**Scope of Services**

**The following technical requirements must be followed and considered by bidders and this annex will be part of the Framework Agreement:**

1. The bidder/ company should be a specialized and professional car rental service provider with a very good past experience especially with International organizations.
2. Bidders may attach more detailed price list of the required car rental services along with Annex A; also, the Brand name, model, year of manufacture (should be 2020 or higher), and condition of vehicles should be mentioned. The deployed vehicles must not exceed 300,000 Km of milage or equivalent during its contract with DRC and must be replaced once exceeds 350,000 Km or equivalent milage or equivalent.
3. All leased cars should be covered under comprehensive insurance policy with full coverage for the vehicle, driver, passengers including DRC staff, and third party/ parties. The insurance policy document should be submitted prior to signing any car/s lease contract.
4. DRC shall not be responsible for any loss or damage for the vehicle and/ or driver engaged by the agency.
5. The Company should have sufficient fleet of cars, in addition to its own maintenance workshop for regular/ by case maintenance to its vehicles, and in case of any kind of required maintenance, car breakdown or problem with the vehicle/ driver, immediate replacement shall be provided by the agency without any additional cost.
6. The company /Bidder should be responsible for any type of vehicle maintenance including the regular maintenance (changing engine oil, air filter, changing oil filter, tyer puncture…etc. (simply every vehicle should be systematically inspected, repaired, maintained), and a periodic maintenance report should be submitted to DRC.
7. The car rental company should provide vehicle inspection (technical assessment) report for every deployed/ selected vehicle from the manufacturer, and this inspection must be performed at least once every 12 months.
8. The car rental company will be responsible to provide its services all over areas where DRC operates within Sudan territory.

Rented vehicles must be available 24/7 with drivers for DRC, DRC can call any time and the company should provide the services, in case the driver exceeded 9 hours per day/ 48 hours/ week, then services provider should provide the replacement of driver or should compensate the driver with overtime.

1. The car rental company should have its own fuel sources and storage and the company must ensure keeping and storing at least 20000 litter of fuel(petrol) in case of crises.
2. The car rental company to provide DRC with leased cars valid registration and ownership documents prior to signing any car/s lease contract.
3. All leased vehicles should be and remain in an excellent condition, clean at all times, and equipped with security and safety tools including the following: -
* Additional/ spare tire
* First aid kit
* Fire extinguisher
* Tow cable/rope
* Traffic triangle
* Water Jerry can
* Toolbox & Heavy-duty jack
* Jumper cables
* Umbrella
* Other necessary equipment for the vehicle mountain and desert terrain

 The vehicles must have the following Active Safety Features:

* Anti-lock braking system (ABS)
* Autonomous Emergency Braking (AEB) (Optional)
* All-Wheel Drive (AWD)
* Brake Assist
* Electronic Stability Control (ESC)
* Forward Collisions Warning (FCW) Systems (Optional)

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 The Vehicle must have the following Passive Safety Features:

* Airbags: front and side airbags for driver and front seat passenger.
* Seat belts for all seats
* Head rests for all seats
1. DRC has the right to use the leased car/s for travel within Sudan governorates without any additional costs for the vehicle and the driver. In case of the leased monthly car/s with driver travel to another governorate , the driver’s accommodation cost shall be covered by DRC in accordance with DRC’s policies and regulations and the driver’s per diem must be covered and paid to the driver by the company as per DRC policy per night stay and the per diem must be no less than $15 per night stay including breakfast, lunch, dinner and other miscellaneous as per DRC per diem policy and the company must share with DRC the bank transfer slip to prove paying the per diem to the driver. The company should consider the per diem in their offer as DRC won’t pay any additional cost except the agreed monthly rental fee.
2. All deployed vehicles must be owned by the company and in the event that the deployed vehicle not owned by the company, a contract by the company and the owner must be submitted to DRC and to be approved by DRC before deployment. A declaration from the real owner of the vehicle must be signed by owner confirming that the owner of the vehicle has no contracting relationship with DRC.
3. DRC will not under any circumstances be liable or responsible for any losses, damage, injury or death.
4. Payments will be made to the company by cheques on a monthly basis upon submission of invoices.
5. In case of car-rental with driver, the following points should be applied:
* The drivers should hold valid driving Licenses, should be professional, well-trained, well-behaved & polite, punctual, clean and neatly dressed while in duty, with clean driving history, and clean criminal records.
* The drivers should also have knowledge of local traffic rules, as well as car mechanism to attend minor repairs and should be well conversant with roads and routes of respective area offices.
* Company may be required to provide fitness certificate for the driver including eye test through DRC approved medical facilities
* Company has to provide with driver defensive driving certificates
* Company ensure that all drivers are trained on eco-driving in collaboration with DRC
* Drivers are to be briefed by safety upon recruitment and every 6 months, it should document as receiving the brief
* Agency to conduct regular trainings and refreshment trainings to all drivers on traffic rules, regulations, and driving ethics in each office.
* The driver should sign and abide by DRC Code of Conduct and DRC JD/roles for rented vehicles.
* The Service provider shouldn’t replace any driver deployed with DRC UNLESS requested by DRC or take DRC approval for any replacement of the driver.
* Service Provider should respect Sudan Labor Law in terms of weekly days off and annual leave and substituting drivers accordingly.
* Whenever the vehicle is requested to work above 9 hours per day, the Service Provider has the responsibility to provide another driver for the additional working hours and pay the additional driver in accordance to the net driver salary.
* Eid bonus of 25% of the driver’s salary per Eid (Eid Al-fitr & Eid Al-Adha) should be paid before Eid.

**Name of Company:**

**Signature:**