



Terms of Reference (ToR) for Providing Vehicle hire services

A. About SNV

SNV is a not-for-profit international development organization that applies practical know-how to make a lasting difference in the lives of people living in poverty. We use our extensive and long-term in-country presence to apply and adapt our top-notch expertise in agriculture, energy and WASH to local contexts. SNV has an annual turnover of €130 million, over 1,250 staff in more than 25 countries in Asia, Africa, and Latin America. We are proud to be a not-for-profit organization that uses project financing to implement our mission. This requires us to work efficiently and to invest in operational excellence.

B. Administrative information

SNV Netherlands Development organisation is interested in improving service delivery in all its office locations in Uganda and looking out for proposals from interested Potential and competent services/companies for vehicle hire services. It is the intent of this RFP to secure competitive proposals to select a professional company to provide Vehicle hire services for SNV Uganda program offices in the following locations;

1. SNV Netherlands Development Organisation, Plot 36 Luthuli rise, Bugolobi
2. SNV Netherlands Development organisation, Enyau Road, Arua
3. SNV Netherlands Development Organisation, Plot 10, Hajji Kisaka Road, Mbarara.
4. SNV Netherlands Development Organisation, Plot 3 Kabalega Road, Lira
5. SNV Netherlands Development Organisation, Plot 2/4, Rwenzori Road, Fort Portal

B.1) Administrative requirement to be submitted

The submitted proposal must include the following mandatory attachments. If any of the documents and information is missing, the proposal shall be rejected.

- i) Signature to comply with SNV policies and allow SNV conduct reference checks.
- ii) Copy of business registration documents (proof of legal operation in Uganda)
- iii) Insurance policies e.g workers compensation insurance etc.
- iv) Bid validity of 60 days from date of submission and state any additional services that SNV should consider in the bid.
- v) Company profile and qualification of senior managers and all staff to be deployed in SNV offices.
- vi) References from at least three companies /organisations where similar car hire services have been or are provided by your company in the last two (02) years and shall include customer name, official email, address of company, telephone number.
- vii) Complete detailed pricing proposal based on the details in the RFP VAT exclusive
- viii) Valid trading licence
- ix) Tax clearance certificate from URA addressed to SNV



- x) Sample copy of contract and or standard terms and conditions generally associated with the requested services.
- xi) Sample log sheet that drivers log in all trip details.

Company Requirements

- A well-reputed, experienced and professional in providing car hire services for both town run and field, and should be able to provide vehicle either country wide or to cover entire region where SNV has activities .
- The company must have efficient and effective logistics and communication channels that support smooth running of the services for easy liaison.
- The company should be having and ready to provide vehicles of all types of vehicles as may be requested from time to time,
- The successful company should have staff smart staff, able to write, read and Speake English in order to communicate easily.
- The company should be flexible and able to provide vehicles when requested 24 hrs. of the day.
- The company should be capable and well able to provide fuel and necessary logistics for the vehicle for any trip, as the arrangement will be based on dry hire basis when fuel is refunded basing on mileage covered.
- All drivers/personnel must be issued with appropriate identification card by the office which is to be kept visible always on duty.
- The vehicles provide should be well equipped fire extinguishers, jerk and spare tire ready for emergency.
- Company should have capacity to provide replacement vehicles within 2 hours should there be need or incase of breakdown of earlier provided vehicle.
- Provide a certificate of vehicle inspection by relevant body i.e Uganda police IOV.

C. Technical specifications

- Take charge and be able to correctly record mileage at the end of every trip covered.
- Ensure safety and provide for the vehicle and traveller's belongings/baggage during any trip.
- Provide and share any necessary information regarding routing and security of the people onboard.
- Be able to receive, inspect, check and provide vehicle maintenance record and status before any trip.
- Take temperature and record temperature readings for each staff and visitors and have it recorded in the book.
- Support in loading and offloading items before and after any journey.

D. Qualification requirements for competent companies.

- Bidders shall provide certificates and evidence of experience. A clear disciplinary procedure of the company and staff rotational plans on quarterly basis should also be provided on submission of bid documents.
- Provide Identity cards for every driver on duty.



- A company should be able to provide lunch and dinner meals to their drivers on duty.

Requirements for Drives

- Age: Between 20 to 40 years.
- Qualification: Higher Secondary Certificate (HSC) or A level as minimum qualification.
- Communication Skill: Able to understand, write and speak English fluently and speak local language of the office location.
- Behaviour and Conduct: Should be polite, well-groomed and well mannered.
- Experience: Minimum of at least 3 (three) years job experience in driving at least light vehicles.
- Working ability: Able to receive and dispatch letters and parcels.

D.1 SNV obligations

- Provide access to route plan, mileage sheets and relevant information.
- Allocate a contract manager to liaise with the service provider
- Provide support, supervision, monitor performance and provide feedback to the service provider.
- Make follow up on timely payment.
- Provide information as and when required by the service provider.
- May take any other guidance as may be advised by the service provider
- Provide temperature reading machines to be able to take and record temperature of every staff before boarding.

D.2 Joint obligation

- Continuous monitoring for quality management and improvement.

E. Duration of contract

- Initial two years with renewal for one year with satisfactory performance based.

F. Payment terms

- Monthly upon submission of accurate EFRIS invoice, and relevant documentation.
- Payment is made within 30 days of submission of accurate EFRIS invoice.
- All payments shall be made in Uganda shillings and by bank transfer.
- Payment will not be affected until mileage sheets are submitted, correctly calculated to give a reasonable fuel consumption for the trip.

G. RFP Evaluation criteria

For the proposal to be considered technically compliant, the applicant must provide copies of administrative documents e.g., registration certificates, trading license etc and MUST achieve a minimum score of 50% from the technical evaluation. Proposals which do not meet the minimum score of 50% will be given no further consideration. In addition, clarity and completeness of presentation will be considered during the evaluation.

Administrative evaluation will be based on pass or fail basis.

- Technical evaluation will be out of a score of 70.
- Financial evaluation will be out of a score of 30.

H. Types of vehicles required



- 5 seater vehicles
- 7 seater vehicles
- 10 seater vehicles
- Double cabins
- Coasters
- Box body Trucks

I. Financial costing

Interested parties should show the cost for dry hire per day and also the cost for dry hire for half day.

Interested parties should know that fuel will be re-imbursed after the trip and calculated on 7kms/litre.

All invoicing will be done after the trip.

NOTE: Interested parties can contact us by mail on ugandatenders@snv.org for any clarification if required.

Delivery period

All interested companies should submit their proposals by 05:00 pm on **10th November 2022**. Soft copy proposals should be sent to ugandatenders@snv.org with subject line indicating **“proposals for Vehicle hire services”**.

Tender disclaimer.

SNV reserves the right to either accept or reject any or all bids submitted. SNV reserves the right to either increase or decrease the assignment scope depending on budget availability. SNV can stop this procurement at any time without need to give explanation or can extend the deadline for submission once it sees it fit. In case you do not hear from SNV within 3 weeks of closure of the bid receipt date, consider yourself unsuccessful. SNV also reserves the right to reject and cancel the tender in case any illegal, corrupt, coercive, or collusive practices are noticed. Late bids will be rejected. Please note that viewing, downloading or otherwise using the TOR constitutes acceptance on your part of all the above noted statements and conditions.