

FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF PASSENGER AND LUGGAGE
TRANSPORTATION SERVICES

Annex A

Terms of Reference

1. Summary

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| Title | Provision of Passenger and Luggage transportation Services for UNHCR |
| Location | Cox's Bazar District, Bangladesh (including but not limited to geographical locations listed under Annex B) |
| Duration | Initial 1 year renewable for an additional period of 1 more year, upon satisfactory evaluation of contract performance |

UNHCR Representation Office in Bangladesh is launching an Invitation to Bid (ITB) to establish a Frame Agreement(s) with reputable service providers for the provision of passenger and luggage transportation within the Cox's Bazar District for an initial period of 12 months renewable for an additional period of 12 months upon satisfactory evaluation of contract performance.

2. Transport – Specific Terms

A- Geographical Scope:

Please see Annex B. However, service provider must be able to provide transport services within the entire Cox's Bazar District including routes that are not covered by Annex B. Therefore, bidder and/or its *sub-contractor must be present in Cox's Bazar District.

***B – Sub-contracting:**

Sub-contracting is only allowed if agreed previously with UNHCR - the service provider shall obtain prior written approval from UNHCR. UNHCR shall not be liable for any action, omission, negligence or misconduct of the service provider's sub-contractor performing work or services in connection with this Frame Agreement or with any resulting Purchase Orders.

C. Requirements/conditions:

- A maximum of 30-40 buses and 10-15 trucks may be required from the service provider on the same day. Please indicate in your offer how many buses and trucks you can put to UNHCR's disposal on a daily basis.
- Whereas it will depend on the special circumstances, in most of the cases the service provider will be required to undertake transport from 8:00 am to 5:00 pm. Service for more or less hours may be requested by UNHCR according to the operational needs.
- Services outside of the above detailed working hours - service provider must be able to honor requests for more than 8 hours of service a day, including weekends and/or public holidays.

- The Frame Agreement holder must ensure and arrange breakdown recovery (vehicle replacement) within maximum 3 hours.
- Buses must have racks; 30-seater, 36–40-seater and 10–15-seater passenger buses shall be included in your bid. Any other capacity of bus available (e.g. 60-seater bus) can be included in the bid: it shall be specified in the bid and quoted for as per Annex C.
- Trucks must have high body walls/covered as per UNHCR requirement. 3 MT (up to 14 ft length) and 5MT (14.01 ft to 20 ft length) shall be included in the bid. Any other capacity or type of trucks available can be included in the bid: it shall be specified in the bid and quoted for as per Annex C.
- The Frame Agreement holder will provide full transportation services according to the route and timeframe indicated by UNHCR - inclusive of Drivers, Fuel, insurance, any other applicable fees, etc. Since UNHCR cannot assure the estimated weight/volume of luggage and number of passengers to be transported during the overall duration of contract, such information will be shared with the Transporters in the relevant purchase order.
Carrying and loading the baggage onto the trucks and offloading the baggage from the trucks is not in the scope of this tender and will be arranged separately by UNHCR.
- The Frame Agreement holder will provide overland transport for both passengers & luggage and may be requested to operate in any area within Cox's Bazar District; the stated geographical locations (Annex B) are given in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will not require transportation for different areas.
- The Frame Agreement holder will ensure safety of loaded luggage on trucks, up to the point of delivery, and of passengers in buses en route, from the collection point to their destination point;
- The Frame Agreement holder will provide upon request (within maximum 24 hours) and on a priority basis the required vehicles to UNHCR;
- The Frame Agreement holder will also be able to respond to emergency requests (within 8 to 12 hours) and provide on a priority basis the required vehicles to UNHCR;
- The Frame Agreement holder will provide properly registered, insured, equipped and maintained vehicles as well as competent and qualified personnel to operate them; provision of necessary materials, tools, breakdown recovery services, labor force and equipment related to the transport services shall be included in your offer, which will not be paid separately by UNHCR.
- The Frame Agreement holder must ensure compliance with national laws and mandatory insurance for the requested vehicles, cargo and passengers as required by country of operation (Bangladesh).

- The Frame Agreement holder must ensure that the required vehicles must be technically roadworthy and in good working order;
- The Frame Agreement holder shall retain operational responsibility of the transportation services;
- The Frame Agreement holder will keep UNHCR regularly informed through its focal person(s) on the progress of the fleet on road thus ensuring a smooth process of transportation. Bidder must assign a Project Manager to UNHCR for the contract.
- Acceptance of vehicles is conditioned to UNHCR checking the quality, suitability, roadworthiness of them before the requested service can be provided by the service provider. If UNHCR in its sole opinion deems that the vehicles assigned to perform any requested services are not conforming to its quality, suitability, roadworthiness requirements, UNHCR will reject the service.
- The bid shall indicate the price for transport services as per type of vehicle offered and routes required inclusive of drivers and fuel, insurances, etc.
- The transportation services include the insurance of transported passengers & luggage against theft/loss/damage including the re-conditioning of damaged packaging of luggage incurred during the provision of transportation service by the Frame Agreement holder.
- The Frame Agreement holder agrees to reimburse UNHCR for a) replacement costs in case of theft and loss; or b) cleaning, repackaging or refurbishment costs for any luggage and belongings that are damaged during the transportation service, within 48 hours.
- Each transportation service provided to UNHCR is exclusively for UNHCR passengers and goods. No unauthorized/commercial passengers or cargo will be allowed in the buses and trucks.
- The Frame Agreement holder must ensure drivers do not have any criminal record and that they have a clean driving record.

I/We hereby confirm that our company _____ will meet all the requirements stated in this document.

Name:

Signature:

Designation:

Date:

Company name:

Official Stamp:

END

After acknowledging above, kindly submit this form as part of the Technical Offer documentation.