

## ANNEX 1: Terms of Reference (TOR)

### 1. Background

The International Organization for Migration (IOM) seeks to establish Long-Term Agreements (LTAs) with qualified transportation service providers to support the movement of beneficiaries and staff between airports, hotels, medical centers, hospitals, RACs and final destinations. This service is essential for ensuring safe, timely, and dignified transportation in line with IOM's humanitarian mission.

### 2. Objectives

To provide reliable, safe, and efficient ground transportation services for:

- Beneficiaries in transit
- IOM staff and escorts
- Medical and special needs cases (e.g., wheelchair-accessible transport)

### 3. Scope of Work

- Service Coverage: Local Transport from/to airports, hotels, medical centers, and designated final destinations.

- **Vehicle Types:**

Handicap-accessible vans

-2-3 passenger vehicles

- 3-7 passenger vehicles

- 8-14 passenger vans

- 15-36 passenger minibuses

- 37-50 passenger buses

- Operational Hours: 24/7 availability, including weekends and public holidays.

-**International Transportation**, the provider must be capable of transporting individuals from Palanca and Otaci border crossing points to Romania (E.g. Iasi, Bucharest), ensuring compliance with cross-border regulations and coordination with IOM staff.

- **Vehicle Types:**

-Minimum Fleet Capacity: At any given moment between 7AM to 6PM, the provider must ensure the availability of:

- 2 minibuses (15–20 seats) - within 3h notice
- 2 vans (7–9 seats) - within 3h notice
- 2 sedans (4–5 seats) - within 3h notice
- 1 bus (40+ seats) - within 24h notice / 3Bus (40+ seats) within 48h notice

#### **- Special Requirements:**

- Maximum availability upon request
- Short-notice response capability: Service must be available within notice mentioned above
- Additional compartment for luggage.
- Transport must be provided not only in Chisinau but also across the entire territory of the country upon request.
- Drivers must follow the schedule mentioned in the table.
- The requests will be sent via email and confirmed by the vendor shortly (within 1–2 hours).
- Each request will contain details about the requested routes.

#### **4. Contractor Responsibilities**

- Maintain all vehicles in excellent condition
- Ensure drivers are background-checked, trained and professional.
- Submit monthly invoices with trip details (Proflight number, destination, date, etc.)
- Report incidents within 24 hours
- Coordinate closely with IOM focal points
- Ensure the Passenger Manifest is maintained in accordance with Moldova regulations.

#### **5. Deliverables**

- Timely and safe transport services
- Accurate and complete documentation
- Compliance with IOM's invoicing once per week.
- Adherence to agreed schedules and service quality standards

#### **6. Contract Duration**

Initial term: 1 year

Renewable for up to 2 additional years based on performance.

## **7. Payment Terms**

Payment upon verification of services rendered.

No advance payments.

IOM reserves the right to withhold payment for unsatisfactory services.

## **8. Evaluation Criteria**

- Technical qualifications and experience
- Fleet capacity and condition
- Compliance with safety and regulatory standards
- Competitive pricing

## **9. Termination Clause**

Either party may terminate with written notice.

Immediate termination in case of breach of contract.

## **10. Invoicing**

- Invoices must be electronic.
- Invoices must be submitted at the end of each working week.
- Each route must have a separate invoice.
- Each invoice must include the details of the request