

Terms of Reference (ToR)

Selection of Taxi Transportation Service Provider

1. Background

Terre des Hommes (Tdh) is a leading Swiss child relief Non- Governmental Organization (NGO) working across 35 countries in the world providing protection, health, and access to justice services for the most vulnerable children, youth, and families. Tdh started its operations in Iraq in December 2014, responding to needs of children and youth between the age group of 9-22 years, affected by the conflict -driven crisis of 2014-2017. Tdh is currently working in districts within 4 governorates (Kirkuk, Ninewa, Baghdad & Salah al-Din), providing humanitarian and development assistance in the sectors of child protection, juvenile justice, education, and WASH through a NEXUS approach.

2. Objective

To select a qualified and officially licensed taxi service company that can provide reliable, safe, and efficient transportation services in **Erbil and Baghdad**, with the ability to support **credit-based payment** and maintain clear records for reporting and invoicing purposes.

3. Scope of Services

The selected service provider will be responsible for:

- Providing on-demand taxi services within Erbil and Baghdad.
- Ensuring availability of transportation services 24/7 or during specified hours agreed with the organization.
- Ensuring all drivers are licensed, professional, and comply with local traffic laws.
- Accepting **credit or electronic payment** systems (no cash transactions preferred).
- Issuing monthly invoices with detailed ride logs, time, location, and passenger information (when applicable).
- Ensuring vehicles are clean, well-maintained, air-conditioned, and insured.

4. Eligibility Criteria

Interested companies must meet the following minimum requirements:

- Officially registered and licensed taxi company in Iraq.
- Operational presence in both Erbil and Baghdad.
- Proven ability to accept **electronic or credit card payments**.
- Ability to provide monthly billing and reporting.
- Minimum of 3 years of professional taxi or transportation service experience.
- Positive references from at least two recent corporate clients.

5. Evaluation Criteria

Proposals will be evaluated based on the following:

- Compliance with eligibility criteria.
- Operational coverage and availability.
- Pricing structure and cost-effectiveness.
- Quality and condition of fleet.
- Payment flexibility and invoicing system.
- References and past performance.

6. Deliverables

- Signed framework agreement (upon award).
- Monthly invoices and ride reports.
- Complaint response system for any service issues.

7. Contract Duration

The framework agreement will be valid for an initial period of **12 months**, with the possibility of extension based on performance and organizational needs.

8. Submission Requirements

Interested companies must submit:

- Company profile and registration documents.

- Details of operational locations and fleet.
- Description of payment system.
- Pricing sheet for services.
- References from past or current clients.

9. Deadline and Contact Information

All proposals must be submitted by **[31 JUL 2025]** to the following address/email:

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