

CARE BANGLADESH

Terms of Reference (ToR)

Rental Vehicle Services for Staff Transportation For CARE Bangladesh – Nationwide

Background and Objective:

CARE Bangladesh is implementing various projects across different regions of Bangladesh. Approximately 80% of the staff are engaged in field-based activities, which require regular and reliable transportation support. Therefore, management has taken the initiative to arrange vehicle rental services to facilitate the daily transportation of staff from the Regional Offices and Field Offices to designated project working areas. This transportation support will enable staff to reach their respective working locations on time and ensure the smooth and effective implementation of project activities.

Service Period:

Duration: 02 years with the possibility of extension of 1 year, upon satisfactory performance,

Base Station:

Base Station (Division)	Remarks
1. Dhaka	Local vendors are requested to submit their quotations based on their respective locations. Example: Vendors based in “Dhaka” are required to submit separate rates for transportation “within Dhaka” and “outside Dhaka”. The quotation must clearly mention the base station/location of the vendor. স্থানীয় ভেণ্ডরদের তাদের নিজ নিজ অবস্থান/লোকেশন অনুযায়ী কোটেশন দাখিল করার জন্য অনুরোধ করা যাচ্ছে। উদাহরণ: “ঢাকা”-ভিত্তিক ভেণ্ডরদের ঢাকার অভ্যন্তরে (Within Dhaka) এবং ঢাকার বাইরে (Outside Dhaka) পরিবহন সেবার জন্য পৃথক পৃথক হার (Rate) উল্লেখ করতে হবে। দাখিলকৃত কোটেশনে ভেণ্ডরের বেস স্টেশন/কার্যালয়ের অবস্থান (Base Station/Location) সুস্পষ্টভাবে উল্লেখ করা আবশ্যিক।
2. Chattogram	
3. Sylhet	
4. Rajshahi	
5. Khulna	
6. Barishal	
7. Rangpur	
8. Mymensingh	

Scope of Services:

The selected service provider will be expected to:

- Provide rental vehicles as requested, with a focus on reliability, safety, and comfort.
- Offer flexible rental terms based on kilometer usage.
- Ensure vehicles are well-maintained and meet safety standards will all updated papers from BRTA.

- D. Provide professional drivers with valid licenses and knowledge of local routes.
- E. Ensure vehicles are equipped with air conditioning, and other standard amenities.

Deliverables:

- Daily log/movement sheet to be maintained. Log sheet must be approved by the Project.
- Overnight stay will be only allowed if CARE Bangladesh use the vehicle for its official purpose and the vehicle has to stay overnight away from its normal duty station. This allowance should cover the driver's accommodation and per-diem cost.
- Fuel consumption will be calculated based on the actual kilometer used through log sheet

Types of Vehicles Required:

Please see the attached Appendix- II (Financial Quotation)

Non-Negotiable Requirements:

- All seat belts must be in functional condition in all rented vehicles.
- First aid kits and fire extinguishers must be equipped in all rented vehicles.
- All lights, including headlights, parking lights, and indicators, should be functional, with fog lights in effective condition.
- Drivers must have Valid driving licenses
- Driver Age between 24 and 60 years.
- Drivers must be in good physical and mental health and fitness to drive CARE rental vehicles.
- Drivers cannot be an alcoholic, take seductive drugs for any chronic diseases or habit- forming drugs or any illegal narcotics such marijuana, hashish.
- Drivers should be well dressed and show basic respect to CARE drivers and staff.
- The service provider shall assume full responsibility for any incidents or accidents that may occur. CARE Bangladesh will not bear any liabilities under such circumstances.
- CARE Bangladesh reserves the right to accept or reject any or all tender/quotations without assigning any reason whatsoever. CARE Bangladesh may not select the lowest bidder, if the quality, specifications, etc. are not up to the mark and are not bound to provide any explanation about the selection process.
- CARE Bangladesh reserves the right to increase or decrease the quantity or any or all the item(s) at its own discretion. In such cases, quoted prices will be divided proportionately. Maximum time CARE will place orders to do the work in bulk quantity for the whole office and also place order piece basis for little quantity when as required.
- CARE Bangladesh reserves the right to make framework agreement with multiple vendors for the same goods and services. After signing the agreement with the selected Vendor, as per requirement CARE will issue a written Purchase Order (PO) and the vendor will ensure the goods/item, as per the terms and conditions of agreement and with compliance with the PO.
- CARE Bangladesh reserves the right, at its sole discretion, to enter into a framework agreement for any or all of the services listed herein. Supplier selection for such framework agreements will be determined based on an evaluation of technical acceptability and the lowest proposed price.
- The Contractor shall assign adequate personnel to perform the services efficiently and sufficiently fulfill its obligations under this Contract. The Service Provider's drivers shall perform their functions in a highly efficient and professional manner.

Operation Route: Nation Wide (round trips) – Exclude Cox's Bazar

Duty Timing: 10 hours (10 hours count from the designated pick-up point to the drop-off point)

Vendor Responsibility: The vendor will cover all the cost of the vehicles:

- Parking fees
- Bridge/road tolls
- Route Permits, licenses, etc.
- Regular repair and maintenance of vehicles
- Ensure vehicle readiness and availability for any required day trips
- Responsible for fuel, driver's salary and overtime, Driver food allowance, insurance, maintenance, and all others operation cost.
- The service provider must ensure that all vehicles are properly insured, and that the insurance policy covers damage, theft, and third-party liabilities. In the event of product or material damage, shortage, or loss during transit, the service provider shall be liable to compensate the full value of the affected goods or materials as determined by CARE Bangladesh.
- CARE will not bear any cost beyond the per day body rent and per KM rate and Driver Allowance.

Terms of Use

The rental car service provider must agree to the following terms of use:

- Availability: Vehicles should be available on-demand and with short notice. Advance booking for scheduled travel should also be possible.
- Kilometer-Based Billing: Billing should be based on the number of kilometers driven, with transparent rates provided for each type of vehicle.
- Driver Services: Drivers must be punctual, professional, gender sensitive and familiar with the local area and culture. They should adhere to CARE Bangladesh's safety policies and travel guidelines.
- Safety and Maintenance: Vehicles should be regularly inspected and maintained to ensure safety and reliability the quoted price should be valid for 2 years. There will be an option to reassess and adjust prices in the agreement if required for the conditions below:
- Revision of Govt. declared Vat subject to submission of supporting government notification/documentation.
- Revision to the Government-declared fuel price, which will be verified against the officially declared fuel price revision and supported by relevant documentation.
- This ensures flexibility and reflects the changing market conditions, fostering a fair and dynamic long-term partnership.

Vendor Qualification Requirements

- Legally registered company with valid business documents with trade license and VAT certificate.
- Vendor should have experience in providing similar services with INGO , NGO and Renowned organization
- Capacity to deliver the service within stipulated timeline.

Safety and Security Clause:

CARE Bangladesh will not take any responsibility, if supplier/contractor or their any representative or any local community or any person will be any kinds of injured (i.e., partial, full, death etc.) during providing the service in any stage. If any incident occurs, the supplier/contractor will cover all risks and associated costs. The supplier/contractor must follow and comply with all laws and regulations of the GoB

Evaluation & Selection Criteria

Technical Evaluation Criteria: (Score is 100 and weight is 70%):

Scoring Chart:

Score	Marking Status	Work order/PO Copy/ Agreement/Work completion Certificate
1	Non-complying	
2	Below Acceptable	
3	Acceptable	
4	Good	
5	Excellent	

Technical Evaluation Criteria		Allotted Score (Maximum)
1. Proposal Suitability:		
A. Vendor updated valid legal documents (Trade license, TIN, BIN) Without update documents vendor will be marked "0"		20%
2. Previous Relevant Work Experience and Awards		50%
A. Previous Relevant Work Experiences (minimum 3 work orders or agreements or work completion certificates from three different organizations should be submitted)		
Score	Marking Status	Work order/PO Copy/ Agreement/Work completion Certificate
1	Non-complying	0
2	Below Acceptable	1-2
3	Acceptable	3
4	Good	4
5	Excellent	5 and above
Subtotal		70%
2. Financial Proposal (Value and Cost)		
Value and Cost		30%
Subtotal		30%
Total		100%

A cumulative weighted scoring method will be applied to evaluate the proposal. The award of the contract will be made to the Service Provider whose offer has been evaluated and determined as responsive/compliant/acceptable with reference to this ToR. The procurement committee reserves the right to accept or cancel any or all proposals without assigning any reason.

CARE Bangladesh reserves the right to accept or reject partially or fully any or all quotations without assigning any reason whatsoever. CARE Bangladesh may not select the lowest bidder, if the quality, specifications etc. are not up to the mark and not bound to provide any explanation about the selection process.

Disclaimer: CARE Bangladesh reserves the right to reject any or all proposals without assigning any reason whatsoever.

General Terms and Conditions:

1. Road Tax, Fitness Certificate, and insurance: Service Provider will be responsible for updating vehicle registration, road tax, tax token, fitness certificate, insurance or any other legal documents as required by the Bangladesh Road Transport Authority or local representative of BRTA.
2. All the vehicles provided by the Service Provider to CARE Bangladesh must carry the following documents:
 - i) Registration Certificate of the Vehicle
 - ii) Valid Fitness Certificate
 - iii) Tax Token
 - iv) Valid Insurance
 - v) Valid Driver's License
 - vi) Seat belt in all Passenger Sit
 - vii) First Aid Medicine Box
 - viii) Fire Extinguisher

All legal compliances in accordance of Law of Bangladesh to operate vehicles on the road must be followed. All legal paper of the supplied cars or vehicles must be up to date as required by the local traffic rules and regulations, and a copy of these documents will be kept by the CARE Bangladesh. The Service Provider will be responsible for paying all penalty or fines if imposed by any authority on any of the supplied cars, vehicle or on any driver of those vehicles for violation of any rules or regulation of Bangladesh

3. Drivers' Qualification:

- i. Valid driving license as professional driver.
- ii. Working experience as a professional driver:
- v. Working experience with international organizations, multi-national companies, overseas companies.
- vi. Minimum 3 (three) years' experience.
- vii. Local drivers are preferred for specific regions
- viii. Has the minimum ability to understand English.
- ix. Properly trained in the operation and maintenance of vehicles.
- xi. Possess good knowledge and capability in vehicle safety by driving by local law.
- xii. Possess good manners.
- xiii. Drivers must have a valid driving license issued by the local traffic authority.
- xv. The company must ensure the physical condition of the driver (such as good vision).

4. Assigned drivers shall be nominated in writing by the Service Provider and approved by CARE Bangladesh, and the Service Provider will replace the driver at any time if not judged suitable by CARE Bangladesh.
 5. The Service Provider shall agree to nominate in writing drivers confirmed as suitable by CARE Bangladesh for short-term assignments and long-distance driving.
 6. Assigned and approved drivers must always adhere to the travel security and safety policies of Care Bangladesh.
 7. In case of out-station overnight stay, Service provider will pay to respective driver as outstation allowance in advance as per agreed rate for their accommodation.
 8. The Service Provider will be fully responsible for all drivers' contractual obligations, including salaries, benefits and bonuses and other facilities.
 9. Bridge toll & Parking charges will be borne by Vendor during travel.
 10. Driver's allowances like OT, Outstation Allowance/Day (only for Night stay), etc. will be recorded by the service provider.
 11. Vendor should Report to Respective User or Transport Team for operational issue(s) and should follow operational guideline.
 12. . Bill should be submitted after producing signed logbook
 13. The supplier will submit the bill including VAT of total cost as per Bangladesh Government rule.
 14. VAT and Tax will not be applicable at actual cost reimbursable bills such as drivers entitlement for overnight stay
 15. Price Validity: Price will be valid for 2 years
 16. Any overwriting or use of correction pen is strictly prohibited in any CARE Book, Document or Vendor document to be submitted to CARE. for validation. Any correction needs to be verified by CARE and countersigned by the vendor and CARE staff.
 17. No advance payment will be made against the Agreement
- If the contracted vehicle breaks down or becomes unavailable, the service provider must provide a replacement vehicle.
18. Toll charges shall be paid on at actual basis upon submission of the original toll payment voucher. The voucher submitted must correspond only to the journey undertaken for CARE Bangladesh, showing the toll point at the commencement of the journey and the toll point at the destination/end of the journey. No toll charges beyond the actual journey route shall be accepted.
 19. To address this challenge, we revised **Terms of Reference (ToR) and Appendix II – Financial Proposal** to provide a clearer pricing structure.

In the revised format, suppliers will have the option to submit quotations for both one-way and round-trip journeys.

For a one-way trip, the supplier may claim the following:

- Vehicle/body rent as quoted in the Financial Proposal
- Fuel cost and overtime charges (if exceeds 10 hours duty time) on an actual basis, applicable only to the journey undertaken by CARE Bangladesh representatives, from the designated pick-up point to the drop-off point;

For toll charges, payment will be made strictly on an actual basis against submission of the relevant vouchers for the journey undertaken by CARE Bangladesh representatives.

- 20.** As per CARE policy, a driver's regular duty period is **10 hours**. Where a driver is required to perform duties beyond the 10-hour duty period, the additional time shall be considered **overtime** till end time the drop-off point.
- 21.** Night stay allowance shall apply only for round trips where the driver is required to stay overnight at the destination due to the requirement of the CARE Bangladesh representative/user. In such cases, the applicable night stay allowance may be claimed by the supplier.

Payment Terms

Payment will be made on a assignment/PO basis, based on actual services rendered and subject to the CARE-approved log sheet.

Payments in local currency will be paid as per standard procedure. Service provider shall provide CARE Bangladesh with periodic and final invoice statements indicating Services performed, expenses incurred, past payments made and any other information CARE Bangladesh shall reasonably request. service provider shall provide a final invoice statement whenever requested by CARE Bangladesh up to sixty (60) days after the date set for the completion of the Services in this SOW.

CARE Standard Payment Terms are 30 days from receipt of goods or service and accurate & complete invoice acceptable to CARE Bangladesh.