Annex G.

CONSOLIDATED SCOPE OF WORK FOR CAR RENTAL AND TAXI SERVICES

1. Background

The Danish Refugee Council (DRC) is a humanitarian, non-governmental, non-profit organization founded in 1956 that works in more than 30 countries throughout the world. DRC fulfills its mandate by providing direct assistance to conflict-affected populations – refugees, internally displaced people (IDPs) and host communities in the conflict areas of the world; and by advocating on behalf of conflict-affected populations internationally, and in Denmark, on the basis of humanitarian principles and the Human Rights Declaration. For further information about our projects please visit our website http://www.drc.dk

DRC has been operational in South Sudan since 2005, implementing multi-sectoral responses including Protection, Economic Recovery, Shelter and Non-Food Items (SNFI), Humanitarian Disarmament and Peacebuilding (HDP). DRC is implementing projects in Upper Nile, Unity, Jonglei, Western Bahr El Ghazal, Eastern Equatoria States and country wide through static and mobile response teams.

To support programme implementation and operational activities, DRC requires reliable, safe, and efficient transportation services for staff, authorized visitors, consultants, and operational movements.

DRC therefore intends to establish Framework Agreements with qualified and legally registered transportation service providers for the provision of car rental and taxi services on an as-and-when-required basis. The services shall be required from multiple Suppliers within Juba, South Sudan.

The purpose of this Scope of Work is to define the minimum requirements, service modalities, responsibilities, and conditions for the provision of vehicle rental and taxi services.

2. Scope of Services

The selected supplier(s) shall provide safe, reliable, roadworthy, and properly maintained vehicles under the following service options:

Option 1: Car Rental with Driver, Fuel and Maintenance Inclusive

Under this arrangement, the supplier shall provide a suitable vehicle with a qualified driver.

The supplier shall be responsible for:

- Provision of a safe, roadworthy, clean, and properly maintained vehicle.
- Provision of a qualified, licensed, and experienced driver.
- Fuel required for the execution of the agreed daily assignment.
- Routine and corrective vehicle maintenance.
- Vehicle repairs and replacement of defective parts.
- Vehicle insurance and all applicable statutory requirements.
- Payment of all costs associated with vehicle ownership and operation, except costs specifically agreed otherwise in writing.
- Provision of a replacement vehicle of similar or better specification in case of breakdown or mechanical failure.

The vehicle shall normally be available for a maximum of eight (8) working hours per day, excluding any additional hours that may be agreed separately.

Any requirement for services beyond the agreed eight working hours shall be subject to prior authorization by DRC and charged according to the agreed rates under the Framework Agreement.

Option 2: Car Rental without a Driver

Under this arrangement, the supplier shall provide a suitable vehicle without a driver.

The purchaser/DRC shall be responsible for:

- Provision of an authorized driver.
- Fuel and other consumables required during the rental period.
- Day-to-day operational use of the vehicle in accordance with DRC policies and agreed conditions.

The supplier shall remain responsible for:

- Provision of a safe, roadworthy, and properly maintained vehicle.
- Routine preventive maintenance.
- Major mechanical repairs resulting from normal wear and tear.
- Vehicle insurance and compliance with all applicable legal and statutory requirements.
- Provision of a replacement vehicle in case of mechanical breakdown not caused by misuse or negligence.
- Ensuring that the vehicle is handed over to DRC in good operational condition.

The vehicle shall normally be rented for a maximum of **eight (8) working hours per day**, unless otherwise agreed in writing.

Fuel costs shall be borne by DRC/the purchaser. Maintenance responsibilities arising from normal wear and tear shall remain the responsibility of the supplier.

A vehicle handover and return inspection shall be conducted jointly by the supplier and DRC representative, and the vehicle condition, mileage, fuel level, and any visible damages shall be documented.

Option 3: Taxi Services on Call Basis

Under this arrangement, the supplier shall provide taxi services on an **on-call and as-needed basis**.

The supplier shall provide:

- A safe, roadworthy, and properly maintained vehicle.
- A qualified, licensed, and experienced driver.
- Fuel required for the journey.
- Vehicle maintenance and repair.
- Appropriate vehicle insurance and statutory compliance.

The taxi service shall be charged based on the **distance travelled**, using the agreed unit rates based on the supplier's financial offer.

The supplier shall ensure that:

- Vehicles are available within a reasonable response time following a request from DRC.
- The agreed pickup and drop-off locations are respected.
- Drivers follow the most appropriate and safe routes.
- The distance travelled is accurately recorded.
- No additional or unauthorized charges are applied.
- Journey records are maintained and submitted when requested by DRC.

2.1. Vehicle Categories.
Category A. Hardtop Land cruisers,4x4 (5–7-seater) 5 doors
Category B: Land cruiser-SUV-4x4
Category C: Minibus (7-8 Seater)
Category D: Sedan/Saloon car
2.2. Vehicle age and condition.
Not older than 10 years, Max 150,000 KM

The agreed rate shall clearly specify the applicable unit of measurement, such as cost per kilometre or other approved distance-based pricing methodology

3. General Requirements Applicable to All Service Options

The supplier shall comply with the following minimum requirements:

3.1 Vehicle Requirements

All vehicles provided under the Framework Agreement shall:

- Be legally registered and licensed to operate in South Sudan.
- With all vehicle tools such as Jack, wheel spanner, (First aid kit, Tow rope, jump starter cable, high visibility vest maybe required)
- Air conditioning fully functional
- DRC right to brand vehicle with DRC logo stickers [magnetic removable)
- Prohibition of weapons, alcohol in vehicle
- Be roadworthy and maintained in good mechanical condition.

- Have valid insurance coverage as required by applicable laws.
- Be clean and in good operational condition.
- Have functional seat belts
- Have a functional spare tyre and necessary basic tools.
- Be equipped with appropriate safety equipment, including fire extinguisher where applicable.
- Be suitable for the intended terrain and operational environment.
- Have sufficient passenger and luggage capacity as required by DRC.
- Not exceed their legally permitted passenger or cargo capacity.

DRC reserves the right to inspect and reject any vehicle that does not meet the required safety, operational, or contractual standards.

3.2 Driver Requirements

Where a driver is provided by the supplier, the driver shall:

- Hold a valid and appropriate driving licence.
- Have adequate driving experience and familiarity with local operating conditions.
- Comply with all applicable traffic laws and regulations.
- Observe DRC safety and security instructions while performing assignments.
- Maintain professional conduct and respect towards DRC staff and passengers.
- Not operate the vehicle under the influence of alcohol, drugs, or any other substance that may impair driving ability.
- Wear appropriate identification where required.
- Maintain confidentiality regarding DRC staff, operations, locations, and activities.
- Immediately report accidents, security incidents, or vehicle breakdowns to the supplier and relevant DRC focal point.
- DRC to provide briefing on DRC Code of Conduct, PSEA, Anti-fraud, Child Safeguarding, Security SOPs - driver to sign
- Driver must have mobile phone, always reachable
- No smoking, no alcohol/drugs, no carrying unauthorized Passenger/goods,
- Replacement of driver within 24 hours if DRC finds unprofessional

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4. Working Hours and Availability

For Options 1 and 2, the standard daily rental period shall be **eight (8) working hours per day**.

The standard working hours and commencement time shall be agreed between DRC and the supplier for each assignment.

Any services required beyond the standard eight hours shall:

- Require prior authorization from DRC, except in emergency situations.
- Be charged according to the overtime or extended service rates agreed under the Framework Agreement.

For Option 3, taxi services shall be provided on an **on-call basis**, subject to DRC operational requirements and the supplier's agreed response time.

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5. Maintenance and Breakdown

The supplier shall ensure that all vehicles are adequately maintained and remain in safe operating condition.

In the event of a mechanical breakdown or failure:

- Dailly, Weekly, monthly inspection by DRC Fleet manager
- The supplier shall immediately take appropriate corrective action.
- The supplier shall provide a replacement vehicle of similar or higher capacity/specification within a reasonable timeframe-within 2 hours
- No additional cost shall be charged to DRC for replacing a vehicle due to mechanical failure or poor maintenance.
- Any downtime resulting from supplier-related mechanical failure may not be charged to DRC.

For Option 2, DRC shall immediately notify the supplier of any mechanical problem identified during the rental period.

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6. Insurance and Liability

The supplier shall maintain valid and adequate insurance coverage for all vehicles and drivers provided under the agreement, in accordance with applicable laws and regulations.

The supplier shall be responsible for ensuring that all required statutory documents, licences, registrations, and insurance certificates remain valid throughout the duration of the Framework Agreement.

The supplier shall be liable for damages, losses, or liabilities resulting from:

- Poor vehicle maintenance.
- Mechanical failure attributable to negligence.
- Driver misconduct or negligence.
- Failure to comply with applicable laws and regulations.
- Supplier to provide copies of insurance, registration, inspection, road worthiness certificate - must be in vehicle at all times
- Supplier fully liable for fines due to expired documents
- Comprehensive insurance, Third Party minimum USD 50,000, Passenger liability / Personal accident cover for all occupants

DRC shall not be responsible for costs resulting from supplier negligence or failure to meet contractual obligations.

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7. Safety and Security Compliance

The supplier shall comply with all relevant safety and security requirements communicated by DRC.

The supplier and its drivers shall:

- Follow DRC security instructions applicable to the assigned location.
- Comply with movement restrictions where applicable.
- Immediately report security incidents affecting the transportation service.
- Cooperate with DRC security personnel and authorized representatives.
- Avoid unauthorized transportation of passengers or goods during assignments for DRC.
- Prohibition to Share DRC movement information on social media
- Vehicle must have contact list of DRC Security focal points

DRC reserves the right to suspend or terminate an assignment where safety or security requirements are not adequately observed.

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8. Request and Booking Procedure

Services under the Framework Agreement shall be requested through an authorized DRC representative or focal point.

Each request may specify:

- Type of service required.
- Vehicle type and capacity.
- Date and time of service.
- Duration of rental.
- Pickup and destination locations.
- Estimated distance, where applicable.
- Number of passengers.
- Any specific operational or security requirements.

The issuance of a Framework Agreement does not guarantee a minimum volume or value of services. Services shall be requested based on actual operational needs and availability of funds.

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9. Service Documentation and Invoicing

The supplier shall provide appropriate supporting documentation for each service provided.

Depending on the service modality, documentation may include:

- Vehicle registration number.
- Driver's name.
- Date of service.
- Start and end time.

- Pickup and destination locations.
- Opening and closing odometer readings, where applicable.
- Distance travelled.
- Number of days or hours utilized.
- Service confirmation signed by an authorized DRC representative.

Invoices shall be submitted in accordance with the agreed rates and supported by relevant service records.

DRC shall only pay for services satisfactorily delivered and properly documented in accordance with the applicable Purchase Order or Call-Off Order.

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10. Supplier Performance

The supplier's performance may be periodically evaluated based on, but not limited to:

- Vehicle availability.
- Timeliness and punctuality.
- Vehicle condition and cleanliness.
- Driver professionalism.
- Compliance with safety and security requirements.
- Responsiveness to requests.
- Accuracy of invoicing.
- Ability to provide replacement vehicles.
- Overall quality and reliability of services.

Unsatisfactory performance may result in corrective action, suspension of assignments, or termination of the Framework Agreement in accordance with the contractual terms.

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11. Summary of Service Modalities

Service Option	Driver	Fuel	Maintenance	Working Arrangement	Pricing Basis
Option 1: Car Rental with Driver	Supplier	Supplier	Supplier	8 hours per day	Daily rental rate
Option 2: Car Rental without Driver	DRC/Purchaser	DRC/Purchaser	Supplier (normal wear and tear)	8 hours per day	Daily rental rate
Option 3: Taxi Service	Supplier	Supplier	Supplier	On-call basis	Distance-based rate

12. Framework Agreement Conditions

12.1. The Framework Agreement shall establish agreed unit rates for the different vehicle categories and service modalities. DRC may issue Call-Off Orders or Purchase Orders based on actual operational requirements.
12.2. The Framework Agreement shall not constitute a commitment by DRC to procure a specific quantity or value of services. DRC reserves the right to engage one or multiple suppliers under the Framework Agreement based on availability, performance, capacity, and operational requirements.
12.3. All services shall be provided in accordance with the agreed contractual terms, DRC policies and procedures, and applicable laws and regulations in South Sudan.
12.4. Duration and Price Validity. 2 years (2026-2028), rates fixed in USD, no price increase in first year, any increase needs 30 days notice.
12.5. Payment Terms. 30 days after satisfactory service, bank transfer, withholding tax applicable as per South Sudan law.
12.6. Code of Conduct and Ethics. Supplier and drivers to sign DRC Supplier Code of Conduct, Anti-Corruption, Anti-Fraud, No Child Labor, No Sexual Exploitation.
12.7. Confidentiality and Data Protection . Drivers must not disclose DRC staff movements, locations, programs.
12.8. Environmental Compliance. Proper waste disposal of oil, filters.
12.9. Termination Clause. DRC can terminate FWA with 30 days notice if poor performance, breach, fraud is detected.

13. Submission process

- All tender proposals shall be submitted via a secure tender email: tender.ssd@drc.ngo
  Based on the instructions provided in Annex B.

Hardcopy submission of proposals/bids is NOT allowed

14. Evaluation of bids

- The RFP shall go under three stages of evaluation**, namely Administrative, Technical and Financial evaluation,** respectively.
- Only bidders that qualify at technical evaluation will proceed to financial evaluation, and subsequent contract awards.