**Terms of Reference**

**For the provision of Taxi Services for the Regional Youth Cooperation Office (RYCO) Head Office.**

**I. General information**

**Contract title:** For the provision of Taxi services for the Regional Youth Cooperation Office (RYCO) Head Office.

**Beneficiary:** Regional Youth Cooperation Office, Head Office

**Expected duration of the contract:** End of January– 31st December 2021 with the possibility of extension.

**Provisional commencement date of the contract:** End of January 2021

**Status of the service provider:** National TaxiCompanies.

**II. Background**

The Regional Youth Cooperation Office (RYCO) is an independently functioning institutional mechanism, founded by the Western Balkans 6 participants (WB 6): Albania, Bosnia and Herzegovina, Kosovo\*[[1]](#footnote-1), Montenegro, North Macedonia and Serbia, aiming to promote the spirit of reconciliation and cooperation between the youth in the region through youth exchange programs. RYCO’s program focuses on creating opportunities for young people to engage in activities that build mutual understanding and reconciliation in the civic, social, educational, cultural, and sports domains. RYCO initiates and participates in policymaking and advocates for reform. It supports the development of a political and social environment that empowers and facilitates youth exchange. RYCO Head Office (HO) is located in Tirana, while the organization has six Local Branch Offices (LBOs) located in Albania, Kosovo\*, Montenegro, North Macedonia, Bosnia and Herzegovina, and Serbia. Currently RYCO employs 49 staff, out of which 34[[2]](#footnote-2) are based in Tirana, Head Office.

**III. Objectives of Assignment**

RYCO is seeking to contract a qualified national service provider (Company) for the provision of taxi services including but not limited at the below-listed routes:

* Within the city of Tirana;
* To - from the Tirana Airport;
* Travels within Albania;
* Travel from Tirana and to the region (Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia and Serbia) and vice-versa.

The execution of the taxi services will be on a “w*hen needed*” basis. The selected Service provider will be invited to sign a framework contract with fixed unit/route prices. It is the intent of this call to solicit proposals from all interested companies possessing expertise and capability to provide taxi services, airport transfers and related services.

**IV. Qualification and experience requirements**

The service provider should:

1. Have minimum experience of three years in the provision of taxi service;
2. Have at least 30 cars in their fleet;
3. Make available drivers with good command of English as well Operators
4. Should have ability for immediate response to the call-up Taxi service.
5. Make sure and guarantee that all the drivers that will offer service for RYCO have: a) valid driving license; b) good command of conduct and without any adverse legal records (except minor motor vehicle-related incidents); c) experienced as driver.
6. Ensure that all cars are insured as public service vehicles.
7. Should Ensure that the cars are clean, safe and roadworthy
8. Acknowledge immediately any complaints and disputes which arise and resolve them within ten (10) working days.
9. Assign a contact person with very good command of English to oversee the services provided to RYCO;
10. Be financially stable
11. Be duly registered for performing this type of activity.

**V. DURATION OF THE CONTRACT:**

Expected duration of the contract: End of January– 31st December 2021 with the possibility of extension.

**VI. FINANCIAL OFFER AND PAYMENT MODALITY**

1. The potential bidders must provide in their financial offer the prices per unit/route (in Euro) as per the above listed routes as well as the sum of the unit prices.

2. Payments under the framework contract will be executed on a monthly basis upon receipt of monthly invoices specifying the services performed within the duration of one month, the fixed unit prices per each route and the total value. The payments under this framework contract will be realized in EUR currency.

**VII. Quotations for rating and awarding criteria**

1. The taxi company must submit their detailed fare chart for all the common routes in Tirana and direct routes in the capitals of the WB6. (Sarajevo, Skopje, Belgrade, Podgorica, Pristina).
2. Technical responsiveness / Full compliance to requirements and lowest price.

**VII. APPLICATION PROCEDURE:**

Interested applicants are advised to carefully study all sections of this ToRs and ensure that they meet the requirements. Incomplete applications will not be considered. Please make sure you have provided all requested documents. Interested Taxi Companies should develop and submit their application and offer in English, no later than **12/01/2021** at **17:00**, in electronic version, to [**procurement@rycowb.org**](mailto:procurement@rycowb.org).

The Taxi Company must send the following documents:

* A technical offer as per the details specified in the ToRs (all sections above);
* A copy of the turnover of the company for the previous year;
* Certificate of Registration/Incorporation;
* Valid Tax Compliance Certificate;
* Company profile with a list of clients and cooperation partners including as well the number of cars available in their fleets:
* Statement of Satisfactory Performance from the Top 2 Clients of the past 3 years;

1. This designation is without prejudice to positions on status, and is in line with UNSC 1244 and the ICJ Opinion on the **Kosovo** Declaration of Independence. [↑](#footnote-ref-1)
2. The number might increase (up to 50 staff in HO) during 2021 due to other projects in the pipeline. [↑](#footnote-ref-2)