



ITAUKEI LAND TRUST BOARD

431 Victoria Parade, GPO Box 116, Suva, Fiji Islands
Tel: (679) 3312733 Fax: (679) 331 2014 Email: info@tltb.com.fj
Web: www.tltb.com.fj



TERMS OF REFERENCE

EOI – Taxi Services for TLTB.

TENDER #: 16/2024.

1. Background:

The iTaukei Land Trust Board (TLTB) requires reliable and efficient taxi services to meet its transportation needs for staff. TLTB seeks to enter into a contract with a reputable taxi service provider to ensure the provision of timely and safe transportation services as and when required.

2. Scope of Work:

The selected taxi service provider shall be responsible for providing transportation services as outlined below:

- a. Transporting TLTB staff to and from designated locations within Fiji.
- b. Providing transportation services for official meetings, events, site visits, and other business-related activities as requested by TLTB.
- c. Ensuring the availability of vehicles with adequate seating capacity to accommodate varying group sizes.
- d. Offering flexible scheduling options to accommodate TLTB's dynamic transportation needs.
- e. Maintaining cleanliness, safety, and comfort standards in all vehicles used for TLTB transportation.
- f. Adhering to all relevant laws, regulations, and safety standards governing transportation services in Fiji.

3. Responsibilities of the Taxi Service Provider:

- a. Assigning experienced and licensed drivers who are familiar with local routes and traffic conditions.
- b. Ensuring that all vehicles used for TLTB transportation are properly maintained, insured, and equipped with necessary safety features.
- c. Providing prompt and courteous service to TLTB staff, clients, and stakeholders at all times.
- d. Maintaining transparent communication channels with TLTB's designated point of contact to address any issues or concerns promptly.
- e. Complying with all contractual terms and conditions, including pricing, invoicing, and reporting requirements.



ITAUKEI LAND TRUST BOARD

431 Victoria Parade, GPO Box 116, Suva, Fiji Islands
Tel: (679) 3312733 Fax: (679) 331 2014 Email: info@tltb.com.fj
Web: www.tltb.com.fj



f. Notifying TLTB in advance of any changes to service availability, scheduling, or vehicle specifications.

4. Insurance.

Below, I outline the key insurance policies that should be mandatory for all potential bidders:

1. **Public Liability Insurance:** Each bidder must provide proof of valid public liability insurance covering third-party bodily injury and property damage. This insurance protects against claims made by members of the public who may suffer injury or damage as a result of the taxi service operations.
2. **Commercial Auto Insurance:** All vehicles used for providing taxi services must be covered by comprehensive commercial auto insurance. This insurance should include coverage for property damage, bodily injury liability, collision, and comprehensive coverage.
3. **Worker's Compensation Insurance:** Bidders should have in place adequate worker's compensation insurance to cover their employees in the event of work-related injuries or illnesses. This insurance provides medical benefits and wage replacement to employees who are injured or become ill on the job.
4. **Professional Indemnity Insurance:** In addition to general liability coverage, bidders should possess professional indemnity insurance to protect against claims of negligence, errors, or omissions in the provision of taxi services.
5. **Insurance Documentation:** All bidders must submit copies of their insurance policies, clearly indicating coverage limits, policy numbers, and expiry dates. These documents will be thoroughly reviewed to ensure compliance with the insurance requirements outlined in the call for tender.

5. Performance Evaluation:

TLTB reserves the right to evaluate the performance of the taxi service provider based on the following criteria:

- a. Punctuality and reliability of service delivery.
- b. Quality of vehicles and cleanliness standards.
- c. Customer satisfaction feedback from TLTB staff.
- d. Compliance with contractual terms and conditions.
- e. Responsiveness to feedback and ability to address issues promptly.

Submission Requirements: Interested bidders are required to submit the following documents as part of their tender:

- i. Company profile, including details of experience, fleet size, and service offerings.
- ii. Proof of valid licenses, permits, and insurance coverage.
- iii. Proposed pricing structure, including rates for standard trips, waiting time, and additional services.
- iv. References from previous clients or testimonials demonstrating reliability and customer satisfaction.
- v. Any additional information relevant to the provision of taxi services.



ITAUKEI LAND TRUST BOARD

431 Victoria Parade, GPO Box 116, Suva, Fiji Islands
Tel: (679) 3312733 Fax: (679) 331 2014 Email: info@tltb.com.fj
Web: www.tltb.com.fj



6. Payment Terms:

Payment for taxi services shall be made based on mutually agreed-upon rates and invoicing procedures outlined in the contract agreement. Invoices/Vouchers should be submitted in a monthly basis.

7. Confidentiality:

The taxi service provider shall maintain strict confidentiality regarding any sensitive information or discussions encountered during the course of providing services to TLTB.

8. Amendment of Terms:

Any amendments or modifications to these terms of reference shall be made in writing and agreed upon by both parties.

This Terms of Reference document outlines the expectations and requirements for the provision of taxi services to TLTB. By entering into a contract with the selected taxi service provider, TLTB aims to ensure efficient and reliable transportation services that meet the organization's needs and standards.