

TERMS OF REFERENCE FOR PROVIDING TRANSPORT, CAR HIRE AND TAXI SERVICES

1. Introduction

Fairtrade Africa (FTA) is the umbrella organisation representing Fairtrade certified producers in Africa. FTA aims to effectively represent producers within the International Fairtrade system and to contribute to livelihood improvement of African producers by increasing access to markets. Established in 2005, FTA directs policy and strategic development of the organisation. FTA has four (4) regional networks - Eastern, Central, Southern, West Africa and the Middle East supporting producer activities.

FTA has over 60 employees stationed in various countries in the regional networks in Africa, who travel frequently in Africa and the rest of the world.

FTA is seeking an organisation to provide Taxi and Transport Services to the employees at the Secretariat and the East and Central Africa Network

The Scope of Work

The service provider is expected to provide taxi and transport services to FTA through an on line platform to FTA Staff and guests:

REQUIREMENTS

- Has to be online*
- i. Taxi Transport Service Providers' must have the organizational and technical capacity, experience and professionalism to provide the required services via an on line platform.
 - ii. The company should be able to demonstrate proof of past and/or present experience and resources available to carry out the service requirement and have the integrity and proven reliability to ensure good performance as follows:
 - iii. Demonstrate experience in providing corporate taxi services.
 - iv. Provide the number of vehicles in the company and also the number of drivers employed
 - v. The vehicles should be in very good running condition with clean interior and good upholstery and fitted with Safety Belts
 - vii. Provide Pick and Drop Charges; also provide waiting charges if any.
 - viii. Describe how bookings will be handled and responded to.
 - ix. Assign of individual(s) who will be responsible for the FTA account.
 - x. Other Hire services eg. of vans or shuttles if available to various destinations within the environs;
 - xi. The Transport Service Providers' shall ensure that all the Transport Service Providers
 - xii. Drivers are qualified and have valid Driver's Licenses as well as all other necessary permits as is required by the laws existing in Kenya.
 - xiii. Transport Service Providers' vehicles have the required valid insurances for their operations as required by the existing laws in Kenya, confirmation that the vehicles have
 - xiv. the required comprehensive insurance covers and that all the vehicles used are compliant with the National Transport Safety Authority requirements.
 - xv. Ability to Provide 24 Hour Taxi Service
 - xvi. Provide any special features or services beneficial to FTA and making your

3. Duration of contract

The duration of the contract is anticipated to run for a period of one year commencing A Service Level Agreement will be signed.

3. Submission of proposal to offer services

This will include:

- i. The organisations detailed profile
- ii. A listing of organisations where similar service is being/ has been offered
- iii. Valid Certificate of Registration or Incorporation
- iv. Tax compliance certificate
- v. Submit a copy of the audited accounts for the previous 2 years.
- vi. Attach CV's of key management and technical staff.

The service provider is expected to observe absolute confidentiality in any matters relating to the service to FTA