



UNITED NATIONS CHILDREN'S FUND
SUDAN COUNTRY OFFICE

TERMS OF REFERENCE (TOR) FOR INDIVIDUAL CONSULTANTS AND INSTITUTIONAL
CONTRACTORS

Project/Program Title: Administration Section

Position Title/Services description:

Duration of Contract: April 1st 2020 to March 30th 2022

Duty Station: Khartoum

AWP Reference Details: *Provision of Elevator Maintenance and repair services*

Supervisor: Administrative Specialist

1. Background:

The UNICEF Sudan Country Office is comprised of two buildings (a six-floor east building and a three-floor west building) the two buildings have two elevators serving the staff and visitors to the office.

The Administration section is seeking the services of qualified technicians and companies that can provide preventive and repair services to the two elevators to ensure the proper maintenance and operations of both elevators.

The following specifications provide a scope of work that guide the service provider in maintaining the UNICEF elevators.

2. Purpose of Assignment

This Service is part of the premises management system, where the purpose of this contract is to provide repair and maintenance services of the two Elevators on the premises.

It is aimed at providing complete maintenance coverage including examinations, cleaning, painting, lubrication, adjusting, parts replacement, repairs and testing on all parts of the elevator equipment including, but not limited to the following objectives.

3. Basic objectives of consultancy/contractor (assignment) services (2-5 Objectives).

- 1. Reliability:** To provide reliable Elevator repair and maintenance services to SCO Khartoum premises
- 2. Responsiveness:** To provide the required repairs and maintenances within 24 hours from the request ready to deploy to the field.

Objective 1:
ESTABLISHING A SCHEDULED MAINTENANCE SYSTEM

1.1 All preventive maintenance performed by the Contractor shall be scheduled elevator by elevator prior to commencement of the contract and subject to final approval of the Owner/Agent.

1.2 The preventive maintenance schedule, as prepared by the Contractor, shall show building name, elevator serial numbers, examination frequency, and examination hours and be keyed to a preventive maintenance schedule prepared for the specific equipment covered by this SPECIFICATION.

1.3 Maintenance schedules shall be permanently located in the equipment rooms for each elevator. The schedules shall be accessible for the Amin section for monitoring.

1.4 Removal of elevators from service shall be coordinated with and approved by the Owner/Agent. To the extent possible all preventive maintenance that requires removal of elevator from service shall be scheduled during off peak hours of building operation. No elevator shall be taken out of service during the normal business day without prior notification to the Owner/Agent except under emergency conditions. Contractor shall not remove from service more than one elevator at a time in any bank of elevators (except in emergencies). Emergency circumstances are understood to be those which pose imminent possibility of equipment damage or passenger injury as judged by the Contractor's employees. Elevators taken out of service shall be identified by placing signage at every floor indicating elevator is out of service. Signs shall be removed after service is restored.

Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
1. Minimum preventive maintenance frequency visits shall be weekly for gearless equipment, semi-monthly for geared equipment, monthly for hydraulic equipment and semi-monthly for Elevator equipment. 2. Schedules shall be maintained by indicating the work performed, signature of the mechanic performing the work and dated the day the work was performed.	1.1 Safe and secured office elevators 1.2 Fully operational elevators with minimum downtime. 1.3 Controlled maintenance costs	Throughout the LTA period

Evaluation Criteria:

1. Maintenance reports
2. Breakdown frequencies
3. Maintenance costs records

Objective 2:

PERFORMING PROFESSIONAL EXAMINATION FOR UNICEF ELEVATORS:

- 2.1 The Contractor shall examine the equipment at regular intervals sufficient to preserve

the life of the equipment.

2. 2 When, as a result of a Contractor examination, corrective action is determined to be the responsibility of the Contractor, the Contractor shall proceed immediately to make (or cause to be made) replacements, repairs and corrections.

2. 3 When such work is determined not to be the Contractor's responsibility, a written report signed by the Contractor, shall be delivered to the Owner/Agent. If the Owner/Agent disagrees with the Contractor's determination, Owner/Agent and Contractor shall use their best efforts to resolve the disagreement in a manner mutually agreeable to the parties.

2. 4 Items of an emergency nature shall be communicated by the Contractor to the Owner/Agent immediately and followed up in written form.

2. 5 Examinations of the equipment shall follow the basic procedures recognized by the elevator service industry. (Paragraph 2.02.01 states minimum visits).

Ensure the linkage of each Objective with set of Key Activities/Tasks and a set of Outputs/Deliverable

Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<p>A. Examine the equipment at regular intervals</p> <p>B. Replacement of parts and carrying out repairs and corrections as required</p> <p>C. Examinations of the equipment shall follow the basic procedures recognized.</p>	<p>2.1 Elevators are examined on timely and systematic manner</p> <p>2.2 Faults and errors are identified and addressed in a timely manner</p> <p>2.3. Periodic Examination reports prepared and filed.</p>	Throughout the LTA period

Evaluation Criteria:

1. Quality of Examination reports
2. Down time frequency and duration.

Objective 3:

Maintaining clean and presentable elevators: The office Elevators are used by UNICEF staff and visitors hence need to be kept in up to standard cleanness and presentably to ensure the comfort and safety of users.

Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<p>3. 1 The Contractor shall clean all of the elevator equipment as well as the elevator equipment room, hoistways and pits. Cleaning of the equipment shall</p>	<p>1. A pleasant experience for UNICEF staff using the UNICEF elevators</p>	Throughout the LTA period

<p>occur at regular intervals sufficient to maintain a professional appearance and preserve the life of the equipment. Minimum cleaning intervals shall be as set forth in Part 4 of this SPECIFICATION.</p> <p>3.2 The Contractor shall report to the Owner/Agent the need for cleaning and/or janitorial services for all items not covered by the contract or which is otherwise not the responsibility of the Contractor.</p>		
<p>Objective 4: ADJUST AND REPLACE: Adjustments shall be made at regular intervals to maintain the elevator in optimum operating condition</p>		
Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<p>4.1 The Contractor shall make the necessary equipment adjustments when the operation of the equipment varies from its normal designed performance standards.</p> <p>4.2 Qualified individuals, employed by the Contractor, shall make adjustments with appropriate tools and instruments. Adjustments shall be made at regular intervals to maintain the elevator in optimum operating condition.</p> <p>4.3 Parts or assemblies that have worn (or otherwise deteriorated) beyond normal adjustment limits shall be replaced.</p>	<p>1. Adjusted elevators 2. Steadily operating Elevators</p>	<p>Throughout the LTA period</p>
<p>Evaluation Criteria: 1. Smooth elevator operation.</p>		

Scope of work to be performed reflected in Annex 1

<p>4. Estimated cost of Consultancy/Contractor Service and WBS and Grant: (For Internal Planning purposes)</p>

USD

WBS and Grant

Link the payment schedule to each/set of outputs or deliverable and timeline,

<p>5. Amount budgeted (Overall Approved Budget in AWP Activity)</p>
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- TBD

<p>6. Qualification or specialized knowledge/experience/expertise required for the assignment:</p>

- Minimum 3 years of experience in the field of vehicle rental in Sudan.

<p>7. General Terms and Conditions of the Contract:</p>
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- Under the consultancy agreements, payment is deliverable based as defined in the ToR
- All remuneration must be within the contract agreement.
- No contract may commence unless the contract is signed by both UNICEF and the consultant or Contractor.
- For international consultants outside the duty station, signed contracts must be sent by fax or email.
- Unless authorized, UNICEF will buy the tickets for the consultant. In exceptional cases, the consultant may be authorized to buy their travel tickets and shall be reimbursed at the “most economical and direct route” but this must be agreed to beforehand.
- Consultants will not have supervisory responsibilities or authority on UNICEF budget.
- Consultant will be required to sign the Health statement for consultants/Individual contractor prior to taking up the assignment, and to document that they have appropriate health insurance, including Medical Evacuation.
- Mention is it as per the General Terms and Conditions of the Contract.
- Mention “Grace Period” for submission of deliverables, after which payment will not be processed

Evaluation Criteria:

The Proposal will be evaluated using the following criteria and percentage distribution:
70% evaluation for technical proposal & 30% evaluation for financial proposal.

Technical Proposal evaluation criteria

Criteria	Technical Qualification Requirements	Maximum Points
Technical Evaluation	1. Company Qualifications (recommendation letters, experience certificates, copy of previous contracts with UN agencies, reputable companies, Embassies or NGOs ...etc.): 40 marks	
	• Relevant experience on Elevator maintenance services	15
	• Client references; reports from previous contract pertaining to elevator maintenance	15
	• Any certification (ISO etc.)	10
	2. Proposed Services (Company profile should include the followings): 30 marks	
	• Appropriateness of methodology and match with business requirement	10
	• Quality and logic of work plan	5
	• Innovative approach	5
	• Proposal for checking the Elevator and diagnosing the defects	5
	• Proposed reporting mechanism	5
	3. Personnel Qualifications (CVs of the key staff with relevant experience/ background): 30 marks	
	• Compatibility of staff structure and resource allocation to the project requirements	10
	• Expertise of the suggested project team: qualifications and experience	10
	• Project manager: experience managing similar projects	10
Total Maximum before adjustment		100
Total Maximum for Technical evaluation	Total Maximum before adjustment x 0.7	70
Minimum score for technical compliance		49
Total Maximum for Commercial evaluation.	Overall Price	30
TOTAL POINTS	Total of combined evaluation	100