

Annex B- Terms of Reference
RFQ REF: PAKOU/RFQ/2026/2590

UNHCR Sub-Office Quetta is looking to enter into a frame agreement for the provision of road transportation & material handling services to support its operations in Pakistan with reputed Sales Tax/government registered firm in Pakistan who can meet the following: -

Provision of Vehicles: Given the unique operations of UNHCR Pakistan, it requires a wide variety of vehicles listed in Annex C. A large number of vehicles might be needed upon UNHCR's request. Moreover, short notice and last-minute request in response of changes in plan (postponement and/or cancellation) might frequently happen, the Contractor needs to be quickly flexible and adaptable. Vendor must have access to fleet of variety of vehicles.

Safety and Quality Assurance: Contractor is obligated to comply with generally accepted standards of the transportation industry for operation and maintenance practices. As a minimum, Contractor shall comply with all provisions of applicable statutes and agreements which may affect safety, and with all government's regulations, directives, orders, rules and standards pertaining to service provided hereunder. The Contractor shall agree not to deviate from the schedule unless instructed to do otherwise by UNHCR. If a route deviation is necessary, the Contractor shall contact UNHCR and inform UNHCR of the deviation.

Registration/Licensing/Permits: All vehicles provided must have valid local quality registration, licensed, and have the appropriate Government permits to carry out road transportation in Pakistan.

Vehicle Quality: Vehicle provided by the Contractor must be in good mechanical and working condition (except for normal wear-and-tear), and smooth riding.

For transportation of cargo, the trucks must be well equipped with proper tools and an enclosed compartment to secure the high value cargo and equipment during the trip. The trucks must operate at a capacity that is not exceeded the standard.

Moreover, the forklifts and the cranes must be in good working condition in terms of strong tyres and cables and have valid license. In the event of mechanical malfunctions for breakdowns the Contractor will be responsible for providing replacement transportation to UNHCR. The cost of replacement transportation, all mechanical repairs and tow service will be the Contractor's responsibility. Any event penalties or bills incurred by the UNHCR and its agents or employees, because of vehicle mechanical malfunctions or breakdowns, will be the responsibility of the Contractor. The Contractor shall be bonded/insured against damage to employees and vehicle for work done during the performance of this contract. Bondage/insurance shall be at a minimum in accordance with local and Pakistani law.

Driver Qualification: The Contractor shall ensure all drivers meet the standards required by local and Pakistani law to drive the specific vehicle assigned, have valid vehicle license and vehicles are insured as required by local and national law. The drivers shall be familiar with the routes and each of them shall have a cell phone and be able to contact UNHCR and its employees as well as to be contacted by UNHCR.

Billing: The Contractor shall submit an invoice for services rendered on a monthly basis. This invoice must indicate the dates of vehicle rental and total amount for month. The amount then will be paid for by EFT from the UNHCR within 30 days since the receiving the invoice.

Section Rejection: UNHCR may reject any means of transportation that does not meet the specific requirements of this contract. UNHCR will not invoke this right without due cause and prior discussion with the Contractor.

Food and Drink: The Contractor must be responsible for providing meals to drivers.

Fuel Adjustment: No fuel adjustment shall be provided. **The financial offer should be valid throughout the contractual period.**

Indemnification UNHCR, its employees and agents shall be exempt from any liability in respect of any direct, indirect or consequential loss and/or damage and/or injury sustained by the Contractor, its employees, agents or any third party arising from this Contract or the performance thereof, which is undertaken entirely at the risk of the Contractor, its agents, or employees. Should any claim arise, the Contractor will indemnify UNHCR and hold harmless UNHCR, its employees and agents from any liability whatsoever. In addition, the Contractor shall assume full liability for any fraudulent and/or illegal acts it commits knowingly or unknowingly, and UNHCR shall be exempt from any liability whatsoever in this respect.

Loading/Unloading of Consignments: The contractor shall provide labours for loading/offloading as and when requested by UNHCR.

Missing/Damaged Commodities/Contractor's liabilities: All missing or damaged commodities/non-food items and any spillage or leakage during the period under the Contractor's responsibility will be debited against transport invoices at cost on which UNHCR has procured those items or contractor will be asked for replacement. All charges/costs arising from the negligence, non-performance or poor performance of the Contractor shall be for the Contractor's account.

UN Immunity Clause Nothing in this Contract or any document entered into in connection with this Contract shall imply a waiver, express or implied, by UNHCR or the United Nations, of any privileges and immunities enjoyed by them pursuant to the 1946 Convention on the Privileges and Immunities of the United Nations, the 1947 Convention on the Privileges and Immunities of Specialized Agencies, customary international law, other relevant international or national Contracts, and under domestic law

Relevant Experience and References: The bidder must provide proof of experience in Transportation (Lot # 1) and Material handling services (Lot # 2) by submitting two (2) x contracts or work orders (POs) executed from January 2022 for the interested Lot. The contracts can be either completed or still ongoing.

The contracts, work orders, etc. must include name of company, point of contact and telephone number and email address of the client for verification purposes.
