

# DP WORLD BERBERA

## INVITATION TO BID

### Provision of Employee Transportation and Shuttle Bus Services for DP World Berbera Port and Berbera Economic Zone (BEZ)

DP World is a world leader in global supply chain solutions, specializing in cargo logistics, port terminal operations, maritime services, and free zones. DP World Berbera Port is a key integrated maritime, logistics, and industrial hub serving the Horn of Africa region.

<b>Tender Information</b>	<b>Details</b>
Tender Reference	DPWB/ITB/BUSES TRANSPORTATION /04062026
Tender Opening Date	4th June 2026
Clarification deadline	15 <sup>th</sup> June 2026
<b>Submission deadline</b>	<b>17<sup>th</sup> June 2026</b>
Submission Method	<b>Only</b> Hard Copy Sealed and stamped Envelope
Submission Address	DP World Berbera procurement office
Location	DP World Berbera Port, Somaliland

	<b>Outside buses Port</b>	<b>Inside Buses port</b>	<b>Outside Buses for freezone</b>	<b>Total Buses required</b>
Number of Buses	10	17	1	<b>28</b> Buses for both freezone and Berbera port
Hours	24 hours to be available for assigned shifts- these buses will transport employees from and to terminal.	<b>12 hours per Day</b> (either in night shift or Day shift)		
Location	Outside the Port – Buses shall transport employees between designated bus stops located near employees' residences within Berbera city and surrounding villages and Gate 1 of the Port, and return them after their shifts.	Inside the port only		
Buses capacity	<b>Minimum 28 Seats buses</b>	<b>Minimum 28 Seats buses</b>	<b>Minimum 28 Seats buses</b>	<b>Minimum 28 Seats buses</b>

## **Scope of service-Required.**

### **1. SCOPE OF SERVICES**

The Contractor shall provide complete transportation management services including:

#### **1.1 Internal Transportation Services**

- Complete shuttle transportation inside port 24 / 7 for all employees / contractors / visitors etc.

#### **1.2 External Transportation Services**

- Employees transportation between Port and pickup / drop off locations for rotating shifts
- Employees / contractors transportation between BEZ and pickup / drop off locations for rotating shifts

#### **1.3 Operational Coverage**

- DP World shall provide operational requirements, shift timings, pickup/drop-off locations, and expected manpower movements
- The Contractor shall develop and maintain optimized transportation plans and schedules for DP World approval.

#### **1.4 DP World reserves the right to:**

- modify routes,
- add operational areas,
- increase or reduce fleet requirements,
- and revise schedules based on operational needs.

#### **1.5 Business Continuity / Emergency Response Requirement**

- Contractors shall maintain business continuity plans to ensure uninterrupted transportation services during emergencies or operational disruptions.

### **2. FLEET REQUIREMENTS**

#### **2.1 Fleet Capacity**

The Contractor shall provide sufficient buses and transportation resources to support:

- regular employee transportation,
- emergency / standby transportation,
- operational surge requirements,

- and uninterrupted transportation services.

## **2.2 Vehicle Specifications**

All vehicles shall:

- be in excellent mechanical condition,
- comply with Somaliland transportation laws,
- comply with DP World HSSE standards,
- have functioning air conditioning systems at all times,
- maintain acceptable cleanliness standards,
- include fire extinguishers,
- maintain safe seating conditions,
- driver's safety seat belts
- and be approved by DP World inspection teams.

## **2.3 Fleet Age Requirement**

Preference shall be given to buses not older than XX years from manufacturing date.

DP World reserves the right to reject unsuitable or non-compliant vehicles.

## **2.4 Reserve Fleet**

The Contractor shall maintain reserve buses available 24/7 for:

- breakdowns,
- maintenance replacement,
- emergencies, operational surges and incident recovery.

## **2.5 Passenger Capacity & Utilization**

The number of passengers transported shall not exceed the number of available seats in the vehicle.

No standing passengers shall be permitted on buses.

## **3. DIGITAL TRANSPORTATION MANAGEMENT SYSTEM**

The Contractor MUST implement advanced digital monitoring and reporting systems.

### **3.1 GPS & Real-Time Tracking**

All buses shall be equipped with:

- live GPS tracking, real-time route monitoring,
- speed monitoring, geofencing capability, trip history,
- driver behavior monitoring and route deviation alerts.

### **3.2 Digital Dashboard**

The Contractor shall provide DP World access to a live monitoring software / dashboard capable of displaying:

- real-time bus location, route status,
- delays, breakdown alerts,
- speed violations, fleet utilization and operational disruptions.

### **3.3 Automated Reporting**

The digital dashboard or in some cases the contractor shall provide:

- daily operational reports,
- weekly / monthly KPI reports,
- maintenance reports,
- complaint tracking reports,
- incident reports, HSSE reports,
- corrective action reports
- weekly vehicle maintenance reports including weekly professional vehicle wash

**All reports shall be submitted electronically.**

## **4. HEALTH, SAFETY, SECURITY & ENVIRONMENTAL REQUIREMENTS**

### **4.1 Safety Compliance**

The Contractor shall comply fully with:

- DP World HSSE standards and road safety regulations,
- operational safety procedures and emergency response requirements

### **4.2 Driver Safety Standards**

Drivers must:

- hold valid licenses,
- complete defensive driving training,



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- complete DP World induction,
- comply with PPE requirements,
- avoid reckless driving,
- avoid mobile phone use while driving,
- qualify annual medical screening requirement especially eye test

#### **4.3 Speed Management**

Maximum allowable speed:

- Inside terminal: 30 KM/H
- External operational roads: As defined by DP World and Somaliland laws.

All speed violations shall be digitally monitored and recorded.

#### **4.4 Fatigue Management**

Drivers shall comply with the following fatigue management requirements:

- maximum driving hours: 12 hours within any 24-hour period,
- mandatory minimum rest period: 1 hour during shift operations,
- and compliance with applicable road safety regulations.

#### **4.5 Environmental & Sustainability Requirements**

The Contractor shall:

- minimize vehicle emissions,
- avoid oil/fuel leakage,
- implement environmentally responsible maintenance practices,
- reduce unnecessary idling,
- and support sustainable transportation initiatives where possible.

### **5. TECHNICAL REQUIREMENTS**

The Contractor shall:

- Implement a preventive maintenance program for all vehicles.
- Conduct daily vehicle inspections.
- Maintain vehicle maintenance and inspection records.
- Ensure tire safety and brake functionality.



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- Ensure continuous vehicle roadworthiness.
- Submit digital daily pre-start checklists covering fluids, brakes, steering, lights, and tires before terminal entry.
- Provide compliant vehicle maintenance schedules.
- Install tamper-proof speed limiters set to terminal speed limits.
- Provide valid emissions compliance certificates.
- Ensure only authorized drivers and approved vehicles with valid terminal fitness stickers enter the terminal.
- Remove broken-down vehicles from operational lanes within the specified response time.
- Immediately remove from service any vehicle deemed unsafe or unroadworthy until repaired and approved for use.

DP World reserves the right to:

- conduct inspections,
- reject unsafe vehicles,
- and suspend buses from operation.

### **6. STAFFING REQUIREMENTS**

The Contractor shall provide sufficient operational manpower including:

- transport coordinators,
- supervisors,
- qualified drivers,
- maintenance personnel,

#### **6.1 Staff Competency & Qualifications**

All contractor personnel shall:

- possess relevant qualifications, licenses, certifications, and experience appropriate to their assigned roles,
- be physically fit to perform assigned duties,
- complete DP World induction and mandatory HSSE training requirements,
- maintain professional conduct and appearance,
- comply with DP World policies, procedures, and code of conduct requirements,
- and maintain basic communication capability relevant to operational requirements.

#### **6.2 Driver and other Staff Conduct & Behavior Requirements**

Drivers shall:

- maintain professional and respectful behavior,
- refrain from smoking inside vehicles,
- strictly avoid operating vehicles under the influence of khat, drugs, or alcohol,
- maintain acceptable personal hygiene standards,
- and wear contractor-provided uniforms at all times while on duty.

## **7. CONTRACTOR PERFORMANCE MANAGEMENT**

### **7.1 Service Level Requirements (SLA)**

The following minimum standards shall apply:

<b>KPI</b>	<b>Minimum Target</b>
On-Time Departure (within $\pm 10$ minutes of scheduled time)	$\geq 99\%$
On-Time Arrival (within $\pm 10$ minutes of scheduled time)	$\geq 99\%$
Internal Shuttle Waiting Time	Maximum 5 minutes
Breakdown Recovery Time	$\leq 15$ minutes
Replacement Bus Deployment	$\leq 15$ minutes
Speed Compliance	100%
GPS System Availability	$\geq 99\%$
Preventive Maintenance Compliance	$\geq 95\%$
Complaint Resolution	$\leq 24$ hours
Fleet Cleanliness Compliance	$\geq 95\%$

### **7.2 Performance Evaluation**

DP World shall conduct:

- monthly KPI evaluations,
- quarterly business reviews,
- annual supplier evaluations,
- random audits,
- and employee satisfaction assessments.

Repeated non-performance may result in:

- financial penalties,

- corrective action plans,
- suspension,
- disqualification from future tenders,
- or contract termination.

### **7.3 Penalties & Performance Deductions**

Penalties will be applied on the following:

- late buses / absent buses
- speeding violations
- unsafe driving
- route deviations
- poor / unsafe vehicle condition
- repeated complaints
- failure to maintain GPS systems
- delayed reporting and or HSSE violations

DP World reserves the right to:

- apply invoice deductions,
- issue warning notices,
- suspend operations,
- or terminate the contract

### **8. INCIDENTS, ACCIDENTS & LIABILITY**

The Contractor shall bear full responsibility and liability for damages, injuries, losses, penalties, claims, or legal actions arising from:

- contractor vehicle operations, driver negligence, misconduct, traffic violations,
- or non-compliance with applicable laws and DP World requirements.

The Contractor shall:

- immediately notify DP World verbally of any incident or accident,
- submit a written incident report within four (4) hours via email,
- and cooperate fully in incident investigations.

The Contractor shall also be responsible for driver misconduct and violations of applicable laws or DP World requirements.

All vehicles shall maintain valid insurance coverage at all times.

## **9. TECHNICAL EVALUATION CRITERIA**

### **Technical Evaluation – 70%**

<b>Criteria</b>	<b>Weight</b>
Transportation Experience	10%
Fleet Capacity & Condition	15%
Digital Monitoring Capability	20%
HSSE Management System	15%
Maintenance Capability	5%
Driver Competency & Training	5%

Minimum technical passing score: 70%.

### **Commercial Evaluation – 30%**

## **10. REQUIRED SUPPLIER SUBMISSIONS**

### **Suppliers shall submit**

- company profile,
- fleet list, vehicle photos,
- insurance certificates,
- maintenance procedures,
- HSSE plans,
- GPS capability details and dashboard demonstration,
- emergency response plans,
- driver qualification records and references from similar projects,

## **10. TENDER CLARIFICATIONS & SITE VISIT**

### **12.1 Site Visit**



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Suppliers are encouraged to conduct a site visit to familiarize themselves with the operational environment, transportation routes, and service requirements prior to submitting their proposals.

#### 12.2 Clarification Requests

Any clarification requests regarding this tender shall be submitted in writing to [dpwb.procomm@dpworld.com](mailto:dpwb.procomm@dpworld.com) before the clarification deadline.

#### 12.3 Clarification Responses

DP World shall provide clarification responses in writing. Verbal discussions or instructions shall not be considered binding unless confirmed in writing by DP World