TERMS OF REFERENCE FOR SERVICE CONTRACTING

Assignment	Establishment of long-term arrangement (LTA) for the provision of Local transportation services (Ride services)
Location	UNICEF Amman Office
Duration	Two years with a possibility of extension for additional two years
Estimate number of working days	728 Days
Start date	1 September 2026
End date	31 August 2028
Reporting to	Administrative Specialist

1.JUSTIFICATION/BACKGROUND

UNICEF's Jordan Country Office, along with its Regional and Global offices in Amman, requires outsourced transportation services during periods of limited capacity to provide ride transport services for its staff and complementary personnel within Amman.

2.OBJECTIVE AND TARGETS

The purpose of this is to establish long term agreement, LTA, between UNICEF Jordan and experienced & reliable and licensed Ride transport service institution to carry out provision of local transportation services for a period of 2 years subject to Extension based on provision of satisfactory services.

Note: The LTA is subject to be piggy backed by other UN agencies who might be interested in making use of the service provider services. The awarded company is expected to be flexible to extending its services at the same rates, to other UN agencies depending on its capacity.

3.SCOPE OF THE WORK (WORK ASSIGNMENT)

Provision of local ride transportation services for UNICEF staff and its complementary personnel within Amman, with bookings arranged through a corporate account enabled platform, where the UNICEF dispatcher manages reservations in accordance with agreed corporate rates.

4. DETAILED SCOPE OF WORK (Driver and Vehicle Criteria)

4.A The service provider shall have 24/7 Ride services, available immediately.

4.B Availability of an online desktop and/or mobile booking platform enabling vehicle reservations, real-time location tracking, trip cost estimation, and invoicing, all accessible within a five-minute timeframe.

4.C The service provider shall offer a diverse range of vehicle types and sizes for selection, including but not limited to EVs, vans, sedans, 4x4s, and medium-sized vehicles, specifying the model and production year.

4.D All vehicles must be no more than 2 years old, roadworthy, clean, free from mechanical faults and/or body damage, and equipped with essential safety features and tools, including airbags, seat belts, first aid kit, fire extinguisher, and

tire repair equipment. UNICEF has the right to assess any assigned vehicle before use.

4.E All vehicles must have valid comprehensive insurance coverage for driver and passengers and be duly registered with all required Jordanian local authorities (including the Land Transport Regulatory Commission).

4.F All vehicles must be equipped with fully functional heating and air conditioning systems.

4.G All drivers assigned must hold a valid relevant Jordanian driving license to operate Rides or rides-share services and any additional legal permits required for passenger transport.

4.H All drivers must have a minimum of 3–5 years of professional driving experience and maintain clean criminal, non-alcohol, and non-drug records.

4.I All drivers must demonstrate professionalism, maintain polite conduct, be well organized, and always carry a valid photo ID at all times. UNICEF has the right to assess any assigned driver ID before delivery of service.

4.J The service provider must designate an experienced accounts focal point with strong communication and customer service skills, fluent in both Arabic and English, available from Sunday to Thursday from 08:00 to 18:00 to address and resolve any service issues.

4.K The service provider shall issue a monthly statement of account and submit corresponding accounts payable by invoices within 30 days after verification of all services rendered.

4.L The service provider's team of drivers to deliver the service should have the following profile and qualification:

- Hold a valid Jordanian driving license and all required permits for passenger transport.
- Possess a minimum of 3 to 5 years of professional driving experience.
- Maintain a clean record with no criminal history or involvement with alcohol or drug-related incidents.
- Demonstrate professional conduct, including politeness, reliability, and strong interpersonal skills when interacting with passengers.
- Be well presented, organized, and always carry a valid ID card.
- Have good knowledge of routes and locations within Amman and the ability to use navigation applications effectively.
- Exhibit strong communication skills, with basic proficiency in Arabic and English preferred.

5. OTHER TERMS & CONDITIONS

The Ride services company must provide full details of its resources intended for use throughout the contract period, including their fleet details, driver's webpage and booking application as part of their submission.

UNICEF will not be held liable for the Ride services company's workers, drivers, or subcontracted personnel in case of injury or accidents. The company should be able to have an insurance policy for the services that has been performed and for any incidents/damages that might occur to its personnel or resources during delivery of the service.

UNICEF contract supervisor will monitor the company's performance and take appropriate actions to ensure deficiencies are properly handled on regular basis.

For this bid, service provider is not allowed to operate as a Joint Venture or to delegate the entire scope of work to another entity officially or non-officially. In case the Ride service company needs to delegate some certain part of the scope; UNICEF should be informed about the joint venture by the bid clarification deadline to indicate the scope, amount and the quality of the sub-Ride company, accordingly, the Ride company should submit all required documents to the satisfaction of UNICEF to consider such sub-contractual agreements. UNICEF reserves the right to reject any joint venture that does not qualify with its requirements.

The Ride services company shall be responsible for its employees' injury, insurance and any claim made by the Ride services company's employees. These employees are not considered at any given time UNICEF employees.

6. PERFORMANCE BOND & PROOF OF SERVICE CONTRACTS:

Not applicable for this scope of services.

7. REALISTIC DELIVERY DATES AND DETAILS ON HOW THE WORK MUST BE DELIVERED

Transportation services must be provided within a maximum of ten minutes from the time a request is submitted through the web platform or mobile application.

8. DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE

The successful company should hold a registration/ commercial certificate, and the profession permits from the Jordanian authorities (including the Land Transport Regulatory Commission) indicating that it is licensed and certified to provide such services.

A well-established highly qualified, experienced institution which has at least 2 years of proven experience in conducting similar work or assignment is required for this assignment.

9. LTA / CONTRACT MANAGEMENT

UNICEF Jordan Administration Section will be managing the LTA throughout its duration. The service provider will regularly report to UNICEF Senior Administrative Associate and Administrative Specialist.

10. PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

The Ride services to be provided within the time frame of the contract and at an excellent level of quality and competent cost. Performance reviews will be carried out on periodical basis, once to twice per year, to measure the quality of the services and the company's performance out of a possible 60 points. Please refer to the list below of the KPIs set for this type of service:

No.	KPI	Performance Measurement	Scores
1	Ride Fulfillment duration	Time taken to assign a vehicle/driver in the system and the response time to arrive at the designated pick-up location.	**10 Points**
2	Ride cancellation criteria	Time allowed to cancel trips & fees if late cancellation	**10 Points**
3	Ride deviation	Flexibility to modify the trip destination after booking, along with the impact of such changes and any associated costs related to route deviation or trip cancellation.	**10 Points**
4	Car & driver utilization	Condition of the assigned vehicle (roadworthiness, cleanliness, and variety of vehicle types) and performance of the assigned driver (safe driving practices, attitude, and responsiveness).	**10 Points**
5	Cost efficiency	Competitive price list (factoring distance, duration of trip, waiting time, and traffic jam)	**10 Points**
6	Invoicing system	Ability to generate clear and comprehensive system invoices that include all relevant details, such as date and time, passenger information, route and destination, as well as vehicle and driver details.	**10 Points**

11. UNICEF RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE

UNICEF reserves the right to withhold payment and consolidated output until the service company provides satisfactory quality output as reviewed by UNICEF contract manager. In case of unsatisfactory performance, misconduct, bad quality or unjustified high cost as a result of mis handling or miscommunication, the service provider company's payment will be withheld until quality deliverables are submitted and subsequently, the contract will be terminated or contractual penalties shall apply in accordance with the general terms and conditions stated in the tender document and awarded LTA/contracts if the contractor fails to deliver.

12. SITE VISITS

Not required

13. CALL FOR PROPOSALS

A two-stage procedure shall be utilized in assessing the proposals, with assessment of the technical proposal being completed prior to any price proposal being compared.

Proposers must provide all required information, specifications and details, by clearly and concisely responding to all points set out in the terms of reference. Any Proposal, which does not fully and comprehensively address the requirements, may be rejected. Bidders are to ensure that the following documents / pieces of information are included in their bids:

14A. Technical Proposal: **Total 60 Points (see below table)**

The Technical proposal must be sufficiently detailed to determine whether it meets the requirements of the tender. At a minimum, the proposal must clearly provide the required documents, statements and certificate.

All Proposals shall contain separate and detachable parts. Each part shall include an executive summary. The proposal must be submitted in English language. All pages of each part of the proposal shall be appropriately numbered and identified, including the RFP number:

Technical Proposals must include detailed breakdown of the necessary components to show the work and competence of the firm to execute the assignment.

Additionally, proposers shall submit the required documents as listed in the below technical evaluation criteria, in the technical proposal, notwithstanding any documentation previously submitted to UNICEF**:**

Note: Please do not provide information that are not required in this tender.

Evaluation & Weighting Criteria:

Submitted proposals will be assessed using a cumulative analysis method. All requests for proposal will be weighed according to the technical (70 points) and financial considerations (30 points). Financial proposals will be opened only for application that attained 70% (49 out of 70) or above on the technical part. Below are the criteria and points for technical and financial proposals.

Technical Evaluation criteria	
CATEGORY	
Mandatory Requirements (Pass/Fail)	
1	Commercial Registration in Jordan (Pass/fail)
2	Valid transport committee license (Pass/fail)
3	Provision of audited financial reports (Pass/fail)
4	Bidder to confirm ability to assign a pool of drivers & vehicle for UNICEF Corporate account who meet UNICEF above mentioned driver & vehicle criteria (Pass/Fail)
Company profile (total points 5)	
1	Number of years of experience in this type of business in Jordan (5)
Technical Experience (Total points 15)	

1	Company's submission reflecting its adherence to the terms and conditions of this tender, as well as its knowledge in this type services (5)
2	List of ongoing and completed services of similar nature, current and in past three (3) years inside the country with its reference details (client name, contact details & email address)-UNICEF will perform a reference check on the quality and level of services provided by the bidder; (10)
Company's Structure & Resources (total points 30)	
1	The company's structure and composition of the team for this assignment. (2.5)
2	The company's key experts (account focal point, drivers, accountants). (2.5)
3	The company's proposed pool of drivers (meeting the set criteria) (10)
4	The company's proposed pool of vehicles (meeting the set criteria) (10)
5	The company proposed booking application (5)
Company's Strategy & Methodology (total points 20)	
1	The service provider's proposed safety plans, vehicles selection plans, car booking plan, invoice settlement plan, driver recruitment process, and proposed management control system, including quality assurance plan, green practices and procedures. (5)
2	Local coverage: Service provider list of destinations covered by this type of service, including end-to-end standard delivery time (5)
3	Vehicles Insurance coverage: type of insurance as well as the compensation policy in case of car accidents affecting UNICEF passengers. (5)
4	Availability of a dedicated account manager for UNICEF accounts (5)

14B. Financial Proposal: Total 30 points. (See annex B).
The financial proposal shall be all inclusive, supported by a breakdown of all costs that are to be charged to UNICEF and based on the deliverables set out in the terms and conditions of this tender.

The Financial Proposal shall be submitted in a separate file, clearly named Financial Proposal.

Note: No financial information should be contained in the Technical Proposal.
If the bidders' price excludes certain fees and/or charges, bidders must provide a detailed list of excluded fees, with a complete explanation of the nature of those fees. Unless otherwise provided in this RFP, the contract shall be concluded on a firm fixed price basis, and shall not be subject to any adjustment, including the actual cost incurred by the proposer in performing the contract or any market price change.

Financial Proposal:

- Must be submitted separately from the technical proposal
- Please provide your financial quotation for each deliverable as per the detailed bills of quantities which describes the specification, quantity, unit price…etc. for the work to be carried out.
- All prices should be in JOD currency

The financial offer should be submitted separately than the technical proposal. Financial Offer will be opened for only those bidders who only have been accepted according to the above criteria.

UNICEF contract will be awarded to the bidder obtaining the highest combined technical and financial scores. Proposals not complying with the terms and conditions contained in this TOR, including the provision of all required information, may result in the proposal being deemed non-responsive and therefore, not considered further.

The selection process for the company will strictly follow UNICEF's internal procurement process and procedures.

15.LONG TERMS AGREEMENTS (LTAs)

Long Term Agreement are contractual instruments whereby a supplier agrees to fix prices for a defined period for goods and services that are required by UNICEF on a recurring basis. This process has been designed to avoid repetitive competitive procurement processes which would reduce the lead-time for delivery of the required services/works.

Notwithstanding any agreed discounts, prices offered by bidders shall constitute maximum ceiling prices and shall remain fixed during the validity of the LTA.
The resulting LTA awarded to the winning bidder (s) resulting from this tender shall be valid for an initial period of 24 months and may be extended for an additional 24 months subject to the contractor's satisfactory performance and need for the service.

The LTA shall carry no commitment, expressed or implied, to any minimum off-take, and will not accord any exclusivity to the contractor/Supplier. UNICEF has the right to terminate the LTA or reduce the volume of coverage in terms of details of the services

During the term of an LTA, based on the need and requirements, each UN agency shall issue Corporate Contracts to the LTA holder (s) and, with reference to the LTA, setting out the requirements and other instructions for the delivery of the services/works. It must be noted that it is the contract issued under the LTA and not the LTA itself that constitutes a legally binding contract.

The LTA holder (s) agree to provide the work to the UN agencies pursuant to the corporate contracts received during the term of the LTA, which shall conform to the description of the scope of work and the prices specified in the LTA.

16. ENQUIRIES

Please direct any enquiries to the below dedicated email address:
UNICEF Jordan procurement team: JCO-Procurement@unicef.org

17. SUBMISSION

Proposals with all supporting documents should be addressed separately to:
UNICEF Jordan Bids **: Jordanbids@unicef.org**

Prepared:	**Mohammed Al Froukh** *Senior Admin Associate*	**Signature:** 07 June 2026
Reviewed:	**Dina Ashour** *Administrative Specialist*	**Signature:** 7 June 2026
Reviewed:	**Omar Hamdallah** *Supply Officer*	**Signature:** 9 June 2026
Approved:	**Musonda Kasonde** *Deputy Representative Operations*	**Signature:** 09 June 2026