



Terms of Reference (ToR)

Provision of Vehicle Services

SHED/Tender/INI/08/2026/0638

1. Background

The Society for Health Extension and Development (SHED) aims to procure **Vehicle Rental Services** to support logistically and facilitate field travel for conducting nutrition activities, enhancing food security, and improving nutrition among vulnerable communities in various **Rohingya Camps and Host Communities**.

Agreement Type: Framework Agreement. **Contract Duration:** Initial Contract Period Four (4) months (from 1st Sep 2026 to 31st Dec 2026). The contract may be extended for a further period based on satisfactory performance and project needs.

Note: Under normal circumstances the agreed prices will remain fixed during the contract period, and SHED will hire vehicles as and when needed during this period.

2. Technical Specifications

- 1) The price offer must be fitted with the below specifications, equipment and accessories.
- 2) Type of vehicles:
 - a) 07 seated Microbus (X-Noah)
 - b) 05 seated Hilux
- 3) X-Noah- Octane driven and Hilux- Diesel driven
- 4) X-Noah vehicles must be manufactured 2016 and onward
- 5) Hilux must be manufactured 2015 and onward
- 6) Vehicle equipped with:
 - a) All original document (registration, tax token, fitness and insurance certificate)
 - b) Tool kit with all tools needed to change a tire and make basic repairs
 - c) Seat Belts with all seats including back seats
 - d) Air Conditioned
 - e) Fire Extinguisher
 - f) Complete First Aid Box
 - g) Tow Rope
 - h) Help Cable
 - i) Phone Charger
 - j) Spare tire, serviceable and properly inflated

Note: If a bidder wants to suggest changes to the specifications (to offer a better way to do the work), they must submit it as an "**Alternative Offer**." This alternative offer must be written in a separate letter and attached to the main tender. **SHED** is not required or forced to accept any alternative offers.

3. Quantity, Duty Time, Mileage:

- a) Actual Quantities will be specified in the **Purchase Request (PO)**.



b) **Duty Hours:** Normal working hours are from **7:00/7:30 AM to 7:00/7:30 PM** daily (an average of 12 hours per day).

c) **Working Days:** The vehicles will normally run **5 days a week**. However, they may be required on additional days based on field program needs.

Note: If a vehicle is not available on any required day, payment will be deducted. The daily deduction rate will be calculated based on the total working days of that specific month.

d) **Mileage Limit:** The monthly rental cover is a maximum of **2,200 km** on average per month. If the actual average mileage exceeds 2,200 km per month, the additional cost will be calculated and adjusted at the end of the contract period.

4. Locations (Scope of Travel) : The requested vehicle services will operate on a "**To and From**" basis covering the following designated routes, stations, and Rohingya Camps:

- a) **Main Route:** Cox's Bazar Sadar to Ukhiya and Teknaf (and vice versa).
- b) **Kutupalong Area:** Camp-5
- c) **Balukhali Area:** Camp-9/1, Camp-9/2, Camp-11, Camp-16, Camp-17, and Camp-18
- d) **Thaingkhali Area:** Camp-13/1, Camp-13/2, Camp-14/1, and Camp-14/2
- e) **Jamtali Area:** Camp-15/1 and Camp-15/2
- f) **Whykong / Teknaf Area:** Camp-22 at Unchiprang, Whykong
- g) **Flexibility is required:** The vendor cannot refuse to provide vehicle services just because a task is outside of their "primary" assigned camp.
- h) **On-demand service:** If additional tasks come up that require driving to, from, or within any other camps, the vendor is contractually obligated to provide the vehicle service as requested.
- i) **Scope coverage:** "Additional tasks" means work that falls outside the day-to-day routine but is still covered under the broader scope of the contract.

5. Eligibility: The bidder should have legal entity to perform business in the country and who have at least 04 (four) years of working experience . **The bidder should submit the following documents with their offer**

- a) **Trade License**
- b) **BIN Certificate**
- c) **E-TIN Certificate**
- d) **Bank Certificate**
- e) **Experience Certificate/Work Order (sample)**
- f) **NID Copy of the owner**
- g) **Major Client List**

6. Bid Submission and Clarification:

- a) **Offers must be received no later than 2:30pm local time on 19 July 2026 only via email to procurement_tenderinbox@shedbd.org**
- b) No Hard Copy Submission is allowed.
- c) **Tenders must be received before 23 Aug 2026 by 2.30 pm (Bangladesh time). Tenders received after the closing date will not be considered, unless in SHED sole opinion there are exceptional circumstances which have caused the delay.**
- d) **The bidder may alter or withdraw their tenders by written notification prior to the deadline for submission of tenders. No tender may be altered after this deadline. Withdrawals must be unconditional and will end all participation in the tender procedure.**



7. Driver's Competency & Rules

- a) **License & ID:** The driver must have a valid BRTA driving license and a National ID card (NID).
- b) **Age & Record:** The driver must be under 52 years old with a clean police/criminal record.
- c) **Experience:** The driver must have at least 5 years of professional driving experience.
- d) **Language:** The driver must be able to read and write Bengali, and understand basic English.
- e) **Safe Driving:** The driver must drive safely and know what items are being carried in the vehicle.
- f) **Speed Limits:** 40–50 KM/H on two-way roads without dividers. 50–60 KM/H on national highways. **Maximum Speed:** Never exceed 80 KM/H under any circumstances.
- g) **Skills:** The driver must be able to drive on all types of roads (including muddy/hilly roads) and know basic vehicle repairs and maintenance.
- h) **Mobile Phone Use:** The driver must **NOT** use a mobile phone while driving. For urgent calls, the driver must ask the passenger's permission and park the vehicle safely before talking.

Note: Additional driver requirements will be clearly mentioned in the final contract agreement between SHED and the selected vendor(s).

8. Vehicle Maintenance:

- a) **Vehicles must be of good quality, without apparent damage, the windscreens must be in an irreproachable state without any impact.**
- b) **Regular maintenance shall be done minimum every 5000 KM or 4 months (whichever comes first)**
- c) **The Supplier agrees to provide a replacement vehicle within 24 hours in case a vehicle is out of service.**

9. Service Requirements:

- a) **Credit Facility:** The bidder must provide at least 30 days of credit. No advance payment will be made.
- b) **Cost Inclusion:** Vehicle rent must include the driver's salary, vehicle maintenance, and all other related operational costs.
- c) **Tolls & Parking:** The supplier will initially pay all bridge/ferry tolls and parking charges, which will be reimbursed by SHED at actual cost upon submission of original receipts.
- d) **Payment Terms:** Payment will be made via Bank Transfer within 30 days after receiving satisfactory service and the official invoice with supporting documents (log sheets).
- e) **Duty Calculation:** The start and end time/kilometer will be calculated from the designated parking area or the instructed location for the field visit.
- f) **Tax & VAT:** All quoted prices must include Advance Income Tax (AIT) and VAT.

10. Selection Criteria

The contract will be given to the bidder who passes all technical rules and offers the best balance between high service quality and a fair price.

Bids will be evaluated based on the following criteria:



SL	Evaluation Area
1	Price (The logical price)
2	Service Quality (Previous experience, references, and reliability check)
3	Company Capability (Office/garage physical visit, company strength, and client list)
4	Documents (Correct submission of all the required documents)

SHED reserves the right to negotiate, accept, or reject any or all proposals and quotations at its own discretion.

SHED can select one or more suppliers for this service based on the evaluation and the recommendation of the procurement committee.

11. Ethical Standards

Vendors must adhere to:

- No child or forced labor.
- Environmentally responsible practices.
- Fair and ethical business conduct.

12. Costs of bid preparing: All costs incurred by the tenderer in preparing and submitting the tender are not reimbursable. All such costs will be borne by the tenderer.

13. Confidentiality: Tenderers must treat the invitation to tender and all associated documentation supplied by SHED as confidential.

14. Tender Process: SHED will choose the supplier that fully qualifies technically and offers the most cost-effective deal without compromising on service quality.

15. Cancellation of Tender

If the tender process is canceled, all bidders will be notified. **SHED** may cancel the tender under the following conditions:

- No Suitable Bids:** If the process is unsuccessful—meaning no good quality or financially acceptable bids were received, or if no one applied.
- Project Changes:** If the budget, scope, or technical needs of the project change completely.
- Unforeseen Events:** If exceptional situations or emergencies (*Force Majeure*) make it impossible to continue the project.
- Over Budget:** If all qualified bids cost more than the budget available to **SHED**.
- Unfair Process:** If there are errors or issues in the process that prevent fair competition among bidders.

16. Indemnity

- SHED will not be responsible for any damages, injuries, or deaths.** If any accident happens due to the mistakes or negligence of the supplier, their drivers, or workers, the supplier will handle all third-party claims.
- This contract does not create any financial or legal liability for SHED** regarding compensations for personal injuries, vehicle damages, traffic fines, or economic loss.
- If anyone makes a legal claim against SHED, the supplier must defend SHED** and pay all related costs, court fees, or damages.



Society for Health Extension and Development (SHED)

Contact Person:

Name: Kaiser Uddin

Designation: Procurement and Logistics Officer

Phone: 0 1817-267187

Vendor's Name: -----

Designation:-----

Signature