**Terms of Reference for Provision of Armored B6 Vehicle Transportation Services for Expertise France Staff in Ukraine**

**1. Introduction**

Expertise France is the French public agency for international technical cooperation, operating under the joint supervision of the French Ministries for Europe and Foreign Affairs and the Economy and Finance. The agency works to strengthen public policies in partner countries, offering expertise in governance, sustainable development, public health, education, and economic growth.

In Ukraine, Expertise France has been actively engaged in supporting the country’s reform agenda, particularly in areas that align with EU integration efforts and the promotion of democratic governance. The agency collaborates with Ukrainian authorities, civil society organizations, and international partners to deliver projects that enhance institutional capacity, foster economic resilience, and improve public services.

Key focus areas for Expertise France in Ukraine include:

Rule of Law and Governance: Supporting judicial reforms, anti-corruption initiatives, and the development of accountable public institutions.

Economic Development: Assisting in the creation of investment-friendly policies and fostering entrepreneurship to strengthen local economies.

Social Development and Public Health: Implementing projects that improve healthcare services, education systems, and social protection mechanisms.

Expertise France's work in Ukraine is tailored to meet the country’s evolving needs, particularly in light of ongoing challenges such as conflict, recovery, and rebuilding efforts. By leveraging French and European expertise, the agency contributes to Ukraine’s long-term development and alignment with European standards.

The Expertise France is seeking proposals from qualified transportation companies and logistics service providers to provide passenger transfer services (armored B6 vehicle, Toyota Land Cruiser based) for staff and beneficiaries within Ukraine. This TOR outlines the requirements for the service.

**2. Services Required**

The selected company will be responsible for providing safe, reliable, and efficient passenger transfer services on the requested routes:

* Within the territory of Ukraine (under the control of the Ukrainian government)

**3. Vehicle Requirements**

The company must provide the following types of vehicles to accommodate varying passenger capacities:

* SUV 4 x 4 up to 2 passengers, Toyota Land Cruiser based or equivalent, armored B6, no older than 5 years old, with mileage less than 100,000 km.

All vehicles must:

* Be in excellent condition,
* Be clean,
* Be equipped with air conditioning and heating systems,
* Be well-maintained,
* Be equipped with necessary safety tools: first aid box, functional seat belts (front and rear), airbags etc.
* Be equipped with the tires corresponding to the season
* Be equipped with the runflat tires
* meet all Ukrainian safety standards.
* Have B6 ballistic protection standards (EN 1063).
* Be certified to withstand 7.62×51mm NATO, 5.56×45mm, and 7.62×39mm (AK-47) rounds.
* Have enforced body panels, doors, roof, floor, and firewall to prevent penetration.

**4. Driver Requirements**

Drivers must possess the following qualifications:

* Minimum 5 years of proven driving experience.
* Valid Ukrainian driver's license with all required endorsements.
* Good English language level (minimum A1)
* Excellent customer service skills, courteous and professional demeanor.
* Strong knowledge of traffic regulations and safe driving practices.
* First Aid Certificate;
* Have permission for border cross;
* Certification in tactical driving courses
* Clean criminal record

**5. Company Requirements**

The company must meet the following criteria:

* Valid license for passenger transportation in Ukraine.
* Proof of insurance covering all vehicles and passengers.
* Documented safety procedures for driver training and vehicle maintenance.
* Minimum of three years of experience providing similar passenger transfer services (contracts or recommendation letters).
* Ability to provide references from previous clients.
* Logistics service providers are eligible to participate in this tender provided they enlist a relevant subcontractor.
* Has a fleet of at least 3 vehicles that meets requirements mentioned above
* Driver's readiness to evacuate the team within 10 minutes of receiving the request

**6.Service Standards**

The selected company must adhere to the following service standards to ensure quality and reliability:

* Punctuality: Drivers must arrive at the designated pick-up points at least 10 minutes before the scheduled time.
* Safety: All journeys must prioritize the safety of passengers, including adherence to traffic rules and speed limits.
* Availability: The service provider must be available for transfers 24/7, including weekends and public holidays, if required.

**7. Pre-Trip Vehicle Inspection**

Before each trip, the driver must conduct a thorough inspection of the vehicle to ensure its safety, reliability, and operational readiness. The following checks must be performed:

1. **Tire and Wheel Inspection**
   * Check tire pressure to ensure it meets the manufacturer’s recommended levels.
   * Inspect tires for visible damage, such as cuts, bulges, or excessive wear.
   * Ensure that all wheel nuts are securely fastened.
2. **Fluid Levels**
   * Verify engine oil level and top up if necessary.
   * Check fuel level to ensure sufficient supply for the planned trip.
   * Inspect coolant, brake fluid, and windshield washer fluid levels.
3. **Braking System**
   * Test brake functionality before departure.
   * Check for unusual noises or reduced braking efficiency.
4. **Lights and Electrical Systems**
   * Ensure headlights, brake lights, turn signals, and emergency lights are functioning properly.
   * Verify the battery status and ensure all electrical components are operational.
5. **Structural Integrity**
   * Inspect the windows and armored panels for cracks or damage.
   * Ensure door seals and locking mechanisms function properly.
6. **Emergency and Safety Equipment**
   * Verify the presence and condition of the first aid kit, fire extinguisher, and emergency tools.
   * Ensure the spare tire, jack, and basic repair tools are available.

**8.Communication and Coordination**

* The service provider must designate a dedicated account manager who will act as the contact point for Expertise France.
* Communication must be prompt and clear, with a response time of no more than 24 hours for routine inquiries and two hours for urgent matters.

**9. Payment terms**

Payment will be affected within 30 days of receiving the invoice and accompanying documents in satisfactory condition.