
DOCUMENT III: Terms of Reference (services)

Car Rental services for the UN Tourism Regional Office for the Americas in Brazil, Rio de Janeiro

1. Justification/Background

The United Nations World Tourism Organization (UN Tourism), through its Regional Office for the Americas, requires reliable, safe and cost-effective car rental services without driver for official use to facilitate the transportation of its staff and guests.

This document defines the scope and expectations for the provision of car rental services for UN Tourism Regional Office for the Americas based in Rio de Janeiro (Brazil), supporting operations, guest transport, and staff mobility.

The selected provider shall be responsible for providing the requested services in line with UN Tourism's high standards of quality and professionalism, and to comply with all applicable requirements and guidelines outlined in this Terms of Reference (TOR) and Tender documents.

- a. Core Service: Provision of Rio de Janeiro based car for a period of 12 months.
- b. Ancillary Services:
 - i. Full car insurance
 - ii. Initial car delivery at Rio de Janeiro

2. Objective and Expected Outcome

2.1 UN Tourism Regional Office for the Americas is seeking an established and qualified car rental provider that can deliver well-maintained vehicle in excellent mechanical condition, ensuring safety, cost-efficiency, and service continuity across Brazil.

2.2 Expected Outcome

- Efficient and timely availability of rental vehicles to meet UN Tourism Regional Office needs.
- Provide new vehicle for a rent term of 12 months.

- Offer preventive and corrective maintenance, including timely replacement vehicle during the rent.
- Include 24/7 roadside assistance in case of breakdown or accident throughout Brazil.
- handle all documentation (licensing, insurance, taxes, etc.).
- Manage all maintenance, repairs, and compliance requirements for the vehicle.
- Maintain accurate records and issue detailed monthly invoices or usage reports.

3. Required Car Rental Specifications

The selected service provider shall be responsible for providing 1 (one) fulltime secure executive vehicle, equivalent to a Toyota Corolla or superior category, to ensure transportation and safety of UN Tourism staff and guests throughout Brazil, as per the below requirements:

- a. The vehicle must be manufactured in 2025.
- b. The vehicle must have at least 140 horsepower.
- c. The vehicle must possess a valid armored certification, in compliance with international standards.
- d. The vehicle must be dark-colored (e.g., black, dark blue, etc.).
- e. The vehicle must be licensed, tax-compliant and registered with the relevant local government.
- f. The vehicle must, for the entire duration of the contract, be covered by full insurance (full coverage of damages to vehicle, to third parties and theft) issued in the name of the rental company.
- g. The vehicle must be equipped with functional seat belts for all passengers, as well as a spare tire, jack, basic hand tools, a reflective triangle, a first aid kit, and a fire extinguisher with a valid expiration date.
- h. The vehicle must be equipped with at least four functioning airbags.
- i. The vehicle offered must be free of defects and in excellent mechanical condition.
- j. The vehicle offered must be safe and suitable for transporting passengers and their luggage, clean inside and out, and free from any unpleasant odors.

4. Location and Duration

The proposed contract shall be for an initial period of 12 months (one year) unless previously terminated pursuant to the provisions of the General Conditions of the

UN Tourism, with the possibility of extension for an additional year, subject to operational needs and satisfactory performance by the service provider. The vehicle shall remain under the possession and exclusive use of UN Tourism throughout the duration of the contract and may be utilized anywhere within the territory of the Federal Republic of Brazil.

5. Qualification Requirements

- a. Company registration certificate.
- b. Tax clearance certificate.
- c. Social security and labor law clearance certificate.
- d. Proven experience working with government or international organizations.

6. Service requirements:

- Ability to provide vehicles on short notice (within 24 hours)
- Options for daily, weekly, and monthly rental terms.
- National coverage
- Support via account manager