

Section 7. Performance Specifications

A. Hiring Transport Service (Microbus) for the 3rd Academic Project of NSTU

Background

The proposed service involves the hiring of a dedicated microbus (e.g., Toyota Hiace or equivalent) along with a professional driver to support the implementation and monitoring of ongoing project activities. The vehicle service is required to ensure smooth, reliable, and continuous transportation support for senior project personnel, particularly the Project Director.

The service will primarily be provided within:

- The project implementation area (i.e., Noakhali) covering relevant districts and upazilas in Bangladesh, as specified by the Project Authority
- Frequent travel between:
 - ✓ Project office location
 - ✓ Field project sites and implementation units
 - ✓ Government and stakeholder offices (as required)
 - ✓ Meeting venues within and outside the project district(s)

The service shall be based at the Project Director's designated office location (Administrative Building, NSTU), and the vehicle must remain available for duty on a 24/7 on-call basis, including weekends and public holidays, as per official requirements.

Purpose of the Service

A vehicle (microbus) is being hired to facilitate on-site inspection of project activities, participation in Steering Committee meetings and other project-related meetings, and to provide round-the-clock transportation support for the Project Director.

Areas included in the Scope of Services

The service provider shall provide a fully functional, roadworthy, and insured vehicle with driver(s) to ensure:

1. On-site inspection visits of project locations
2. Attendance at Steering Committee and official meetings
3. Day-to-day official travel of the Project Director
4. Emergency and round-the-clock (24/7) transport support
5. Inter-district and intra-district travel as required

Detailed definition of Services

Here detailed description of services is provided.

A. Vehicle Requirements (Technical Specifications)

Requirement	Specification
Vehicle type	Microbus (Toyota NOAH / Esquire / Hiace or equivalent)
Seating capacity	6-10 passengers (preferably executive configuration for official use and captain seats must have hand rest and other relevant features)
Model year	Preferably not older than 3–5 years
Engine type	As per the manufacturer’s built-in provision
Air conditioning	Fully functional factory-fitted AC
Fuel efficiency	Minimum 8–12 km/l (diesel equivalent) or standard CNG efficiency
Condition	Excellent mechanical and body condition, accident-free
Safety features	Seat belts for all seats, ABS (if available), airbags (preferred)
Registration	Valid, updated BRTA registration and fitness certificate
Insurance	Comprehensive insurance covering driver, passengers, and third-party liability
Spare tyre & tools	OEM-compliant spare tyre and standard tool kit included
GPS tracking	Mandatory real-time GPS tracking system installed
Communication	Driver must carry mobile phone with active connection

B. Driver Requirements

Requirement	Specification
Qualification	Minimum SSC pass (preferably higher) and capable to write & maintain log book
License	Valid & updated professional driving license for light transport vehicle
Experience	Minimum 10 years driving experience (official/government preferred) with having basic repairing skills for emergency needs
Age limit	25–55 years
Health	Physically fit and medically sound
Conduct	Well-mannered, disciplined, and presentable
Knowledge	Familiar with local routes, highways, and administrative offices
Availability	Must be available on-call, including nights, weekends, and holidays
Uniform	Clean uniform provided by service provider (preferred)

C. Service Provider Requirements

Requirement	Specification
Legal status	Registered transport service provider/company with valid license
Experience	Minimum 5 years in vehicle rental/transport services
Tax compliance	Valid TIN, VAT registration
Fleet capacity	Ability to provide replacement vehicle immediately if needed
Maintenance	Regular preventive maintenance program for vehicles
Breakdown support	Emergency roadside assistance within reasonable response time
Replacement vehicle	Must provide equivalent substitute within 1–2 hours of breakdown
Reporting	Monthly logbook, mileage, and duty report submission (manual & digital)
Insurance coverage	Comprehensive fleet insurance mandatory

D. Maintenance & Responsibility

- Routine maintenance, servicing, and repairs shall be borne by the service provider
- Vehicle must always remain in roadworthy condition
- Replacement vehicle must be provided during maintenance or breakdown
- Cleanliness (interior/exterior) must be maintained daily
- Emergency repairing or refurbishing should be done as per the instructions of the PE
- Don't seek any type of payment or money, during journey, in addition of monthly bill

E. Safety & Compliance Requirements

- Fire extinguisher equipment installed in vehicle
- First aid kit available at all times
- Functional seat belts for all passengers
- Valid fitness and emission certificates
- GPS tracking active at all times
- Compliance with BRTA and national transport regulations

F. Reporting Requirements

Service provider must submit:

- Daily trip log (distance, time, purpose)
- Monthly summary report
- Fuel consumption record (Monthly)
- Maintenance record (Monthly)
- Incident/accident report (Monthly)
- Running Bill (Monthly, preferably within first 10 days of a month)

Detailed Days and Times

Requirement	Specification
Service hours	24 hours per day, 7 days per week
Duty type	On-call + scheduled official trips (Overall maximum 500 km in a single month)
Daily availability	Full-day standby for Project Director
Emergency response	Maximum response time: 30–45 minutes
Travel type	Local, inter-district, and occasional long-distance travel
Overnight stay	Driver must be available for outstation trips when required

Equipment, Consumables and other finished Goods to be delivered

The Service Provider shall make available, at its own costs (if it is not included in the Activity Schedule), all necessary equipment, machinery and materials as required to adequately perform the services including but not limited to:

Item No.	Name of Goods/Products	Full Technical Specifications	Applicable Standards / Requirements
1	Spare tyre	Same size, load index and speed rating as vehicle OEM tyre; tubeless radial type; brand new; includes rim compatible with vehicle	Must comply with Original Equipment Manufacturer (OEM) specification , ECE R30 / DOT approved tyres
2	Hydraulic jack	Bottle or trolley jack; lifting capacity $\geq 2-3$ tons; minimum lift height 380–450 mm; heavy-duty steel body with safety valve	ISO 9001 manufacturer; CE certified preferred
3	Wheel spanner / lug wrench	Cross or L-type; forged steel; corrosion resistant; compatible with vehicle lug nut size (typically 21–23 mm for Hiace type vehicles)	ASTM A576 / equivalent forged steel standard
4	Basic tool kit (pliers, screwdrivers, wrench set)	Includes combination pliers, flat & Phillips screwdrivers, adjustable wrench set, socket set (8–32 mm), insulated handles	ISO standard hand tools; Chrome Vanadium (Cr-V) steel
5	Air compressor (portable)	12V DC automotive compressor; pressure capacity 100–150 PSI; air flow ≥ 30 L/min; digital pressure gauge preferred	CE / RoHS compliance
6	Jumper cables	Heavy-duty copper cables; length 2.5–4 meters; gauge 4–8 AWG; insulated clamps; suitable for 12V systems	SAE J1494 standard
7	Engine oil, brake oil, coolant	Engine oil: SAE 10W-40 or 15W-40 (API SN/CI-4); Brake oil: DOT 3 or DOT 4; Coolant: ethylene glycol based, -37°C protection	API (engine oil), SAE J1703/J1704 (brake fluid), ASTM D3306 (coolant)
8	Lubricants and greases	Multi-purpose lithium-based grease (NLGI Grade 2); anti-rust and high-temperature resistant	ISO 6743-9 / NLGI certification
9	First aid kit	Waterproof box containing bandages, antiseptic solution, sterile gauze, burn cream, scissors, gloves, pain relief tablets	WHO occupational first aid standard / OSHA basic kit guideline
10	Car wash equipment (pressure washer / hose)	Electric pressure washer 100–150 bar; water flow 6–8 L/min; hose 10–20 meters, reinforced PVC/rubber	CE certified electrical appliance standard

Item No.	Name of Goods/Products	Full Technical Specifications	Applicable Standards / Requirements
11	Cleaning cloths and brushes	Microfiber cloth (300–400 GSM), lint-free; soft nylon brushes for interior; hard brush for tyres	ISO textile quality standard
12	Interior cleaner / disinfectant	Alcohol-based or quaternary ammonium compound disinfectant; non-corrosive; safe for upholstery and plastics	WHO disinfectant guideline / EPA approved formulations
13	Air freshener	Non-toxic, VOC-compliant fragrance; gel or aerosol type; long-lasting (30–60 days)	IFRA compliance (International Fragrance Association)
14	Automatic smart battery charger	Input: 220–240V AC; Output: 12V DC; 10–20A smart charging; automatic cut-off; reverse polarity protection; suitable for AGM and lead-acid batteries	CE / IEC 60335-2-29 safety standard

Requirements for Service Provider’s Staff and Labor

Individuals must be:

- Physically capable of performing the tasks;
- Of acceptable character and integrity;
- Properly uniformed with identification badges;
- Free from any disqualifying criminal or disciplinary history;
- A non-smoker and non-alcoholic (including any type of drugs)

The Service Provider shall replace any personnel deemed unsuitable by the PE.

B. Performance Monitoring

1. Objective:

The Representatives of the Employer and the Service Provider shall meet at the management level at least once every three months or as often as necessary to review the performance of the services provided with a view to ensuring quality standard in the services. The two parties shall have shared responsibilities in optimizing the resources and facilities that have been deployed for the service.

2. Progress Meetings

The Employer shall designate an officer from the Project office who is involved in one way or the other in the administration of the cleaning services at the organizational level.

Progress meetings are meant to review on the services provided to the organization as a whole and they are not meant to substitute the regular consultations and meetings that are usually held at ground level for day to day matters.

The scope of work of the designated officer shall be for:

- (a) reviewing major shortcomings that have occurred on the sites in the past months and measures taken thereon;
- (b) taking cognizance of complaints made by the Employer's representatives and action taken by the Service Provider;
- (c) attending to weaknesses in respect of facilities deployed by the Service Provider on the sites and need for improvement;
- (d) assessing the arrangements made by the Service Provider in terms of human resource and logistics; and
- (e) attending to other matters related to contractual obligations of the Service Provider.

Appropriate records of the Progress Meetings shall be kept by the officer. Performance of Service Provider will be certified by this officer which shall be the basis for quarterly payment to the Service Provider.

3. Output and Quality Standards

Services shall meet the following minimum performance requirements:

- Vehicle availability: 100% uptime
- Maximum breakdown response time: 30-60 min.
- Cleanliness: Daily inspection standard
- Driver punctuality: 100% adherence to schedule
- Complaint resolution: within 24 hours
- No recurrent complaints regarding staff behavior, performance, or negligence.

4. Key Performance Indicators (KPIs)

PE may evaluate the Service Provider based on:

1. Vehicle Availability & Readiness
2. Response Time (On-call Service)
3. Driver Performance and Compliance with safety & operational guidelines
4. Vehicle Condition & Maintenance Standard
5. Breakdown Recovery Time
6. Fuel Efficiency
7. Cleanliness & Presentation
8. Number of incidents, accidents, or verified complaints
9. Reporting Accuracy & Timeliness
10. Quality score from PE's periodic inspections

5. Post Contract Evaluation Report

After the completion of the contract period, the Employer shall prepare a performance report that shall reflect the service level based on recorded facts. A copy of the report shall be forwarded to the Service Provider for its information and allowing the latter at the same time the possibility to express its disagreement with the report, if any. A copy of the report and response of the Service Provider shall be kept in the procurement file for all intent and purposes.