

**ANNEX A**  
**RFP/2017-01/BGR**  
**FOR PROPOSAL FOR RENTAL CARS TRANSPORTATION SERVICES**

**Terms of Reference (TOR)**

**United Nations High Commissioner for Representation in Bulgaria**

**1. Description of the transportation needs of UNHCR Representation in Sofia**

The UNHCR Representation in Sofia performs planned regular weekly trips from Monday to Thursday (3 overnights for the drivers) by one (in very rare cases by two) vehicle(s) with driver(s) to cities in South Bulgaria (Haskovo, Harmanli, Lyubimets, Svilengrad) and border areas with Turkey and Greece. The cars will be rented with drivers on a weekly basis from Monday to Thursday during the entire year. Other trips will also be requested when necessary.

**2. Requirements to the services**

**2.1. General Requirements**

- Freely chosen and UNHCR confirmed pick-up and drop-off locations;
- Minimum number of the available drivers required simultaneously: 1 driver;
- Maximum number of available drivers required simultaneously: 3 drivers;
- Provision of driving services that might require overnight from one to four or more days;
- The UN Holidays do not coincide fully with the Official Holidays in Bulgaria and services might be required during official Bulgarian holidays;
- Daily subsistence allowances of the driver(s) will be covered by the Rental Cars Company and are not subject of reimbursement by UNHCR.
- Overnights of the drivers (same class of hotel as for the UNHCR staff) will be covered by the Rental Cars Company and included into the invoice for reimbursement by UNHCR;
- Full maintenance of vehicles will be performed and paid by the Rental Cars Company;



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- Full insurance coverage of the rented vehicles and the drivers in line with the Bulgarian legislation (including third party liability) to be provided and covered by the Rental Cars Company;
- Log-book (template as per Annex E) shall be dully filled in and signed by the driver(s) and certified by the UNHCR travelling staff for each trip. The original Log-book shall be provided to UNHCR and a copy to the rental car company for calculation of costs;

## **2.2. Mileage and fuelling**

- Unlimited mileage to be included into the price for the rental of the cars (please explicitly state if your rent prices do not include unlimited mileage and indicate the kms/month included and the fee for additional mileage);
- Fuelling: UNHCR covers the fuel costs of the rented vehicles with own petrol cards;

## **2.3. Schedule of the booking:**

- Daily time schedule of the driver's services provided without charging of overtime (start and end time) to be specified by the bidder;
- UNHCR preference for the minimum period of notification before the required services is 12 hrs before the requested travel;
- UNHCR preference for the minimum period of notification for adjustment or cancellation of the required services is 8 hrs;
- Format of communication on the required services: e-mail notification from UNHCR authorized staff to the focal point of the car rental company (to be specified by the bidder) followed by written confirmation by the car-rental company's focal point;

## **2.4. Additional services provided (to be specified by the bidder):**

- Provision of help-desk assistance and services in English;
- Provision of information service 24/7;
- Provision of emergency contact for 24/7 coverage.

## **3. Minimum technical requirements to the rented cars and car rental company's fleet:**

The preferred cars for the regular weekly missions and border monitoring visits are 4x4 SUV/CUVs (crossover utility vehicles), 4-door models with the following extras:

- Air-conditioning;



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- GPS and road maps available for each of the vehicles.
- Full damage and theft protection coverage (CDW, TPC) shall be arranged and borne by the services provider;
- The vehicles of the car rental company's fleet should not be more than 5 years aged.
- Other types and models of rented cars could also be requested depending on the mission's requirements.

**4. Requirements to the drivers' qualifications for services:**

- Drivers with minimum 5 years of driving experience and clear driving licence;
- Drivers should have a very good knowledge of the national road network - additional training to be provided by the car rental company if necessary;
- Certification on driving skills courses for the drivers should be available if requested.
- Drivers' previous experience in driving people and with similar projects;
- Ability to provide driving services which require overnight accommodation for more than one day travel;
- All the drivers should duly comply to the Bulgarian Road Traffic Law (Закон за движение по пътищата) and avoid dangerous driving.
- The car rental company should regularly seek the feedback of the traveling UNHCR staff with regard to drivers' performance. Provided that UNHCR staff has complaint that a driver breaches the Bulgarian Road Traffic Law (Закон за движение по пътищата) and endangers the life of the UNHCR travelers, the car rental company should immediately take steps to change the respective driver.
- The car rental company should acknowledge in writing that each driver who will service the contract with UNHCR has a clear driving licence.
- Prior to introducing a new driver to the services rendered to UNHCR the car rental company should inform UNHCR, present the driver and seek UNHCR's approval.
- Basic English language knowledge will be considered an asset;

**5. Conditions for payment**

The car rental company will issue invoices within three days after the service is



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provided. The invoices should be accompanied by a detailed break-down in Excel of the expenses included, e.g. the car rent, driver services cost, driver's over-night, driver's overtime (if any), etc.