may be shared with other UN agencies who may express interest in using it for their own operations.
Scope of work	<p>UNICEF seeks highly qualified Taxi companies to provide full and comprehensive taxi services for UNICEF Lebanon country office in Lebanon.</p> <p>The LTA holder(s) shall provide the services per the following terms and conditions:</p> <ol style="list-style-type: none"> <li>1) Services means the "The Transport Services" provided by the LTA holder to UNICEF from time to time pursuant to the LTA holder's receipt of UNICEF Job Order specifying exact transport services required, in accordance with the specifications and prices of the LTA.</li> <li>3) Job Order means the order raised by UNICEF to request services in specific quantities from the LTA holder from time to time.</li> <li>4) The Transport Services shall be carried out by licensed registered taxis.</li> <li>5) In the event of UNICEF placing a Job Order which the LTA holder considers it cannot meet because of limited number of taxis or inability to meet the specific request, before proceeding to make a partial delivery or change in plan of the Services, the LTA holder shall seek further written instructions from UNICEF.</li> <li>6) The LTA holder shall accept changes to or cancellations of Job Orders provided that reasonable notice is given by UNICEF</li> <li>7) The LTA holder shall be responsible for providing all the necessary licensed cars and personnel, and for making all necessary arrangements for the performance of its obligations under this LTA.</li> </ol>

	<p>8) The LTA holder shall be responsible for providing all the necessary insurances as required by the Local Laws for the drivers and the passengers. The LTA holder shall provide copies of the fleet’s licenses, drivers driving licenses, resumes and act insurances.</p> <p>9)The LTA holder shall inform UNICEF for any changes in the service circumstances including licence and insurance.</p> <p>10) The LTA holder acknowledges that timely provision, security and safety of the passengers and abiding by the circulation law shall be of the essence in performance of the LTA, and it shall use its best endeavours to abide by the delivery periods and as may be specified in the Job Order, provided however, that where the LTA holder does not meet the delivery period(s) UNICEF shall be entitled to give the LTA holder notice of its intention to terminate the LTA.</p> <p>11) For each Job Order UNICEF and the LTA holder agree to adopt the following procedure:</p> <ul style="list-style-type: none"> <li>a. Transportation Unit to notify the LTA holder of a Job Order for each assignment during the contract period. The Job Order to include trip destination.</li> <li>b. LTA holder to provide transportation according to the signed Job Order.</li> <li>c. Passenger to sign a receipt once destination is reached certifying that the service satisfactory delivered.</li> <li>d. Submit monthly the invoices along with the Job orders and proof of service delivery. The LTA holder shall submit a signed original tax invoice in the name of UNICEF in English, including the Order reference and the deliverables related to each authorized in the Job Order.</li> <li>e. Transportation unit to verify invoice.</li> <li>f. UNICEF to make payment to the company within 30 working days.</li> </ul>
<p>Deliverables and Schedules</p>	<p>Provide taxi services within Lebanon.</p>
<p>Responsibilities</p>	<p>The LTA holder shall provide the types of services and deliverables as requested by UNICEF and reflected in a Job Order.</p>
<p>Timing</p>	<p>As per LTA maximum scope duration</p>
<p>Reporting Requirements</p>	<p>Oversee of the work progress will be done by the Administrative Officer in coordination with the Admin/Finance Specialist</p>

Profile Requirements	<p>-The service provider should have the qualifications and experience as per TOR.</p> <p>- <i>Should be vetted by United Nations Department of Safety and Security (UNDSS) based on their minimum requirements. (Note: the taxi company can be invited to bid if the company is being assessed by UNDSS for vetting. However, <b><u>no LTA will be signed until the UNDSS vetting is obtained.</u></b></i></p>
Evaluation process and methods	<p>Methodology for response:</p> <p><b>Mandatory Evaluation Criteria:</b></p> <p><b><u>Workdays and Workhours:</u></b></p> <p>The regular workdays of the transportation of the staff/missions are Monday to Friday, however services might be required over the weekends. Vehicles shall be available within maximum 30 mins upon call to service.</p> <p><b><u>Driver's Requirements and Qualifications:</u></b></p> <p>The drivers employed by the LTA holder shall be trained, fully qualified, and capable of performing 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.</p> <p>The LTA holder shall have written policies and procedures covering qualifications, training, and drug testing and employee duties for all drivers. The LTA holder 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.</p> <p>All drivers should have the knowledge of essential, INGOs (International NGOs (non-governmental organizations)) and governmental locations within main towns. multi-lingual (Arabic and English speaking) is an asset.</p> <p>The LTA holder shall ensure that all drivers wear a company uniform and wear/display an identification badge/name plate that displays the LTA holder's name, employee name and picture of the employee.</p> <p>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 Lebanese traffic Law.</p> <p>The LTA holder shall ensure that drivers possess valid operating credentials and licenses in their possession while the rented vehicle(s) is being driven.</p> <p>The driver shall aid persons being transported while entering and exiting the rented vehicle if required.</p> <p>All drivers should be able to use the First Aid kit available in the vehicle.</p> <p>The taxi driver should be provided with a mobile telephone with airtime for communication in case of a breakdown or emergency. Nevertheless, drivers must not speak on mobile phones or smoke cigarettes while the vehicle is in motion. The drivers must not communicate to passengers while the vehicle is in motion.</p> <p><b>Note:</b> UNICEF shall maintain the right to request the change of drivers if sufficient user complaints warrant such a request.</p> <p><b><u>Vehicle Maintenance:</u></b></p> <p>The LTA holder shall be required to provide full maintenance for the vehicles.</p> <p>The LTA holder shall maintain a routine service schedule for all the vehicles provided under the contract. 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.</p>

	<p><b>Bidders must provide the following documents in their proposal:</b></p> <p>1-The fleet should contain at least 25 vehicles (provide list of vehicles models of 2018 onward). -All vehicles must be maximum 5 years old and in very good condition.</p> <p>2-Officially registered Taxi Services provider (provide evidence of registration).</p> <p>3-Valid driving licenses for the drivers (provide evidence of licenses).</p> <p>4-References, and letters of recommendations</p> <p>5-Special security requirements: All vehicles shall have the basic safety requirements, such as fire extinguishers, first aid kits, VHF radio, spare wheel, jacks and appropriate tools, reflector triangle and seat belts. A minimum of one 1-year experience in the same field and must be duly registered and demonstrate the ability to provide taxi transportation services within Lebanon (Evidence of all registrations to be provided).</p> <p>6- Drivers’ resumes to be provided LTA holder to provide number of drivers who can communicate in English and/or French languages in addition to Arabic languages.</p> <p><b>Drivers’ skills</b></p> <p>-Multi-lingual ( Arabic and English Speaking) drivers and have the knowledge of essential, INGOs and governmental locations within main towns.</p> <p>- A minimum of 2 years' experience with driving commercial passenger vehicles, in addition to meeting all minimum standards as required by Lebanese Law (valid criminal record, license for driving, etc</p> <p>7-Necessary insurances are concluded (provide all copies of insurances).</p>
Administrative Issues	Upon signature of LTA, contracts will be raised against LTA scope, terms, and conditions



