

UNICEF Belize – Terms of Reference - Long Term Agreement (LTA)

Vehicle Rental (with Driver Support Services)

1. Background and Context

For programme implementation, field visits, and emergency response in our country, UNICEF Belize requires the support from a local company to provide vehicle rental with the possibility of driver support services for in-country travel by road from duty station in Belize City to various district locations.

UNICEF Belize, therefore, plans to enter into a Long-Term Agreement (LTA) for the provision of vehicle 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 needs, and satisfactory performance.

A Long-Term Arrangement will be established with the successful company and UNICEF Belize. This means, UNICEF Belize will place purchase orders against this LTA, and payment will be made locally to the supplier.

2. Justification

As field visits are frequent and may occur simultaneously on multiple occasions with limited driver support available, a Long-Term Agreement and a roster of suppliers would benefit the UNICEF Belize office with considerable efficiency related to recurring procurement processes.

3. Deliverables and Scope of Work

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 Belize country office.

The service provider shall employ qualified and trained labor to provide services and service management for UNICEF.

The company shall respond within 72 hours of request: .

- 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 Belize. The service provider shall be responsible for all safety measures required and that vehicle servicing is up to date.
- b. The service provider shall warrant that all Vehicles provided under the contract are registered with the Traffic Department. 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 expected on behalf of UNICEF. The service provider will be held responsible for all consequences arising out of the non-renewal of such registration, license and insurance on due dates and shall keep UNICEF indemnified against any such failure to register, license and insured.
- c. If violations of traffic regulation and fines shall ever occur, this shall be the sole responsibility of the service provider and driver shall be responsible to pay.
- 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, passengers and third-party insurance
- f. The Rented Vehicle shall, as a minimum, be equipped with:

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- i. Spare tire, the necessary accessories (spanner, jack, etc.)
- ii. One First Aid kit of appropriate type and capacity
- iii. PPE supply kit: hand sanitizer, disposable mask, disinfection spray and wipes
- iv. Operational lap and shoulder seat belts for passengers in the most forward seat, and lap-type belts for all other passengers. The Contractor shall always maintain seat belts in operating order.
- v. Fire extinguisher (ABC)
- vi. Emergency/accident warning triangle
- vii. UNICEF Belize may request placard and signs in the rented vehicles for missions (cost and installation will be the sole responsibility of UNICEF).

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, when and it is requested.
- e. All costs of maintenance, routine and emergency maintenance and repair shall be borne by the service provider.
- f. In case of vehicle breakdown, or non-availability of the vehicle, 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 vehicle will commence when the vehicle has been put into operation. In no case shall the rate for the replacement vehicle exceed that of the vehicle being replaced. Should the replacement vehicle accepted by the UNICEF be of a lower category than the vehicle to be replaced, the rate of the replacement vehicle will be reduced accordingly.
- h. In the event of any accidents involving the vehicle 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.
- i. Vehicles must be routinely cleaned and disinfected, especially commonly touched surfaces, to minimize the transmission of COVID-19.

Qualification Requirements

The service provider should have the qualifications, criteria, and experience as per the below:

Driver's Requirements and Qualifications:

- a. 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, and prevention of sexual exploitation and abuse (PSEA) standards. Unacceptable behaviour includes, but is not limited to, harassment or discrimination based on race, creed,

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- 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.
- b. 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.
 - c. All drivers should have a minimum of secondary education, multi-lingual (English Speaking) and have the knowledge of essential, NGOs and governmental locations within main cities, towns, and villages.
 - d. 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 Law.
 - e. The service provider shall ensure that drivers possess valid operating credentials and licenses in their possession while the rented vehicle(s) is being driven.
 - f. The driver shall provide assistance to persons being transported while entering and exiting the rented vehicle if required.
 - g. All drivers should be able to use the First Aid kit available in the vehicle.
 - h. The rented vehicle 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 while the vehicle is in motion.
 - i. It is recommended for drivers to have administered the COVID-19 vaccination in accordance with the national guidelines.

The nominated vehicle driver(s) in your proposal must be the employee(s) who will be responsible for the driving of the vehicle(s) for the entire period set for this contract. If the vehicle driver(s) 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. Driver(s) will be subjected to be vetted by UNDSS. UNICEF has the right to reject 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.

The vehicle drivers may be interviewed by a committee and UNDSS, 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.

Note: *UNICEF shall maintain the right to request the change of driver, if sufficient user complaints warrant such a request.*

Administration

Workdays and Workhours:

- a. The regular workdays of the transportation of the staff/missions are Monday to Friday, however services may be required over the weekends.
- b. The workhours are 08:00 through 17:30 seven days a week. Required Car Rental will be based on 8 Hours/day
- c. Vehicles shall be available within 24 hours upon call to service.
- d. Drivers available for the duration of the request based on a flat rate.

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Reliability Requirements:

The service provider 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.

UNICEF Belize shall maintain the right to request the change of drivers, or vehicle if sufficient user complaints warrant such a request.

Performance measurement and Service Levels:

Based on the notion that transparent performance measurement mechanisms help establish open line of communication and develops a cooperative working relationship:

UNICEF performance measurement will be based on the following:

- Drivers performance
- Vehicles availability and conditions
- Adherence to the conditions mentioned in this Annex regarding drivers and vehicles
- Timely response to the organization business inquiries

The Service provider shall allow UNICEF to perform random inspection, accompanied by UNDSS, 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.

Contract Management

The service provider should assign a contract manager as focal point to communicate with UNICEF on all matters concerning the management of the LTA. The name of the contact person must be stated in the response to the RFP.

Payment Schedule: After completing the service and submission of invoice within 15 to 20 working days.

Evaluation Process and Methods

The technical proposal is evaluated based on its responsiveness to the Request for Proposal (RFP).

Technical evaluation is composed of 60 points

Minimum successful score for the technical evaluation is 36 points

Technical Proposal Evaluation Criteria:		Points
1.1	Reputation of Company / Firm:	
	Understanding of UNICEF requirements and submitting a complete proposal	10
	List of all vehicles and copy of logbooks for vehicles.	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 2 drivers) 10 points for 2 or more drivers	10

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	Models and type of the vehicles (Models of 2018 onward for at least 20 vehicles will receive 10 points)	10
	Drivers skills (Communication skills, English Language, Mechanical Skills) (8 English and 2 points for additional language)	10

Financial evaluation Criteria:

- Only bidders obtaining the minimum pass mark in the technical evaluation (36 points) will be considered for the financial evaluation,
- Service Providers should fill the attached table for calculation of the financial evaluation.
- Financial evaluation is composed of 40 points.
- The lowest financial offer will obtain 40 points.

Interested companies are requested to submit:

1. Technical Proposal with the following breakdown:

- (a) List of available vehicles
- (b) Professional Experience
- (c) List of Drivers

2. Financial Proposal as per below (Annex I)

Please submit your proposal through email or fax to reach us by **22nd September 2021**

- 1. E-mail addressed to belizeprocurement@unicef.org
- 2. Fax: 223-3891

We appreciate your response and thank you in advance for your prompt action in meeting this deadline.

Yours sincerely,

Operations Section

UNICEF Belize

Telephone: 223-3609/3864/7294

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Annex I

Financial Proposal

The prices of services should be fixed for the duration of the LTA.

The prices should be in Belize Dollars and should be inclusive of 12.5% VAT.

The cost of car Rental should include all related cost (excluding fuel cost which will be covered by UNICEF), for an example: the cost will be based on 8 hours a day rental including the maintenance and repair, insurance, driver costs and all governmental or third party claims.

	1. Vehicle			2. Without driver			Cost per additional hour	3. With driver			Cost per additional hour
	Brand	Model	Make	Cost per day	Cost per week	Cost per month		Cost per day	Cost per week	Cost per month	
Four-wheel drive, 4x4, 4 cylinder											
Four-wheel drive, 4x4, 6 cylinder											
Four-wheel drive, 4x4, 8 cylinder											
Two Wheel Drive, 4 cylinder											
Two Wheel Drive, 6 cylinder											
Minivan, 11 passengers											
Minivan, 14 passengers											
Bus, 24 passengers											
Bus, 38 passengers											

	Cost per day	Cost per week	Cost per month	
4. Driver only				