

Terms of Reference

The International Organization for Migration, Mission in YEMEN would like to invite interested bidders for vehicle rental services for a duration of one year which is renewable based on satisfactory performance. The vehicle rental service is required for local duty within Yemen Governorates. IOM will enter into Non-Exclusive LongTerm Agreement and the vehicle rental will be requested as and when required.

A) ELIGIBILITY (Documents to be SUBMITTED)

- Legal registration to work in country of operation (proven registration commercial and Tax ID).
- Vendor Information Sheet (VIS) with all the required documents and Signed IOM Yemen Vendor Code of Conduct. All the suppliers are requested to mandatory registration on the IOM system SCMS through the below link:
Vendor Registration Platform
- Three Satisfactory client references preferably, UN.
- Proven Experience for at least 3 years with UN/INGO with Vehicle Rental (AV & Soft Skin) (attach copy of Contracts/PO)
- The company Prices for each vehicle model/type
- Confirmed Valid Comprehensive Insurance (All risk insurance including Political Violence, War Acts, & Hijacking) (Please submit a copy)

b) PREFERRABLE CRITERIA

The following criteria are considered quite important in the evaluation of this tender:

Technical criteria		
No	Criteria	
1	The company should have similar work experience for at least 3 years preferably with UN,INGOs).(attach previous contracts)	
2	The Company owns more than 30 vehicles similar to what IOM demands. (Please attach the ownership certificate).	
3	The Company should have the maintenance manual / guidance (please attached it) .	
4	<i>The company should have vehicles and truck safety and security manual .</i>	
5	<i>The company must have vehicles tracking system (GPS).</i>	
	<i>Due diligence and inspection: -</i> <i>- Bidder exist in Sanaa, Aden,Marib and Mokha,Taiz (should have functional office)</i> <i>- Bidder capacity to respond in emergency.</i> <i>- Bidder vehicles are in good conditions (spot check)</i> <i>- Bidder has stock of fuel that can be enough for 3 months.</i> <i>-Bidder has all required department and fair human resources.</i> <i>- Functional finance system to perused the payments ,Invoices and outstand payment (during the due diligence).</i>	
Financial criteria		

No	Criteria	
1	Prices.	

Required Delivery Date: **within 2 days of PO**

Offered Delivery Date:

Required Delivery Destination: **Aden,Sanaa,Marib,Mokha,Taiz ,**

Offered Delivery Destination:

**and any other Districts required by IOM
Yemen.**

This Bid is valid for: **60-day offer / 1 year fixed price
Dollars**

Currency of Bid: US

All vehicles in bid offer will be 2018 or later models?	Yes	No
All the vehicles have Comprehensive insurance?	Yes	No
Our company has safety and security procedures and manuals?	Yes	No
Our company has maintenance guidance or manuals?	Yes	No
Our company has a contracted fuel supplier?	Yes	No
Our company has vehicles tracking system (GPS)?	Yes	No
Our company provides cover life insurance for the drivers?	Yes	No
Our company has English speaker drivers?	Yes	No
All drivers have valid licenses and clear records?	Yes	No
Our company provides capacity building trainings for the drivers?	Yes	No
Our company has a customer services department?	Yes	No
Prices can be fixed for a period of 12 months or more?	Yes	No

Total Number of Vehicles in Company _____ **Drivers** _____

Locations of company branches / representatives

General Terms & Conditions bidder should satisfy are as mentioned below:

1. The tenderer should have a registered car rental firm having sufficient number of latest models of vehicles for hiring. The vehicle provided should not be below than **2018 models**.
2. The Tenderer should ensure that all vehicles are registered, regularly maintained, all seats have seat belts, no broken parts, equipped by safety equipment's such as first aid kit, spare tire, shovel/rope as needed, fire extinguisher, etc.
3. The Tenderer should have branches / representation offices in **Sanaa , Aden , Mokha, and Marib Yemen**
4. The Tenderer should have similar experience with UN, INGO – References .
5. All vehicles should be registered and should be kept neat and clean, also should be in good and sound condition mechanically. Vehicle should report for duty with sufficient fuel for the day's duty.
6. Punctuality will have to be ensured and log sheets shall be maintained by the drivers for this purpose immediately after the time of providing the service.
7. The accident risks for drivers and vehicles be covered by comprehensive insurance and IOM shall not take any liability on this account.
8. Change in deployment of vehicles or drivers shall be allowed only in exceptional circumstances and only with prior information/approval of IOM.
9. The rates approved through the bid will be effective from the date of the approval of bid which can be extended on yearly basis.
10. The contractor must also ensure that all the necessary documents (Registration certificate, Insurance papers, driving license, etc.) are available with the driver deployed for duty for the IOM.
11. The names of addresses of the drivers should also be furnished beforehand to *IOM*.
12. The driver provided by the contractor should fulfill the following conditions:
 - Should be in possession of valid driving license
 - His wearing should be properly washed and ironed.
 - Should not smoke; chew Qat / Tobacco inside the car both while driving.
 - Should not indulge in any activity inimical to security of the officers traveling in his car.
 - Should have relevant training courses (basic safety & First aid Training, defensive driving)
 - Local background of Areas and districts in any governorates required by IOM, Sanaa , Aden , Marib , AlMokha and Taizect)
 - Should be in possession of Mobile phone with valid connection.
 - Employee are paid by the rental company (benefits covered, etc.)
 - Driver is from the location of hire and has accommodations taken care of
 - English speaking
 - Good eyesight and health; passes background check, no vehicle infractions.
 - **Hours of work to vary 8am – 5pm standard; 7 days a week**
 - **Drivers development: all drivers should have the appropriate permit (AV training)**
 - Drivers will be available upon request
 - The vehicles must be sent 24 hours earlier than the trip date for checking by IOM staff
 - Occasional overnight required.
 - Shifting weekend work required

- IOM have the right to choose the drivers, the Tenderer will be deployed
13. Submission of bills and payments:
 - A. The payment will be made on monthly basis on submission of bills duly supported by duty sleep/log sheet/Waybill duly signed by concerned officer.
 - B. No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.
 - C. No night charges will be payable for Local or outstation duties
 14. **IOM should pay for one-way trip and not responsible to pay round trip**
 15. The tender process or contract can be terminated at any time with 7 days notice if the contractor breach the terms and conditions.
 16. IOM reserves the right to reject tender without assigning any reason.
 17. All expenditure in connection with Petrol/ Diesel/ Pollution check, maintenance of vehicle, insurance and any other incidental expenditure shall be borne by the service provider.
 18. In case of break down or disruption due to any other reason, the vehicle shall be replaced by a substitute vehicle & driver immediately so that there shall be no loss of time.
 19. **The rates once quoted should not be altered for any reasons.**
 20. The Tenderer should provide insurances for all vehicles and renew it when they are expired and to have all the IOM rented vehicles insurance before the service started.
 21. The Tenderer should covers day off, annual leave, Medical Insurance, **Ramadan Bonus**, etc to the driver.
 1. The Drivers' salaries should be paid by the tenderer at the end of each month.
 2. The Tenderer should replace the driver in case of illness, conflict, absence and so on immediately.
 3. The tenderer and the drivers must adhere to IOM policies and procedures such as and not limited to child protection, code of conduct and reporting and whistling policy.
 4. The tenderer should maintain good delivery of the goods when renting trucks.
 5. The tenderer should make sure his porters follow the safety and security during loading, offloading and transporting, any damage of IOM goods will be fully reimbursed, IOM will not contribute any cost.
 6. The tenderer should make sure that he provides IOM with the details of the vehicle immediately after request.
 7. The tenderer should take all responsibility if he moves without any provided travel permit.
 8. The tenderer should make sure his drivers respect the security checkpoints and adhere to the checks and inspection if required.
 9. All vehicles to be equipped with the following:
 - Tracking System & GPS,
 - All necessary Safety equipment -Advanced First Aid,
 - Seat-belt restraints in the front and rear of the vehicle,
 - Cleaning+ Washing; VIP cleaning & Washing -2 times a month for each car,
 - Car Starter Connection,
 - Air Pump for tires,
 - Portable Flash light,
 - Rope Towing Car,
 - Torch,
 - Hand Safety Cover,
 - Spare tire,
 - jack;
 - Monitoring Tracking via GPS,