

Terms of Reference (ToR)

for provision of transportation (taxi) services

1. Project Background

The Aga Khan Foundation (AKF) is a leading global development organization working to tackle the root causes of poverty. For more than 50 years, we have helped create strong community institutions that support sustainable, locally - driven initiatives to improve the lives of millions of people. By combining local knowledge with global best practices, we strive to bring about transformative and long-lasting improvements to quality of life. Working alongside the agencies of the Aga Khan Development Network and through partnerships with local communities, civil society and businesses as well as governments and international aid agencies, we are building a future where we all thrive together. AKF has operated in Tajikistan since 1993 and through its program partners, continues to work in more than 60 districts and towns across Tajikistan. Together with state institutions, AKF directly contributes to the objectives of Tajikistan's National Development Strategy and supports national efforts to achieve the UN Sustainable Development Goals.

2. Objectives

The Aga Khan Foundation (AKF) invites interested and eligible parties from specialized bidders or suppliers to prepare proposals for the provision of transportation (taxi) services. The overall service objective is to ensure safe, reliable, and efficient transportation of personnel. Service supplier shall be selected in accordance with competitive bidding procedures and the best overall value procurement results provided by AKF.

3. Qualifications and Requirements

- Type: Electric vehicle preferable.
- Vehicles should be provided with authorized drivers.
- Vehicles should be in sound and safe condition and free of any known defects or faults which would affect safe operation under normal use.
- Vehicles should comfortably seat a minimum of 4 passengers.
- Vehicles must be equipped with essential safety equipment including a first aid kit, fire extinguisher, and a functioning spare tire.
- The ownership of these vehicles shall always be in the name of the bidder. The bidder shall be totally responsible for the maintenance and safe operation of vehicles and shall not under any circumstances be considered as an employee or as acting as an agent of AKF.
- The vehicle should be properly registered and licensed in accordance with the legal requirements of the Republic of Tajikistan.
- The bidder should provide properly licensed and insured drivers familiar with the required vehicles during normal operating hours from Monday through Friday, except for official project holidays.
- Drivers provided by the bidder should be fluent in Russian and Tajik languages; additional proficiency in English is preferred. AKF reserves the right to request replacement of the driver if the individual provided by the bidder is not able to comprehend instructions from the staff of AKF.
- The bidder should provide drivers who are familiar with the area and the security situation of the area for any transportation services provided under this Agreement.
- The bidder should provide drivers who have at least two-three years of previous driving experience.
- Drivers should be physically fit, with no history of medical conditions that could impair driving ability.
- Drivers should have defensive driving skills, ability to handle emergency situations, and good communication skills.

- The bidder should be responsible for all maintenance and repairs related to vehicles provided under this Agreement. In addition, the bidder should carry out full periodic maintenance on the vehicle as recommended by the vehicle manufacturer.
- The bidder should be able to provide a replacement in case of any complaint or breaks with respect to the vehicle within 5-15min.
- Spare parts, maintenance service cost, fuel, tolls, and parking-related costs, incurred in the direct performance of services should be the responsibility of the bidder and shall not be reimbursed by AKF.
- The bidder should be legally allowed to provide the required services inside of the county.
- The bidder should have demonstrated experience in transportation services.
- References and track record of past performance.
- Effective communication and customer service skills.

Insurance requirements

- Compliance with safety regulations and standards. Be able to provide comprehensive insurance certificates.
- Vehicles provided should be fully insured, commensurate with all legal requirements of the Republic of Tajikistan, so as to be fully sufficient in meeting and satisfying any and all normal and customary claims that may arise against the bidder, its driver assigned to the vehicle provided, the vehicle itself, passengers and any other third-party-owned property that may incur damage that may be specified in any claims against the bidder.
- In addition to the requirements in section above, the bidder shall maintain civil liability insurance of liability for passengers' insurance.
- The bidder's bid prices should include all related costs including Time and Materials Labor Hour Orders, etc. Therefore, the bidder will not be paid any amount in excess of the fixed price.

Additional requirements

- To observe the principle of ensuring environmental protection, as well as abandoning any negative impact on human life and environment.
- To be able to provide a Code of Conduct, anti-fraud, corruption/bribery policies, if required.
- To comply with donors' requirements regarding sanctions, if required.
- To be able to provide certificates from tax inspectorate on the absence of debt, if required.
- To be able to provide samples, detailed specifications/photographs, proofs of required materials/equipment and services.

4. Deliverables

- Safely transport AKF staff and goods to and from various locations as needed.
- Ensure the vehicle is regularly serviced, clean, and in optimal running condition.
- Adhere to all traffic laws.
- Maintain and provide monthly payrolls/invoices with accurate logs of trips, mileage, time and trip costs.
- Provide assistance with loading and unloading goods and equipment as necessary.

5. Timeline

The term of the contract for transportation (taxi) services will be one year with the possibility of extension based on performance and mutual agreement. The service contract will be issued based on the Long-Term Agreement (LTA). AKF has the right to issue more than one LTA for the same services.

6. Bidder proposal should include:

All bidders that meet the above-mentioned requirements, should send:

1. Letter of Interest, including names and contact information of three previous clients who can be contacted regarding relevant experience.
2. Detailed financial proposal clearly demonstrating a thorough understanding of this request for proposals, including the following:
 - The bidder's profile and experience in similar projects.
 - Cost breakdown for services provided with payment terms and conditions, stating the validity period of proposal/costs.
 - Proof of business registration and nationality (company registration, licenses/permissions, tax registrations, etc.).
 - A copy of the state registration of vehicles ownership owned/proposed by the bidder, if required.
 - The proposal should be submitted in English and Tajik/or Russian.

7. Submission Questions and Clarification

Inquiries/questions must be received from bidders from June 20, 2024, till July 8, 2024, 17:30 (Dushanbe time) by email to serviceprocurement.tj@akdn.org. All questions and clarifications will be collected and responded to by AKF on or before July 9, 2024, 17:30 (Dushanbe time).

8. Submission Deadlines

Proposals should be submitted in **sealed envelopes** to Aga Khan Foundation Tajikistan and/or electronic **password protected** versions to: serviceprocurement.tj@akdn.org no later than **17:30 (Dushanbe time) on Friday, July 12, 2024.**

Proposals are confidential and will not be transferred or disclosed to third parties. Late submissions will not be accepted. Telephone requests will not be honored. AKF may request additional documentation after the bid deadline.

9. Submission Delivery Address

The delivery address to be used for all submissions is:

137 Rudaki Avenue, 734003, Tojikmatlubot Building, The 4th Floor, Aga Khan Foundation Tajikistan,
E-Mail: serviceprocurement.tj@akdn.org.

Note:

AKF reserves the right to accept or reject any proposal and to negotiate modifications to the scope of work, budget, or timeline as needed.

The invitation to tender does not oblige AKF to conclude contracts or pay any costs incurred by the participant in connection with the preparation or submission of proposals, or costs incurred in connection with the necessary work and activities for their preparation.