

Annex#01 - Vehicle Rental TOR

NRC is currently seeking reputable, licensed suppliers for the provision of vehicle rental services to support its operations across various locations in Sudan. Below are our minimum requirements:

General Requirement:

- The service provider must be legally registered and authorised to operate (have access) in major cities across Sudan, including but not limited to Khartoum, White Nile State, Northern State, Port Sudan / Red Sea State, Gedaref State, Blue Nile State & Eastern States / Kassala.
- The Service provider shall operate inside the states, cities and districts, as required by NRC's operational plans.
- The service provider must have sufficient human, financial, and operational capacity to meet NRC's needs across all locations and to submit updated operational and financial reports upon request.
- The service provider is fully responsible for all servicing, maintenance, and repair of the vehicles. Vehicles must be maintained in accordance with manufacturer standards and Sudanese road regulations. Routine maintenance should be scheduled on weekends (Friday & Saturday) to minimise disruption, but exceptions may be made in case of operational necessity. Routine maintenance includes but is not limited to, cleaning, changing of engine oil, oil filter, brake fluid, power steering fluid, tyre rotation/replacement, etc. Vehicles must be serviced every 5,000 km or one month (whichever comes first), & service records must be made available to NRC upon request.
- NRC reserves the right to inspect all proposed vehicles before contract award. Vehicles failing to meet NRC's minimum standards will result in disqualification of the bid.
- In case of breakdowns, the service provider must provide a replacement vehicle of equivalent standard within [2-4] hours, at no additional cost to NRC.
- All drivers must comply with Sudanese traffic laws, NRC's Code of Conduct, ethical standards, Declaration of Undertaking, and Fleet SOPs.
- The Service Provider will be expected to provide a full-time representative who will have be responsible to ensure driver attendance and vehicle checks and maintenance are conducted regularly.
- The selected transport must prove ownership or lawful possession of all vehicles offered for rental. NRC may require copies of ownership or leasing documents to be provided prior to rental.
- The service provider must have a clear security protocol for vehicles and drivers, including measures for safe movement in high-risk areas, in coordination with NRC's security team.

Driver's Requirement:

- Drivers are required to work 5 days per week, up to 8 hours a day, including 30 Minutes lunch break.
- The drivers will work per period of 8 hours, as organized by NRC. This period can be extended to 10-12 hours in some circumstances, maximum of 8 hours plus 4 hours period.
- NRC may adjust drivers' working hours based on operational needs, including night and weekend assignments, given the 24/7 nature of NRC's operations.
- NRC does not pay overtime if drivers' working hours exceed standard monthly hours. However, NRC will compensate the drivers with time off in lieu.
- NRC will cover accommodation and overnight allowance if, for any reason, vehicles are required to overnight outside of the office's base.
- Drivers' Qualifications and Requirements:
 - ✓ Over 18 years.
 - ✓ Valid driving license suitable for the type of vehicle.
 - ✓ Minimum 3 years of driving experience.
 - ✓ Basic English communication skills is a plus.
 - ✓ NGO's experience is a plus.
 - ✓ Completion of defensive driving and safety training is preferred.
- NRC reserves the right to interview, vet, and approve all drivers before deployment. NRC's decision on driver suitability is final.

- The service provider shall provide a signed and stamped backup-drivers list with all the required info.
- The service provider will also cover accommodation and overnight allowance if, for any reason, vehicles are required to overnight outside of the office's base.
- The drivers shall be required to comply with NRC rules & regulations regarding road safety and security
- The service provider must also allocate a phone to each driver through which they can be contacted by NRC.
- **Under no circumstances shall the service provider deduct money from a driver's salary** due to accidents, provided all vehicles are fully insured with zero deductible coverage.
- Transportation of drivers to and from duty stations is the responsibility of the service provider.
- The service provider is responsible for ensuring that drivers receive annual leave, bereavement leave, sick leave, and any other applicable leave in accordance with Sudan law. Replacement drivers must be provided by the service providers to ensure the vehicles remain operational – NRC retains the right to interview and vet replacement drivers.

Vehicles Requirement:

NRC is looking at a combination of different types of vehicles. Below are some suggested models. Please note this is not a definitive list and is meant to be a guide only. Service providers are welcome to provide alternative models:

#	Item Description	Vehicle model	Estimated Quantity
1	4x4 Double Cabin Pick-up	'Toyota Hilux Double cabin pick up' or 'Nissan NP300' or any other model of similar or equivalent specifications	3
2	VAN – 7 seater	Toyota HiAce, Nissan Caravan, Hyundai Model or equivalent specifications	3
3	VAN – 14 seater	Toyota HiAce, Nissan Caravan, Hyundai Model or equivalent specifications	3
4	4x4 offroad, 4 or 5 doors SUV- 3400 - 4500 cc Five (5) doors (Toyota Land Cruiser Prado or equivalent	Toyota Land Cruiser Prado GXR, Mitsubishi Pajero, Nissan Patrol or equivalent	3

- NRC reserves the **right to amend the quantity of vehicles based on the need and type of operations.**
- Vehicles must be no older than 10 years from the year of manufacture (model year 2018 or newer).
- Vehicles must be in excellent mechanical and aesthetic condition, fully air-conditioned, and covered by comprehensive insurance with third-party liability.
- Subleasing is permitted only with prior written approval from NRC. A copy of the sublease agreement must be provided, and all subleased vehicles and drivers must meet NRC's standards. NRC may reassign drivers as needed.
- All vehicles must have functional seat belts for all passenger seats.
- The vehicles will be rented on unlimited mileage charges.
- The service provider could provide vehicles in any colour except the military colours. **The preferred colour is White.**
- All vehicles must have comprehensive insurance, including passenger liability, third-party liability, and Collision Damage Waiver (CDW) with zero deductible. Proof of insurance must be submitted per vehicle at the contracting stage.
- Each vehicle must be equipped with:
 - ✓ Mechanical kit and carjack suitable for the car type
 - ✓ Spare tyre (good condition)
 - ✓ Dry powder fire extinguishers (2kg)
 - ✓ Wrenches (set of 8 pieces at least with different sizes)
 - ✓ Jumpstart cables and Towing cables or rod
 - ✓ Reflective Triangle
 - ✓ Vehicle legal documentation
 - ✓ Battery starts cables.
 - ✓ Air conditioner (both hot and cold) should be fully functional.
 - ✓ First aid kit
 - ✓ Spare fuel can, tyre repair kit, flashlight, and basic recovery gear. (optional)

Delivery and Mobilisation:

- Upon contract award, the service provider must mobilise all vehicles and drivers within 3 days. Details of the vehicles per location listed above.
- Vehicles must be delivered with a full tank of fuel and in clean, operational condition.
- A handover report including vehicle inspection sheets, driver details, and insurance certificates must be submitted upon mobilisation.