**Annex C: Scope of Work**

A black and yellow sign with a letter

AI-generated content may be incorrect.International Rescue Committee, Inc.

Scope of Works (SoW) for Provision of Transport Services (Vehicle Hire)

# **TERMS OF REFERENCE FOR SERVICE CONTRACTING**

|  |  |
| --- | --- |
| **Assignment** | Salon Cars, 4X4 SUV-Vehicles, Minibuses (Super Custom), Buses (Coasters) and Trucks and Driver Rental Services |
| **Location** | (Kampala Offices, Palabek-Lamwo, and Bidi-Bidi, Yumbe) |
| **Duration** | (24 months) |
| **Reporting to** | Transport Manager |

1. **JUSTIFICATION/BACKGROUND**

IRC Uganda is planning to contract a reputable vehicle hire company to provide transport services (vehicle hire) for its staff, assets and property inside Kampala and outside Kampala. The successful service provider shall perform the required services in line with IRC Uganda standards within elevated level of quality and shall follow all applications and directives as identified by this Terms of Reference (ToR). The transportation services include:

**Ancillary Services**: Other transportation services should be available upon IRC request, and involve point to point transfer services as follows:

**Transport services for**.

1. Airport transfers, town runs and field trips – Kampala based offices

2. Towns run and field trips within designated field locations (Yumbe, Lamwo)

# **OBJECTIVE AND TARGETS**

To provide transportation services to IRC Country Program – Refer to Annex D (Price Schedule) for details of services to be provided.

# **SCOPE OF THE WORK (WORK ASSIGNMENT)**

The service provider is expected to provide the following services:

All rented vehicles should have comprehensive insurance coverage and GPS tracking system.

The drivers should be appointed on a long-term contract basis and should receive their monthly salary along with benefits such as the social security and medical insurance plans.

Point to point transportation services as explained in the ancillary services and short term rented drivers and vehicles: Such services should include the driver, the vehicle and fuel cost.

All vehicles should be maintained and cleaned by the successful service provider on a regular basis.

All drivers should be monitored by the service provider for their driving behavior, speed acceleration, harsh braking, alcohol and drugs use, criminal records. IRC does not accept drivers with criminal records nor alcohol and drug use.

All drivers will be required, daily, to complete the vehicle’s log- book or log sheet which includes the destination, the date, the name of the driver, the car plate number, the start and end time per trip and the mileage.

Provision of standard uniforms for the appointed drivers. All drivers must comply with the standard company uniform on daily basis with no exception.

# **EXPECTED DELIVERABLES**

* 1. **The car and driver rental services must include the following:**
* All vehicles assigned to IRC should be in excellent condition and all vehicles should not be more than fifteen (15) years old. The assigned vehicles should have the manufacturing year of 2010 onwards for Kampala and all field locations. IRC is not liable for the maintenance of the company’s vehicles. The vehicle hire company will be responsible for its vehicles’ maintenance and cleaning services.
* All vehicles and drivers should be tracked through a GPS tracking system for their movement, location, speed, driving behavior including the speed acceleration and harsh braking.
* All drivers should be assessed for their alcohol, and drugs use on regular basis. The company is also expected to provide its assigned drivers to IRC account with awareness sessions on prevention of sexual harassment and abuse of authority.
* The vehicle hire company is expected to complete a vehicle logbook on daily basis indicating the date of the trip, start/end mileage, driver name, passenger's signature. The log sheet needs to be verified by an IRC representative daily.
* The vehicle hire company's drivers and vehicles will be the liability of the company. IRC is not responsible in case of accidents.
* The vehicle hire and driver are expected to provide comprehensive insurance coverage during the period of the awarded contract with IRC. IRC will not be held liable in case of accidents.
* The drivers should be well kempt and dress smartly in clean and appropriate clothing to suit the image of the IRC. The drivers should always have a work ID on display. The company oversees providing the assigned driver with a mobile device and line to be used when on duty.
* The company is required to inform IRC within 48 hours in advance in case of a change of the driver or vehicle assigned to IRC account.
* The service provider shall provide car and driver rental services only when requested by the IRC Transport Manager who is directly in charge of transport services. The services shall be based on written instructions by official email by the IRC transport section.
* The service provider shall provide qualified personnel to accomplish the work required by. They should have the ability to read, write, and speak English as a second language. It is the company’s responsibility to ensure that all contract employees are qualified to perform the specified job task.
* Use of Alcoholic Beverages/Drugs: The use of alcoholic beverages or illegal drugs by service provider’s personnel, while on duty, is forbidden. The Contractor shall immediately remove and replace employees who are under the influence of alcohol or drugs immediately.
* The service provider should provide cars with comprehensive insurance coverage (including drivers). This is considered a mandatory requirement, where non-compliance will result in the termination of the contract.
* Should the successful service provider be unable to provide the services required by IRC within two (2) working days of contract commencement or during contract period, the IRC shall have the right to procure services from the market and any additional expenses associated with this action will be borne by the service provider. This is considered a mandatory requirement, where non-compliance will result in the termination of the contract.
* The service provider undertakes sole responsibility for taxes and any other charges of public nature, which are or may be assessed in future against the service provider.
* Personnel acting on behalf of the service provider shall not be entitled to any benefit, payment, compensation, or entitlement except for as provided to the service provider by this agreement.
* The services rendered by the service provider must be performed in full consideration to the confidentiality and secrecy.

# **4.B-Driver Qualifications & Entitlements: the drivers assigned to IRC account must have the following:**

* At least 4 years of driving experience in driving passengers with knowledge of the local traffic rules and knowledge of the various locations inside Kampala. IRC has the right to disapprove of any driver who is found disqualified to provide such services.
* Clear Criminal history, clear alcohol records, clear drugs records and clear sexual harassment records. IRC has the right to request proof of such records and has the right to interview the driver.
* Good knowledge reading, writing, and speaking English as a second language.
* The driver must be a Ugandan National with national ID and should have a valid driving of at least Class B, CM, DL driving license from Ministry of Works and Transport or its licensed provider or authority.
* Must have at least two years’ progressive accident-free driving experience. The driver must also be professional and disciplined.
* Must possess basic technical and regular maintenance knowledge of vehicles.
* The driver must maintain lofty standards of personal hygiene and must wear uniform during working hours. The driver must be equipped with a mobile phone and sim card provided by the service provider.

# **Driver Responsibility: The assigned drivers will be responsible for the following:**

* The driver will report to the IRC transportation focal point on all operational issues related to their day-to-day duties.
* The driver must complete the daily logbook detailing fuel drawn, locations visited, the names of the passengers and their signatures, the dates of the trips, the start and end odometer and the mileage, signed by IRC focal point or project staff.
* The driver must comply with the traffic laws; IRC will not be responsible for any damage to the rented car that results from the driver's noncompliance with the traffic laws.
* Driver will not smoke in the car, no acceleration or harsh brake. The driver should not leave the vehicle motor open when the vehicle is moving.
* The driver shall be present at IRC at 8:00 am or at such a time as will be communicated, read for his/her daily assignment.
* The driver will not discuss vehicle movements with any third party not related to IRC.
* The driver will sign the IRC code of conduct and driver policies (to be shared upon awarding the contract).

**IRC Responsibilities:**

* Transport Manager: IRC will appoint as a primary point of contact a Transport Manager who will oversee the day-to-day transport services and request additional drivers and vehicles on an ad-hoc basis.
* All requests for ad-hoc daily and weekly drivers should be presented through an official email sent at least 24 hours in advance.
* Access to IRC premises: IRC will grant access to the drivers into IRC offices by providing an access card to each driver.

# **QUALITY CONTROL & PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS**

* 1. **The performance evaluation will be based on the following criteria:**
* The turnover of the assigned drivers: the frequency of the change in the assigned personnel.
* The accuracy of the monthly invoices, LOG sheets and logbooks.
* The speed in responding to IRC emails, requests, and feedback.
* The company’s monitoring system on its drivers’ behavior.
* Inability to provide services either due to vehicle breakdown or drivers being absent.
* The condition of the vehicles assigned to IRC account.
* The level of training provided to its assigned personnel.
* The company’s control measures over its assigned drivers including their commitment to IRC working schedule, the daily uniform.
* The company’s compliance with the Ugandan labor law.
  1. **Frequency of performance reviews:** Performance reviews to be conducted periodically, at least one to four times per year, to measure the quality of the services and the company’s performance as well as review the company’s feedback on any challenges that may arise during the contract period.
  2. **Quality Control:** The service provider shall establish and operate to monitor on a regular and continual basis the quality of services provided to IRC. These procedures should include a self-inspection system covering all the services to be performed under the contract and should include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to IRC.

IRC shall be notified of any deficiencies found and proposed corrective action taken.

* 1. **Vehicles Tools and Safety Measures:** The service provided must ensure that the assigned vehicles to IRC account must include all safety measures and tools to ensure its safety function. Such tools and measures include but are not limited to the following:
* Air condition
* Spare wheel tire and good tires.
* Standard tool kits (including jack and bolt wrench)
* Safety Triangle
* Fire Extinguisher
* Air Pump
* Air bags
* Seat belts
* Sufficient leg space for every traveler
* First Aid kit
* Valid comprehensive insurance
* Valid registration documents or proof of ownership of the vehicle

# **REALISTIC DELIVERY DATES AND DETAILS ON HOW THE WORK MUST BE DELIVERED**

The successful service provider must be committed to providing the pool of drivers and vehicles on long term fixed periods of monthly to annual basis and short-term periods of daily to weekly basis.

All vehicles must be maintained on a systematic basis to ensure there is no disruption to the services.

The company must have a system to retain the high performing drivers and therefore minimize the turnover of drivers which will disrupt the level of services provided to IRC.

***The invoices must be issued within a period of 30 days for each serviced month. IRC will not acknowledge invoices that are older than 30 days or disputed due to inaccurate records.***

# **OTHER TERMS AND CONDITIONS:**

IRC has the right to ask for copies of the company’s assigned employees’ contracts to ensure that they are compliant with the Ugandan labor law, ensure that at least the minimum salary is applicable, and to ensure that the employees are medically insured and members of the social security schemes.

The company is not allowed for a Joint Venture or to Delegate the entire scope of work to some other entity officially or non-officially. In case the contractor needs to delegate some certain part of the scope; prior approval from IRC should be granted to the scope, amount, and the quality of the sub-contractor, accordingly, the contractor should submit all required documents to the satisfaction of IRC to approve such sub-contract Agreement.

In case the company sub-contracts part of the scope to another company without the approval of IRC then it is understood that IRC may choose to ban the company and the sub-contractor from entering the site, terminating the contract without paying any damages or compensation to the company whatsoever, and is allowed to terminate the contractor’s Long-Term Agreement.