On-Call Driver

Terms of Reference (TOR)

On-Call Driver Services

Ref. No.: ____1483_____

IMPORTANT: You can apply for ONE location as well. CARE will contract one separate driver for each location.

1. Background

CARE Deutschland (CARE DE) works in Federal Iraq and the Kurdistan Region to support vulnerable communities. CARE is looking for reliable on-call drivers, with their own vehicles, to transport CARE staff, materials and equipment safely and on time. Individuals and companies can apply.

2. Locations

1. Duhok	2. Erbil	3. Mosul	4. Sinjar Area	5. Basra	6. Thi-Qar	7. Baghdad

Choose ONE location. The trips and prices for each location are in Annex 2.

3. Scope of Work

The service provider (driver or company) will be responsible for:

- **Vehicle Provision:** Providing a well-maintained sedan or mid-size SUV (Model 2020 or above), with at least 4 passenger seats plus the driver.
- **Driver Services:** Safely and professionally operating the vehicle while adhering to Iraqi traffic rules and CARE's protocols.
- **Operational Expenses:** The driver/contractor(company) is fully responsible for all fuel, maintenance, lubricants, tires, car washing, and any other vehicle running costs. Financial offers must be all-inclusive.
- **Insurance:** Ensuring the vehicle has comprehensive insurance coverage. A copy is required from the selected applicant before signing the contract.
- **Liability:** The service provider is fully responsible for any accident, damage or traffic fine. CARE is not liable for these.
- **Safety & Fitness Standards:** Fully equipped with functional safety gear (First Aid Kit, valid Fire Extinguisher, Warning Triangle, Spare Tire, working seatbelts for all seats, and operational A/C).
- **Operational Support:** Providing logistical assistance, such as transporting materials or supporting field visits as required.
- **Flexibility:** Being available for on-call services, including evenings and weekends, based on organizational needs.
- **Booking:** CARE will normally book a trip at least 24 hours in advance, by phone or message. Urgent same-day trips may also be requested.
- **Named driver and car:** Only the driver and car named in Annex 1 may be used. Any change needs written approval from CARE first.
- **Confidentiality:** Maintaining strict confidentiality regarding CARE DE in Iraq operations and activities.

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4. General Requirements

The selected service provider must meet the following criteria:

- **Driver Qualifications:**
  - Valid Iraqi driving license with a clean driving record.
  - Minimum of two years of experience providing transportation services to NGOs or international organizations.
- **Local Knowledge:** Familiarity with the roads, traffic patterns, and security environment of the location applied for.
- **Communication:** Ability to communicate effectively with CARE staff in Arabic for Federal Iraq and Kurdish for Kurdistan Region (basic English skills are an advantage).
- **Compliance:** Strict adherence to CARE DE policies, including Protection from Sexual Harassment, Exploitation, and Abuse (PSHEA), Child Protection standards, and anti-fraud and anti-corruption rules.

5. Evaluation Criteria

Applications are evaluated separately for each location, in these steps:

No.	Evaluation Criterion	Assessment Details	Maximum Score
1	Documents check	All documents sent; Annex 1 and Annex 2 complete and signed; one location only.	Pass / Fail
2	Vehicle inspection	Model 2020 or above, good condition, at least 4 passenger seats, full safety equipment.	Pass / Fail
3	Experience	Years of transport services for NGOs or international organizations: 2 years = 10 points, 3–4 years = 15 points, 5 years or more = 20 points.	20
4	Experience CARE	Pervious experience with CARE 2.5 points for each year.	10
5	Driving Test	Practical and theoretical driving assessment, including road safety, knowledge of Iraqi traffic regulations, communication and language skills, and general driving knowledge.	40
6	Price	$\text{Price Score} = \frac{\text{Lowest Evaluated Price}}{\text{Bidder's Evaluated Price}} \times 30$	30
	TOTAL	High score.	**100**

CARE may also contract the second-best applicant in each location as a backup driver.

6. Contract Duration

The initial contract period will be **one year** with the possibility of extension based on satisfactory performance and mutual agreement.

This is an on-call service contract, not employment with CARE. No minimum number of trips is guaranteed; payment is only for trips done.

7. Payment Terms

- CARE pays monthly, at the end of each month, after checking and approving the trips.

- Each month, the service provider gives CARE a complete vehicle logbook: date, departure and arrival times, from/to, passenger name and signature, and the CARE vehicle request number of each trip. Trips without an approved CARE vehicle request will not be paid.
- CARE Finance pays by bank transfer within ten (10) working days after receiving the complete and approved documents, in line with CARE financial procedures.
- Prices are in Iraqi Dinar (IQD), include all costs and taxes, and are fixed for 12 months. CARE will deduct any tax required by law.
- CARE may pay the equivalent amount in US dollars at the prevailing market exchange rate.

8. Dispute Resolution

Any disputes arising from this agreement will be resolved amicably through mutual discussions. If necessary, disputes may be referred to mediation or arbitration.

9. Application Process

Send ONE email, for ONE location only, with these documents (scanned, PDF or JPG):

- Annex 1 – Application Form, filled and signed.
- Annex 2 – Price Offer: only the page of your location, filled and signed.
- Copy of a valid driving license.
- Clear copy of National ID.
- Clear copy of valid Vehicle Registration (سنوية).
- If the car is not in your name: owner's authorization (وكالة).
- For transportation company: legal documents – registration certificate.

Applications should be submitted via email to **offers@care.de** with the subject line: On-call Driver __Location___

Submission Deadline: 5 December 2026, 12:00 noon (Iraq time). Late or incomplete applications will be rejected.

10. General Terms

- CARE may inspect the vehicle and test the driver before award.
- CARE is not bound to accept the lowest price and may reject any or all applications.
- CARE never asks applicants for money or gifts. Any attempt at fraud or bribery leads to rejection.