

Scope of Work For Rental Vehicles Services – East Sudan

Services / Work Description : Provision of Rental Vehicles Services

Type of Contract : Framework Agreement

Latest Expected Service Start Date: 1st March 2026

1. Introduction

Catholic Relief Services supports hundreds of transformative projects in more than 100 countries around the world. Our work is not built around one idea, or one size fits all approach; we tailor our response to need and the people we serve.

Catholic Relief Services (CRS) is a global humanitarian and development organization, providing emergency humanitarian response and recovery programming to over 14.2 million beneficiaries worldwide. CRS began serving communities in need in Sudan in 1978. After relocating to what is now South Sudan in 1982, we reopened our offices in Sudan in 2004. Working with local and international partners to implement programming, we have been active in responding to emergencies, supporting people's recovery after conflict, and promoting long-term resilience.

2. Background

CRS Port Sudan office is seeking offers from reputable, well established and experienced Rent a Car Firms Registered under the government of Sudan to provide Rent A Car Services. The present CRS Scope of Work aim to provide a Framework agreement for Rental A Car Services for Port Sudan and other states as well fully described in RFP.

3. Contract Duration

Twelve (12) months with possibility of extension of the Twelve (12) months based on the vendor Performance.

Type Of Vehicles:

Type: Toyota Hilux 4x4 Diesel (with Driver & fuel)

Transmission: Manual / Automatic

Model: 2020 or above

The types of vehicles and their year of manufacture must meet the requirement stated in this Scope of Work.

4. Scope of the Services

The CRS Port Sudan Country Office hereby invites potentially qualified Rent a Car firms / companies which offers rental vehicles services those are reliable, meet qualification criteria and value for money. The specific scope of services is:

- a) The selected service provider must assign a good condition car with driver and fuel within maximum 48 hours for all locations from the placement of the request;
- b) The vehicle provided must be inspected at least 24 hours in advance to confirm that it is technically fit for operation, including checks of the oil level, engine, steering, transmission, tires, lighting

system, and indicator lights, all of which must be in good working condition.

- c) Service Provider will be responsible that vehicle shall be dispatched to the locations requested by CRS within the time frame for dispatch from the city and return to the city
- d) The service Provider shall maintain the car always clean and hygienic as well as the driver should wear clean and remain courteous to the passengers
- e) The driver must be familiar with the road conditions and should have good experience of driving in different kinds of road as well as during nights, raining seasons etc;
- f) The following safety and security related tasks must be taken care by the service provider:
 - The rent a car firm/company shall comply with the relevant requirements of the safety regulations of CRS and all applicable laws and regulations of government of Sudan. The firm/company shall be responsible for all safety measures required for the services.
 - The firm/company shall warrant that all Vehicles provided under the contract are registered with the government of Sudan at its sole cost and expense. The firm/company shall keep a record of the Registration documents, and at its sole cost and expense renew them on the due dates without any responsibility from the side of CRS. The firm/company will be held responsible for all consequences arising out of the non-renewal of such registration on due dates and shall keep CRS indemnified against any such failure to register.
 - The firm/company shall be fully responsible for any and all maintenance, servicing and repair needs of the vehicle during the term of this Contract, and all costs related thereto, and shall ensure that the vehicle operates properly during the term of this Contract. Except in the case of emergencies, the Owner shall ensure that service and repair does not take place during the working hours that CRS requires the vehicle, or at any other time that will interfere with CRS's purposes for the use of the vehicle. In this case Firm/Company will provide replacement of vehicle.
 - For the vehicle with driver; In the event of traffic violations and the issuance of fines, the firm/company shall be wholly responsible for payment.
 - The firm/company will provide vehicles those hold a Valid Liability Insurance Policy Coverage for vehicles (comprehensive if applicable, or otherwise as per the standard vehicle insurance for rental agencies prevalent in Sudan), passengers and third party.
 - The Rented Vehicle shall, as a minimum, be equipped with: **Annex I Tool Kit List**
 - Trauma kit of appropriate type and capacity as per specifications: **Annex II First Aid Kit**
- g) Required and acceptable vehicle's models under the contract shall be of 2020 and above. All vehicles should be provided with operational heating and cooling system.
- h) Reliability Requirements: The firm/company shall be able to maintain and have enough back-up capacity to ensure that replacement vehicles are always available in case of unforeseen breakdowns, accidents etc.
- i) In case of road accident firm/company will be responsible for all repairing cost including shifting of vehicle to workshop
- j) After every trip, the driver shall ensure that the mileage logbook is properly completed and signed by both the driver and the CRS staff member responsible for the trip.
- k) The vendor assumes full responsibility and liability for any property damage or loss, as well as personal injury or death, resulting from the negligence of the vendor's employees in the performance of services under this Scope of Work (SOW).

5. Work hours

- a) The regular workdays of the transportation of the staff / missions are Sunday – Thursday, however services are required on need basis.
- b) Vehicles shall be available within 24 hours upon request to provide the vehicle and driver, i.e. call to service.

- c) Normal working hours for the CRS is between 7:00 am to 4:00 PM but the drivers on duty may require driving the vehicle longer hours depending on the nature of mission and distance to be covered, however in case of the monthly rental with driver the daily work hours will be 9 hours a day.
- d) CRS will not pay any per diem, accommodation or overtime to driver.

6. Driver's Requirement and Qualifications

- a) The Drivers employed by the Firm/Company shall have the valid driving license and should have a minimum of 3 years of previous driving experience. The driver shall be trained, fully qualified, and physically able (e.g. sight tested) to perform their duties. At all times, the drivers shall adhere to acceptable professional behavior standards. Unacceptable behavior includes: harassment or discrimination based on race, creed, color, sex, age, sexual orientation or national origin. In addition, all drivers shall express a client-oriented attitude and provide professional and polite service to all users of the vehicles and driver must have valid national driving license
- b) The firm/Company will be responsible for the behavior/actions of the drivers and will be responsible to provide the immediate replacement in case of complaints/misconduct.
- c) The Firm/Company shall have written policies and procedures covering qualifications, training, and drug testing and employee duties for all drivers. The firm/company shall establish and maintain a policy for the testing of drivers for the presence of controlled substances and alcohol. In addition, the policy shall include a procedure for testing drivers who have been involved in an accident and Company must ensure the physically fitness of the driver.
- d) All drivers should have a minimum of secondary education, multi-lingual (Arabic and English Speaking) and have the knowledge of essential, INGOs and governmental locations within main states.
- e) Under no circumstances shall drivers drink alcohol. The use of alcohol is strictly prohibited during working hours. Smoking inside the vehicles is also prohibited at all times.
- f) As stated above, all drivers of the Vehicle(s) shall have a minimum of 3 years' experience with driving commercial passenger vehicles, in addition to meeting all minimum standards as required by Sudan government. The firm/company shall ensure that Drivers possess valid operating credentials and licenses in their possession while the rented vehicle(s) is being driven;
- g) All drivers should be certified in First Aid and be able to use the First Aid kit available in the vehicle
- h) CRS reserves the right to review the qualifications of the Driver before commencement of service, or at any other time during the term of the Contract but shall have no obligation to do so. At CRS request, the Driver shall be replaced with another driver meeting the above conditions;
- i) The Rented Vehicle Driver should be provided with a mobile telephone for communication in case of a breakdown or emergency. Nevertheless, Drivers must not speak on mobile phones while the vehicle is in motion. The drivers must not communicate to passengers while the vehicle is in motion.

Note: CRS shall maintain the right to request the change of driver, if passenger's complaints received.

7. Performance measurement and Service Level

Based on the notion that transparent performance measurement mechanisms help establish open lines of communication and develops a cooperative working relationship:

CRS will, in consultation with the Firm/Company, establish a system for performance measurement primarily based on the Service Levels and KPIs stated below.

Service Level	Key Performance Indicator	CRS Acceptable Standard
---------------	---------------------------	-------------------------

Availability of requested vehicles	100 availability every time a request is made by CRS to provide the vehicle	95% of times, the supplier shall be able to cater to the request, less than 95% is not acceptable
Response Time	CRS request email or verbal request must be responded within 24 hours for normal requests and within 12 hour for the urgent requests	Response time of less than 24 hours (for normal requests) and less than 12 hour (for urgent requests) are acceptable, more time taken is unacceptable
Breakdown of the vehicle during the mission	100% no breakdown due to the early on inspection and maintenance of the vehicles before deploying to CRS mission	98% of missions should witness no vehicle breakdown problem, less than 98% is not acceptable
Safety and Security of passengers	0% accident at all missions and in-city driving. The vehicle provided must possess	No accident accepted at any time. All requested equipment must be available in the vehicle
Cleanliness and Hygiene of the car	Windscreens, front and passengers' seats, air condition filters, nubs are all fully clean, including seat belts and storage cabin at the back of the car	No or very minimal complaints by the CRS passengers on the cleanliness of the car
Conduct and Behavior of Driver	100% of times in mission, the driver must be professionally dressed and remain courteous and responsive to the passengers' request.	No complaints about the conduct and behavior of the driver on safe driving, and courtesy and professional approach

In measuring the KPI, the firm/company shall allow CRS to perform random inspection and acceptance of the vehicle's to be furnished under the Contract to ensure that the vehicle(s) conform to the terms of the Contract. Any item found not in compliance with specifications shall be rejected.

8. Vehicle Maintenance

In order to meet the KPIs from the service level, the provider of service must carry out the following:

- a) The firm/company shall be required to provide full maintenance for the Vehicles.
- b) The firm/company shall maintain a routine service schedule for all the Vehicles provided under the contract.
- c) The service will be carried out as per manufacturer's maintenance schedule sheets.
- d) A complete service record including the service schedule and repair history shall be maintained by the firm/company. The firm/company shall at its cost and expense keep the technical records required for the Services as specified herein. firm/company shall produce such documents to the CRS at the request of the CRS. All costs of maintenance and repair including but not limited to change of tire deemed unfit and routine and emergency maintenance and repair shall be borne by the firm/company.
- e) It is not acceptable of vehicle breakdown, however, if due to the force majeure, in case of Vehicles breakdown, non-working AC unit or non-availability of the Vehicles, and failure of providing a replacement by the firm/company, the CRS will cease payment for the unserviceable Vehicles until it has been returned to service.
- f) The cost for the vehicle breakdown is the responsibility of the company, by no means, CRS will make the payment other than the rental.
- g) In the event of any accidents involving the Vehicles provided under the contract, while being used by CRS, CRS will ensure that the necessary procedures are followed, and reports obtained as required by the firm/company insurance company and submitted on time to the firm/company. The firm/company in such a case shall provide all necessary assistance in matters related to Traffic Police

and other government departments and provide an immediate replacement. CRS at any circumstances, not responsible for making any kind of payment relating to accident, insurance or whatsoever;

- h) A qualified mechanic / workshop should be able to be contacted at all times (on 24 hours call) by CRS representative to attend to emergency maintenance, repair or replacement of Vehicles provided.

9. Billing

- a) CRS Sudan expects to receive one invoice per month and will be paid at the month end
- b) Issues of disputes relating to the services, payment or any other kind relating to the scope of this service, must be amicably settled by discussion between CRS and firm/company
- c) Contract duration: One (1) year with possibility for graceful exit with a 30 days' period of written notice, without penalties for CRS Sudan.

10. We Offer

The selected firms will be contracted for initially One year starting from 1st March 2026 till 28th February 2027 and may be extended for another one-year subject to the result of annual performance evaluation.

11. How to apply

a. Application process

Interested firms who meet the required qualifications and experience are invited to submit their proposal only to tenders.sudan@crs.org which includes the following documents:

- Company Profile
- Financial Proposal - (Annex 1)
- Valid Business License in Sudan
- Valid Tax Registration Certificate
- Vehicles Third Party Insurance Certificate
- Evidence of Past Experience in Similar Trade
- Annex A: Request for Proposal
- Annex B: Signed copy of CRS Supplier Code of Conduct
- Annex C: General terms & Conditions
- Annex D: Scope of Work

For queries on this RFP, please write to sudan.rfgs@crs.org or visit CRS Sudan office at Almatar Area Block 4 House 366, -Elwalideian Mosq Street, Port Sudan, Sudan.

Deadline to submit the Request for Proposal is **5th February on or Before 4:00 Pm** Sudan Standard Time. Late submission of bids will not be considered.

b. Assessment and award of Service Contract

CRS will evaluate the received proposals and award the assignment based on qualification and financial feasibility. CRS reserves the right to accept or reject any proposal received without giving reasons and is not bound to accept the lowest or the highest bidder. Only those shortlisted will be contacted for meeting with the CRS Bid Committee to ensure their understanding of the offered services. Any subcontracting of the services will not be accepted.

Serial#	Vehicle Checklist	Requirement
1	Safety belts (front and rear)	Mandatory
2	All lights working	Mandatory
3	Functional Screen washers	Mandatory
4	Functional horn	Mandatory
5	All doors can be locked from Inside	Mandatory
6	Good quality tires	Mandatory
7	1x Spare tire	Mandatory
8	1 Crick/Vehicle Jack - Hi-lift	Mandatory
9	1 Wheel spanner	Mandatory
10	1 Hazard Warning Triangles	Optional
11	1 Fire extinguisher ½ Kg A,B,C Type	Mandatory
12	1 Flashlight/Torch	Mandatory
13	1x Overall	Optional
14	1x pair of Gloves	Optional
15	Tool Box (Combinations Spanners set, Screw Driver set, Adjustable spanner, Pair of pliers, Stanley knife, Hammer)	Mandatory
16	1 Towing rope	Mandatory
17	1 Jumper Cable	Mandatory
18	Assorted nuts/bolts/connectors/clips/fuses/bulbs/washers etc	Mandatory
19	Engine oil 1 liter	Mandatory
20	Gearbox oil	Mandatory
21	Brake fluid	Mandatory
22	Fan belt	Mandatory
23	Insulating tape	Mandatory

- In case of any shortage in quantities – for any reasons either using, missing, or perished items, the company will immediately refill/replace the needed items.
- Optional: All vehicles have GPS tracking system devices

First Aid Kit

Following is the composition of vehicle trauma kit

Serial#	Content	Unit/Form	Quantity
1	Conforming bandage 7cm x 4.5m 3 x conforming bandage 10cm x 4.5m 2 x crepe bandage 10cm x 4.m	roll	3
2	Non-sterile, non-woven triangular bandage 10 x ambulance dressing no 1	Piece	3
3	Ambulance dressing no 2	Piece	3
4	Ambulance dressing no 3	Piece	3
5	Ambulance dressing no 4 4 x eye pad dressing	Piece	3
6	Assorted adhesive dressing, 20 pcs 5 x adhesive dressing 9cm x 10cm	Piece	2
7	Adhesive dressing 8.6cm x 6cm	Piece	3
8	Highly absorbent dressing pad 10cm x 10cm 5 x highly absorbent dressing pad 10cm x 20cm 1 x micropore low allergy tape spool, 2.5cm x 5m 50 x sterile swab 7.5cm x 5.5cm	Piece	3
9	Celox hemostatic gauze	Piece	2
10	Maxiflex multi-trauma dressing	Piece	1
12	Burns first aid kit	Piece	1
13	Disposable instant cold pack	Piece	1
16	Lister bandage scissor 1 x splinter forceps	Piece	1
20	Hand sanitizer pump spray 60ml	Piece	1