



IOM International Organization for Migration
OIM Organisation Internationale pour les Migrations
OIM Organización Internacional para las Migraciones

IOM Turkey
[Istanbul Office]

REQUEST FOR QUOTATIONS (RFQ) AND GENERAL INSTRUCTION TO SERVICE PROVIDERS (GIS)

The International Organization for Migration (**IOM**) is an intergovernmental organization established in 1951 and is committed to the principle that humane and orderly migration benefits both migrants and society.

In the framework of IOM Turkey programmes, the IOM invites interested and eligible Transport Service Providers to submit their Quotations for providing different rental Buses within Istanbul and as per the below table.

This RFQ includes Instructions to Service Providers and administrative requirements that Service Providers will need to follow in order to prepare and submit their quotations for consideration by IOM.

IOM reserves the right to accept or reject any quotation, and to cancel the procurement process and reject all quotations at any time prior to award of the Contract, without thereby incurring any liability to the affected Service Provider/s or any obligation to inform the affected Service Provider/s of the ground for IOM's action.

Very truly yours,

Procurement Unit
IOM Istanbul

IOM is encouraging companies to use recycled materials or materials coming from sustainable resources or produced using a technology that has lower ecological footprints.

GENERAL INSTRUCTION TO SERVICE PROVIDERS (GIS)

1. Description of Services

IOM requests eligible and interested Transport Service Providers to submit quotations (as per the below table) for providing different rental Buses (Mini Van, Mini Bus, Midi Bus, and Bus) within Istanbul, and as per the below table (Annex B).

The general conditions shall be of these in below:

- The Service Provider agrees to provide IOM the below listed types of Buses; cleaned, serviceable, good running condition (road worthy) and appropriately maintained buses for the purpose of transporting IOM beneficiaries upon requested by IOM's representative in timely and efficient manner.
- The Service Provider shall make the services available to IOM including; fully qualified, licensed and insured drivers, fuel, regular services, maintenance, spare parts, lubricants, and the insurance covering to the Buses against all possible risks.
- The driver shall have a sufficient knowledge and experience in maintaining the Bus. Reparation caused by any accident and/or mechanical damage during the journey of the Bus is the sole responsibility of the Service Provider.
- The Service Provider shall ensure that all necessary Buses' documentations required as per the regulations of the Government of Turkey are in good order and valid during the period of this agreement.
- All costs of the driver and/or co-driver and/or driver's assistant including salaries, per diems, taxes, and any other associated costs shall be the responsibility of the Service Provider not IOM.
- The Bus provided to IOM must have the following:
 - ✓ Valid registration documents.
 - ✓ Valid driving license for the driver.
 - ✓ Valid insurance policy covering
 - Comprehensive Insurance for the Bus including the Third Party Liability.
 - The Personal Accident Insurance for the driver and all passengers' seats.
- Unlimited Mileage shall be applied. No extra charges shall apply for any reason, including deviation or third party intervention.
- The Bus provided by the Service Provider shall include an adequate supply of tool kit, first aid kit, fire extinguisher; torch light, and in particular, a spare tire. The Service Provider shall guarantee an orderly and efficient transport operation and is to replace the broken or unserviceable Bus immediately, in case of accidents/incidents and/or for maintenance purposes. The Service Provider is to maintain regular monitoring of the technical condition of the Bus. The inspection of tires and brake system is particularly important. IOM reserves the right to inspect the Bus provided by the Service Provider, and to require a change of any Bus not deemed safe or suitable for the proposed operational duties. If the Bus is not operational for any of the reasons above, IOM will consider the same as non-operational and shall be

refused. In the event that IOM must seek a third party to replace a Bus not provided by the Service Provider at the scheduled time, all related costs will be charged to the Service Provider and this will be applied in case of the delay in showing up upon requested.

- Drivers shall have a sufficient knowledge and experience in maintaining their own Bus. Reparation caused by any accident and/or mechanical damage during the journeys of the Bus is the responsibility of the Service Provider.
- The Service Provider will ensure to assign a responsible contact person (with at least two backup staff in case of absence) to be the focal point in dealing with all the issues related to the deployment of Buses, briefing and guiding the drivers regarding code of conduct and all other related matters. The Service Provider will provide the contact details of the company focal point (and his backup) who should be reachable by IOM on 7/24 basis.
- Any driver caught under the influence of the drugs/alcohol will be brought/surrendered to the police for disciplinary actions.
- The Service Provider shall ensure that during the trip, each driver must carry a sufficient fund to secure the fuel needed along the journey. It is completely forbidden to load fuel jerry cans on board with the buses.
- The drivers must always carry valid documents of the Bus insurance/registration and valid driver's license.
- The Service Provider shall provide a sufficient number of qualified drivers. The maximum number of working hours of the drivers shall not exceed applicable national standards and regulations (in order to avoid accidents due to fatigue).
- The drivers of the vehicles/buses rented by IOM on monthly basis cannot be used for private company transfers and will only be dedicated for IOM.
- The drivers shall operate the Bus in a safe manner, with due regard for the safety of the passengers.
- All aspects of the drivers including payment, worker's compensation insurance and drivers' accommodations during the journey are the sole responsibility of the Service Provider. No employment relationship exists between IOM and the drivers.
- IOM will not be responsible to the Service Provider for any loss or damages to any Bus. IOM shall not be responsible for the security of the drivers neither during, nor outside the period of IOM movements. Apart from the agreed fee, IOM will bear no responsibility towards the Service Provider, in particular not for claims that maybe raised by third parties against the Service Provider.
- The Service Provider shall be solely liable for any damage or injury suffered by IOM during any movement due to the fault, negligence or otherwise of the Service Provider.
- IOM has no single obligation to support the Service Provider's staff during the works.

- The Prices shall be valid for the duration of 12 months. In case the fuel price increased centrally by the Government of Turkey more than 15% then IOM is obliged to reconsider the prices.
- Year of manufacture of the buses should not be beyond 2016.
- The Service Provider shall invoice IOM by the end of each month. The Service Provider shall provide the corresponding (BRF) Bus Request Form and proflight (Namelist) / case number and country of destination information in the breakdown of the invoice.
- Payments shall become due within 10-15 working days after IOM's receipt and approval of the invoice. No requests for advance payment can be made under this agreement.
- The Service Provider shall be responsible for the payment of all taxes, duties, levies and charges assessed on the Service Provider in connection with this Agreement.
- The Service Provider is either the legal owner of the Buses, or the authorized user of the sub-contracted buses to be rented, and that the same are properly registered in all cases, as evidenced by a Certified True Copy of the registration papers (or Deed of Ownership). Each Bus must carry the original registration papers at all times during the period of the Agreement.
- Each Bus to be leased is covered by a Comprehensive Motor Vehicle Insurance issued by a reputable insurance company for the entire duration of the Agreement, as evidenced by a Certified True Copy of comprehensive motor vehicle insurance policy to be provided by the Service Provider to IOM prior to signing this Agreement.
- The drivers assigned to the Buses used under this Agreement are to be suitably attired at all times in the prescribed uniform and shall conduct themselves in a manner that will not cause any prejudice or bad publicity to IOM image.
- Service Provider shall do its utmost efforts to allocate the same number of buses and drivers to be always dedicated for IOM frequent needs without frequent changes on the fleet nor drivers. The drivers and/or other personnel of the Service Provider assigned for the buses used under this Agreement are to be trained for the specific processes of IOM.
- Service Provider shall meet IOM's urgent requests, as well as any last-minute cancellations or changes to any previous requests. In some cases, this may reach up to a short notice of 30 minutes. Service Provider shall not charge any extra fee in case of last minute cancellations or changes (even including the return of the bus without transferring of the passengers due to any reasons) or shall not charge extra fee in case of short notice requests. Service Provider shall agree that IOM may do last minute revisions to the transfer requests' date and time and/or bus size and/or number of passengers to be carried.
- Luggage loading, transportation and offloading is the full responsibility of the Service Provider through the assigned driver and co-driver. Service Provider shall not apply charges for the extra buses (or vehicles) or extra labor being provided in order to handle the luggage of the passengers. Luggage allowance for each passenger is two big suitcases and one hand luggage, totaling of approx. 56kg for each passenger.

- Service Provider shall agree that transfers from IOM Premises or from any other locations as requested by IOM require maximum flexibility from the driver since no exact timing can be determined in advance because it is not quite clear when the medical examinations for the refugees might be completed. Service Provider shall provide the buses to be on standby position and this will not be considered as daily allocation of the buses.
- IOM transfer requests will include the following info; the number of passengers to be transferred (Service Provider shall automatically take into account the amount of luggage in total), the pick-up location, and the pick-up time. Service Provider considers that pick-up time is flexible for all locations, which means that Service Provider shall make the buses and drivers ready at the exact time and location.
- In case driver of the Service Provider is supposed to leave the passengers far from the arrival location because of an unexpected event such as excavation work on the street, block of the street by authorities or by any other unexpected reason, driver shall call the relevant IOM staff to share information regarding that and shall ask IOM staff's opinion regarding the action to be taken and share the location where to drop the passengers, etc.
- Service Provider shall take the full responsibilities and liabilities in case of providing an outsourced bus/driver to meet the IOM transfer requests and that all potential risks resulting by any accidents and/or incidents that may occur shall be the sole responsibility of the Service Provider, not IOM.

2. Corrupt, Fraudulent, and Coercive Practices

IOM requires that all IOM Staff, manufacturers, Service Providers or distributors, observe the highest standard of ethics during the procurement and execution of all contracts. IOM shall reject any proposal put forward by Service Providers, or where applicable, terminate their contract, if it is determined that they have engaged in corrupt, fraudulent, collusive or coercive practices. In pursuance of this policy, IOM defines for purposes of this paragraph the terms set forth below as follows:

- Corrupt practice means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the action of the Procuring/Contracting Entity in the procurement process or in contract execution;
- Fraudulent practice is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, the Procuring/Contracting Entity in the procurement process or the execution of a contract, to obtain a financial gain or other benefit to avoid an obligation;
- Collusive practice is an undisclosed arrangement between two or more bidders designed to artificially alter the results of the tender procedure to obtain a financial gain or other benefit;
- Coercive practice is impairing or harming, or threatening to impair or harm, directly or indirectly, any participant in the tender process to influence improperly its activities in a procurement process, or affect the execution of a contract

3. Conflict of Interest

All Service Providers found to have conflicting interests shall be disqualified to participate in the procurement at hand. A Service Provider may be considered to have conflicting interest under any of the circumstances set forth below:

- A Service Provider has controlling shareholders in common with another Service Provider;
- A Service Provider receives or has received any direct or indirect subsidy from another Service Provider;
- A Service Provider has the same representative as that of another Service Provider for purposes of this quotation;
- A Service Provider has a relationship, directly or through third parties, that puts them in a position to have access to information about or influence on the Quotation of another or influence the decisions of the Mission/Procuring Entity regarding this quotation process;
- A Service Provider submits more than one Quotation in this Quotation process;
- A Service Provider who participated as a consultant in the preparation of the design or technical specifications of the Services that are subject of this quotation process.

4. Eligible Service Providers for the LTA (one year Long Term Agreement)

Only Service Providers that are determined to be qualified shall be considered for award. In order to establish their eligibility, together with the Quotation the Service Provider shall submit the following;

- Registration documents
- Taxation cards
- Past performance/experience of the same type of business
- Financial reports of the last three years

5. Errors, omissions, inaccuracies and clarifications

The documents and forms requested for the purpose of soliciting Quotations shall form part of the Contract; hence care should be taken in completing these documents.

Service Providers shall not be entitled to base any claims on errors, omissions, or inaccuracies made in the Quotation Documents.

Service Providers requiring any clarifications on the content of this document may notify the IOM in writing at the following address:

*Address: IOM Istanbul
Attn: Mr. Memetcan KUTLAY
Email: procurementistanbul@iom.int*

IOM will respond to any request for clarification received. Copies of the response including description of the clarification will be given to all Service Providers who received this General Instruction, without identifying the source of the inquiry.

6. Confidentiality and Non-Disclosure

All information given in writing to or verbally shared with the Service Provider in connection with this General Instruction is to be treated as strictly confidential. The Service Provider shall not share or invoke such information to any third party without the prior written approval of IOM. This obligation shall continue after the procurement process has been completed whether or not the Service Provider is successful.

7. IOM's Right to accept any Quotation and to reject any and all Quotations

IOM reserves the right to accept or reject any Quotation, and to cancel the procurement process and reject all Quotations, at any time prior to award of contract, without thereby incurring any liability to the affected Service Provider/s or any obligation to inform the affected Service Provider/s of the ground for IOM's action.

8. Requirements

8.1 Quotation Documents

The following shall constitute the Quotation Documents to be submitted by the Service Providers:

- a.) Quotation Form (Annex A)
- b.) Prices Table Form (Annex B)

Service Providers are required to use the same formats provided below as Annexes to this document but in their letterhead documents with their signature and stamp.

8.2 Quotation Form

The Quotation Form (Annex A) and other required documents shall be duly signed and accomplished and typewritten or written in indelible ink. Any correction made to the prices, rates or to any other information shall be rewritten in indelible ink and initialed by the person signing the Quotation Form.

The language of the Quotation shall be in English and prices shall be quoted in TRY.

Prices quoted by the Service Provider shall be fixed during Service Provider performance of the contract and not subject to price escalation and variation on any account, unless otherwise approved by IOM. A submitted quotation with an adjustable price quotation will be treated as non-responsive and will be rejected.

8.3 Validity of Quotation Price

The submitted prices shall remain valid for a minimum period of 1 year, after the deadline for submission.

In exceptional circumstances, prior to expiry of the period of validity of quotations, IOM may request that the Service Providers extend the period of validity for a specified additional period. The request and the response there shall be made in writing. A Service Provider agreeing to the request will not be required or permitted to modify its quotation.

9. Submission of Quotation Documents

Quotations must be submitted by email to: procurementistanbul@iom.int addressed to Mr. Memetcan KUTLAY.

Quotations shall be submitted on or before 5 pm on the 6th of March 2019. Late¹ Quotations will not be accepted.

10. Acceptance of Quotations.

IOM is not bound to take an immediate decision on the acceptability or unacceptability of Quotations at the time of their opening.

11. Rejection of Quotations

Quotation can be rejected for the following reasons:

- (a) The Quotation is not presented in accordance with this General Instruction;
- (b) The Quotation Form or any document which is part of it is not signed;
- (d) The Service Provider is currently under list of blacklisted Service Providers;
- (e) The Service Provider offer imposes certain basic conditions unacceptable to IOM;
- (f) Sudden internal operational and administrative changes within IOM.

IOM is not bound to accept any offer received and reserves the right to waive any minor defect in an offer, provided, however, that such minor defect (i) does not modify the substance of the offer and (ii) does not change the relative ranking of the Service Providers.

12. Evaluation of Quotations

IOM shall evaluate and compare the Quotations on the basis of the following:

- (a) Completeness and responsiveness of the documents mentioned in 4 and 8.1
- (b) Compliance with the description listed above

¹ Quotation delivered beyond the prescribed date and time shall be considered late, the envelope shall be immediately returned to the Service Provider unopened. The date and time of submission of the Quotation shall be recorded. A quotation submission log shall be prepared for the purpose.

(c) Prices

Arithmetical errors will be corrected on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the correction of the errors, its Quotation will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

13. Delivery Sites and Period of Delivery

The services should be rendered within Istanbul unless advised otherwise.

14. Liquidated Damages (not applicable)

If the Service Provider fails to deliver any or all of the Services within the period specified in Annex B above, a penalty payment of 0.1% of the price of the undelivered services for every day of breach of the delivery schedule by the Service Provider will be applied.

15. Payment

Full payment shall be made within 10-15 working days upon IOM's inspection and acceptance of the service, and upon IOM's receipt of the valid original invoice describing the services delivered.

16. Settlement of Dispute

The United Nations Commission on International Trade Law (UNCITRAL) arbitration rules will apply for any dispute, controversy or claim that will arise in relation to the procurement process.

Annex A

QUOTATION FORM

Date : _____

To : _____

Having examined the General Instruction for the Supply and Delivery of *[insert description of Services]*, the receipt of which is hereby duly acknowledge, I, representing *[name of company]* offer to supply and deliver the requested services in conformity with the General Instruction in accordance with the Price Table (Annex B) which is herewith attached and form part of this Quotation.

I undertake if my offer is accepted, to deliver the services in accordance with the delivery schedule set out in the Price Schedule.

I agree to abide by this Quotation for the Validity Period specified in the General Instruction which may be accepted at any time before the expiration of that period.

I hereby certify that this Quotation complies with the requirements stipulated in the General Instruction.

Dated this _____ day of _____.

[signature over printed name]

[in the capacity of]

Duly authorized to sign Quotation for and on behalf of

_____ *[name of company]*

Annex B

Prices Table

A) Monthly Rental Vehicles / Buses

No.	Description	Qty.	Unit Measure	Within Istanbul	Out of Istanbul
1	Mini Van (8+1 seaters)	1	Per Month		
2	Mini Bus (16+1 seaters)	1	Per Month		
3	Midi Bus (25+1 seaters)	1	Per Month		
4	Bus (45+1 seaters)	1	Per Month		
5	Sprinter (1 wheelchairs+8+1 seaters)	1	Per Month		

Notes:

- Days of service: the entire month, including weekends and holidays.
- Maximum daily working hours per shift: 12 hours. (the second 12 hours is mandatory rest, not for serving other clients)
- Minimum mileage allowance is 5.000 km per month per bus to be applicable. Additional fee may apply on the extra mileages, and as follows: Mini Van & Mini Bus (TRY ---) per km, Midi Bus (TRY ---) per km, Bus (TRY ---) per km, and Sprinter (TRY ---) per km.
- Fuel cost is excluded for this category and shall be reimbursed by IOM to the service provider on monthly basis against the submission of fuel receipts to the IOM fleet manager.
- Fees such as; parking, motorway and bridge toll fees, and ferry use are all excluded, and IOM shall reimburse to the service provider against the submission of respective receipts to the IOM fleet manager.
- Drivers' meals and accommodation is excluded and IOM shall reimburse in case of out of Istanbul trips.
- Due to parking concerns at IOM IST Office and safety/security considerations, and that the drivers are the sole responsible persons for the safety/security of the rental buses as assigned by the service provider, the rental buses shall remain kept with the drivers for out of the regular working hours. In this respect, each driver is entitled for a mileage allowance of 15 km per day for residence commuting (round trip). This allowance shall be checked by the IOM fleet manager upon the weekly submission of the buses logbooks.

B) Daily Rental Vehicles / Buses

No.	Description	Qty.	Unit Measure	Within Istanbul	Out of Istanbul
1	Mini Van (8+1 seaters) (Daily rate, Working days)	1	Per Day		
2	Mini Bus (16+1 seaters) (Daily rate, Working days)	1	Per Day		
3	Midi Bus (25+1 seaters) (Daily rate, Working days)	1	Per Day		
4	Bus (45+1 seaters) (Daily rate, Working days)	1	Per Day		
5	Sprinter (1 wheelchair+4+1 seaters) (Daily, Working days)	1	Per Day		
6	Mini Van (8+1 seaters) (Daily rate, Weekend Days and Holidays)	1	Per Day		
7	Mini Bus (16+1 seaters) (Daily rate, Weekend Days and Holidays)	1	Per Day		
8	Midi Bus (25+1 seaters) (Daily rate, Weekend Days and Holidays)	1	Per Day		
9	Bus (45+1 seaters) (Daily rate, Weekend Days and Holidays)	1	Per Day		
10	Sprinter (1 wheelchairs+8+1 seaters) (Daily rate, Weekend Days and Holidays)	1	Per Day		

Notes:

- Maximum daily working hours per shift: 12 hours. (the second 12 hours is mandatory rest, not for serving other clients)
- Minimum mileage allowance is 150 km per day per bus to be applicable. Additional fee may apply on the extra mileages, and as follows: Mini Van & Mini Bus (TRY ---) per km, Midi Bus (TRY ---) per km, Bus (TRY ---) per km, and Sprinter (TRY ---) per km.
- Fuel cost is included in the above rates.
- Fees such as; parking, motorway and bridge toll fees, and ferry use are all excluded, and IOM shall reimburse to the service provider against the submission of respective receipts to the IOM fleet manager.
- Drivers' meals and accommodation is excluded and IOM shall reimburse in case of out of Istanbul trips.
- Due to parking concerns at IOM IST Office and safety/security considerations, and that the drivers are the sole responsible persons for the safety/security of the rental buses as assigned by the service provider, the rental buses shall remain kept with the drivers for out of the regular working hours. In this respect, each driver is entitled for a mileage allowance of 15 km per day for residence commuting (round trip). This allowance shall be checked by the IOM fleet manager upon the weekly submission of the buses logbooks.

C) Rental Vehicles / Buses on trip basis

No.	Description	Qty.	Unit Measure	Rate per Trip
1	Mini Van (8+1 seaters) to/from Gayrettepe Dedeman – to/from Ataturk Airport	1	Trip	
2	Mini Van (8+1 seaters) to/from Gayrettepe Dedeman – to/from Sabiha Gökçen	1	Trip	
3	Mini Van (8+1 seaters) to/from Gayrettepe Dedeman – to/from Istanbul New Airport	1	Trip	
4	Mini Van (8+1 seaters) to/from Gayrettepe Dedeman – to/from Hastane Şişli, Amerikan, Memorial	1	Trip	
5	Mini Van (8+1 seaters) to/from Beşiktaş – to/from Gayrettepe Dedeman	1	Trip	
6	Mini Van (8+1 seaters) to/from Gayrettepe Dedeman – to/from Taksim (Consulates of Italy/Belgium/Germany)	1	Trip	
7	Mini Bus (16+1 seaters) to/from Gayrettepe Dedeman – to/from Ataturk Airport	1	Trip	
8	Mini Bus (16+1 seaters) to/from Gayrettepe Dedeman – to/from Sabiha Gökçen	1	Trip	
9	Mini Bus (16+1 seaters) to/from Gayrettepe Dedeman – to/from Istanbul New Airport	1	Trip	
10	Mini Bus (16+1 seaters) to/from Gayrettepe Dedeman – to/from Hastane Şişli, Amerikan, Memorial	1	Trip	
11	Mini Bus (16+1 seaters) to/from Beşiktaş – to/from Gayrettepe Dedeman	1	Trip	
12	Mini Bus (16+1 seaters) to/from Gayrettepe Dedeman – to/from Taksim (Consulates of Italy/Belgium/Germany)	1	Trip	
13	Midi Bus (25+1 seaters) to/from Gayrettepe Dedeman – to/from Ataturk Airport	1	Trip	
14	Midi Bus (25+1 seaters) to/from Gayrettepe Dedeman – to/from Sabiha Gökçen	1	Trip	
15	Midi Bus (25+1 seaters) to/from Gayrettepe Dedeman – to/from Istanbul New Airport	1	Trip	
16	Midi Bus (25+1 seaters) to/from Gayrettepe Dedeman – to/from Hastane Şişli, Amerikan, Memorial	1	Trip	
17	Midi Bus (25+1 seaters) to/from Beşiktaş – to/from Gayrettepe Dedeman	1	Trip	
18	Midi Bus (25+1 seaters) to/from Gayrettepe Dedeman – to/from Taksim (Consulates of Italy/Belgium/Germany)	1	Trip	
19	Bus (45+1 seaters) to/from Gayrettepe Dedeman – to/from Ataturk Airport	1	Trip	
20	Bus (45+1 seaters) to/from Gayrettepe Dedeman – to/from Sabiha Gökçen	1	Trip	
21	Bus (45+1 seaters) to/from Gayrettepe Dedeman – to/from Istanbul New Airport	1	Trip	
22	Bus (45+1 seaters) to/from Gayrettepe Dedeman – to/from Hastane Şişli, Amerikan, Memorial	1	Trip	
23	Bus (45+1 seaters) to/from Beşiktaş – to/from Gayrettepe Dedeman	1	Trip	
24	Bus (45+1 seaters) to/from Gayrettepe Dedeman – to/from Taksim (Consulates of Italy/Belgium/Germany)	1	Trip	
25	Sprinter (1 wheelchairs+8+1 seaters) to/from Gayrettepe Dedeman – to/from Ataturk Airport	1	Trip	
26	Sprinter (1 wheelchairs+8+1 seaters) to/from Gayrettepe Dedeman – to/from Sabiha Gökçen	1	Trip	
27	Sprinter (1 wheelchairs+8+1 seaters) to/from Gayrettepe Dedeman – to/from Istanbul New Airport	1	Trip	
28	Sprinter (1 wheelchairs+8+1 seaters) to/from Gayrettepe Dedeman – to/from Hastane Şişli, Amerikan, Memorial	1	Trip	
29	Sprinter (1 wheelchairs+8+1 seaters) to/from Beşiktaş – to/from Gayrettepe Dedeman	1	Trip	
30	Sprinter (1 wheelchairs+8+1 seaters) to/from Gayrettepe Dedeman – to/from Taksim (Consulates of Italy/Belgium/Germany)	1	Trip	

Notes:

- Fees such as; parking, motorway and bridge toll fees, and ferry use are all included in the above rates.
- Fuel cost is included in the above rates.
- Greeter fee (at the airport exit gate, with an IOM sign or name plate) is included in the above rates.