

TERMS OF REFERENCE for ESTABLISHMENT of LONG-TERM AGREEMENT(s) FOR GENERAL PREMISES, BUILDING AND ELECTRICAL MAINTENANCE WORKS

UNICEF Sierra Leone Offices

1. BACKGROUND

To maintain a safe and conducive working environment in UNICEF offices, there is a need for regular maintenance of the buildings, electrical and plumbing systems as well as furniture and fixtures. From time to time these premises have maintenance problems/faults which need urgent attention, hence, the need to have a long-term arrangement with service provider(s) who would provide these services promptly every time such problems/faults occur will improve the efficiency for the office and a lot of time will be saved in procurement of these services since contractors are preselected. Currently UNICEF premises in Sierra Leone include the “Country Office compound”, located at Central Medical Stores in Freetown, the “warehouse compound” at Ferry Junction, and two “Field Offices” located in Kenema and Makeni. The Makeni location is excluded from this tender as it is shared with the World Food Programme (WFP) offices, and WFP will be responsible for its maintenance.

UNICEF thus wishes to engage in Long Term Agreements with one or more contractors which will have pre-negotiated rates for regularly performed jobs and a contract ceiling which will only translate into commitment once a Local Purchase Order (LPO) is issued.

The contractor will be required to have staff members (electrician, mason / builder, carpenter etc. readily available). A manager for UNICEF will also be appointed who will be the focal point for all UNICEF premises maintenance issues and will monitor the workers.

2. OBJECTIVES, PURPOSE & EXPECTED RESULTS

The objective pursued is to contract a long term agreement (LTA) for 2 years with possibility of 1 additional year with one or more service provider(s), that can provide fault diagnosis, maintenance and repair services for all the UNICEF premises in Sierra Leone as mentioned above as part of this bid.

The services are related to general premises need, and electrical systems.

The services are divided into 5 lots:

- Schedule 1: General premises work (civil works):
 - LOT 1: Carpentry and Metal works
 - LOT 2: Ground and Block works
 - LOT 3: Plastering and Painting
 - LOT 4: Plumbing services
- Schedule 2: Electrical System
 - LOT 5: Electrical Works

The bidders are allowed to submit offer for more than 1 lot based on their expertise.

3. DESCRIPTION OF THE ASSIGNMENT

The tasks to be provided for each lot are as followed:

LOTS: 1, 2, 3 and 4 General Premises / building Maintenance

3.1. Preventive maintenance on a monthly basis

- The following shall be inspected jointly (Admin together with the contractor) on a monthly basis,
 - The contractor will submit the monthly report to UNICEF for Validation,
 - The contractor will perform works to repair and or to maintain further to the monthly inspection outcome.
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|---------------------|----------|------------------------------------|
| • Doors; | Windows; | Walls; |
| • Tiles; | Locks; | Furniture; |
| • Painting; | Ceiling; | Walkways, septic tank covers etc.; |
| • Drainage system.; | | Plumbing system. |

3.2. Fault Diagnosis and repair on demand

- Upon UNICEF's request, the contractor will diagnostic all malfunction or fault noticed or reported by staff members in buildings/offices or on premises in general.
- Hence the contractor will be expected to submit the diagnostic report and perform works to repair and or maintain faults identified.

Services will include adjustment and small improvements. Where more substantial repair works are required the Contractor shall report all necessary activities including the cost to the UNICEF Admin Specialist/ Officer. If approved, a Local Purchase Order shall be issued after which the works may commence.

LOT 5: Electrical Systems:

3.3. Routine and preventive Maintenance on a daily, monthly and quarterly basis for physical Inspection

- **The following shall be inspected physically on a *daily basis***
 - Generator cable connections;
 - Change over panel / Automatic Transfer Switch (ATS);
 - Transformer (s);
 - Main distribution panels;
 - General compound lighting;
 - Lighting of all offices – all faulty lights or fluorescent tubes shall be replaced immediately (always with LED / energy saver bulbs).
- **Physical inspection of the following systems shall be carried out *weekly*:**
 - Sub distribution boards;
 - Power outlets;

➤ **Physical inspection of the following activities shall be carried out *monthly*:**

- Inspect the entire electrical installation to check for signs of damage or overheating. Immediate action will be required to repair any damage, etc.;
- Conduct maintenance tasks as scheduled by equipment manufacturers / suppliers;
- Consult with UNICEF Admin Services Officer on the necessity to repair or replace items that may lead to the deterioration of services;
- Check Switch Gear, Transformer, Main Distribution Panel, Sub Distribution Panel;
- Check all switches, contactor relays, fuses;
- Check controller and timer;
- Check Power Load;
- Check all cable terminations and earth connection for tightness;
- Check spare parts, fuses and tools;
- Check lighting, sockets, emergency lighting of switch rooms;
- Check earthing system and connection of switch room are in order;
- Check and update the circuit charts;
- Replace any faulty security lamps, or fluorescent tubes and starters.
- Check the light fittings;
- Check the lighting control & dimming system are in order.
- Check that all socket outlets, power, data points and switches are in order.
- Cleaning of equipment.
- Provide a report to UNICEF Admin Specialist on actions taken and quote for all additional work considered necessary, as well as replacements of all spare parts and consumables used;

➤ **Physical inspection of the following systems shall be carried out *every three months*:**

- Switch gear;
- Transformer;
- Main Distribution Panel;
- Metering Panel;
- Change Over Panel;
- Control and Sub Distribution Panel;

➤ **The Contractor shall report on the following:**

- Damages;
- Missing equipment;
- Faults and Alarms;
- Consumption of electricity, running hours etc.;
- Temperature, pressure where necessary;
- Record plant performance data, including kilowatts per hour, voltage, current, power factor and indication lights
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3.4. Fault Diagnosis and repair on demand:

- Upon UNICEF's request, the contractor will diagnostic all malfunction or fault noticed or reported by staff members related to Electrical system.

- Hence the contractor will be expected to submit the diagnostic report and perform works to repair and or maintain faults identified

4. DELIVERABLES

- All UNICEF premises (mentioned above) are efficiently and effectively maintained and good work environment is maintained;
- All electrical systems are efficiently and effectively maintained to ensure their proper functioning and reduced risks to staff members;
- All faults are attended to within 30 minutes from the time they are reported to the service provider. For this goal to be effectively attained the service provider will have to have dedicated technicians readily available on site;
- The service provider shall be required to deploy a senior on-site supervisor who will be available on call from 7:00am to 5:00 pm from Mondays through Fridays as well as during odd hours in case of emergencies;

5. REPORTING REQUIREMENTS

The contractor will be reporting to the Administrative Services Officer.

LOTS	REPORT	FREQUENCY	CONTENT
LOT 1 General Premises	Preventive Maintenance Report	Monthly	-Outcome on the monthly joined inspection -Estimation of costs for repair and maintenance works based on LTA unit rate (Proforma Invoice)
	Diagnostic Report	On demand	-List of faults to be fixed -Estimation of cost for repair works based on LTA unit rate
LOT 2 Electrical System	Routine and Preventive Maintenance Report	Bi-Weekly	- daily & weekly report -Estimation of costs for repair and maintenance works based on LTA unit rate (Proforma Invoice)
	Preventive Maintenance Report	Monthly	-outcome on the monthly inspection - Estimation of costs for repair and maintenance works based on LTA unit rate (Proforma Invoice)
	Preventive Maintenance Report	Quarterly	-outcome on the quarterly inspection

			- Estimation of costs for repair and maintenance works based on LTA unit rate (Proforma Invoice)
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6. LOCATION AND DURATION

The Long-term Agreement(s) will be for a period of two years with possibility of one additional year upon positive evaluation. It shall cover the UNICEF Offices in Freetown and Kenema and the Warehouse at Ferry Junction (or its new location if warehouse is relocated during the period of the LTA).

7. QUALIFICATION REQUIREMENTS

To be eligible, the bidder should have a valid business registration certificate, a valid national Revenue Tax clearance certificate and a UNGM number. The contractor must be operating from a legal premises in Sierra Leone, and must employ suitably qualified and experienced staff, with minimum experience in providing services to clients in the area of premises maintenance of at least 5 years.

Service providers must register all staff involved in the project with NASSIT and make the necessary monthly payments to NASSIT. UNICEF reserves the right to ask for and examine such records as and when required. Furthermore, service providers should adhere to minimum wages Policies (according to the Labour laws of Sierra Leone).

The Contractor must be familiar with all the safety and security rules and risk mitigations of executing and managing premises maintenance works and services in active offices with staff, visitors and vehicles movement even after hours.

Proven experience in working with international organizations in the provision of similar works will be an advantage. Reference checks will be conducted to validate the ability of service providers to deliver high quality services.

8. EVALUATION PROCESS AND METHODS

Submissions from interested service providers should comprise of two sets of documents, i.e. Technical and Financial proposals (**submitted separately to two different email addresses as per the instructions in the RFP document**).

PROPOSALS WHERE TECHNICAL AND FINANCIAL PROPOSALS ARE COMBINED WILL BE EXCLUDED

The criteria for evaluation are summarized below.

8.1. Technical proposal requirements

Technical offers will be evaluated first. Technical evaluations will be carried out **per schedule**.

The minimum pass mark is 55/70. Bidders not meeting the mandatory administrative requirements and those who score less than the minimum mark will be disqualified from that schedule. A reference check and site visit will be conducted on companies meeting the minimum technical requirements **per schedule**.

The technical proposal comprises of three sets of documents.

- A duly completed and signed Supplier Profile – see Annex C;
- A duly completed ANNEX D: Essential Information to be provided by Interested Suppliers
- Proof that **Mandatory** administrative requirements are met – see section a) below (**EOI-1**)

a. Mandatory Administrative Requirements

See Form **EOI-1**. Scanned copies of the following documents must be provided. Originals will be viewed during the site visits.

- Proof of ownership of the company/Business registration;
- Annex A: duly completed and signed Supplier Profile form with company representative confirming compliance to the various statements;
- A valid Tax Clearance Certificate (NRA, City Council);
- A valid NASSIT certificate;
- A UN Global Market Place Registration number (UNGM)
- Confirmation that copies of the last 2 years financial statements will be made available on request.

Successful bidders will be required to submit the last 2 years' financial statements to UNICEF Supply Headquarters for financial evaluations before tenders can be awarded. Without these documents no contracts can be signed.

The bid will not be considered if all the above documents/information are not presented.

b. Technical Narrative Proposal Requirements

Form EOI-2. Bidders are required to provide a concise narrative description of how they intend to meet the needs of UNICEF in the various premises maintenance areas already mentioned.

Form EOI-3: Corporate Social Responsibility (CSR)/Shared Value

“Shared value” in this context refers to management strategies employed by companies to find business opportunities in solving social problems, whilst philanthropy and Corporate Social Responsibility (CSR) efforts mostly try to “give back” or to avoid any negative consequence scaled business may have on societies, societal values, etc. Increasingly corporate companies are now building and rebuilding business models around social good, which sets them apart from the competition and augments their success. Strategies vary widely, from addressing the needs unserved or underserved customers, changing practices in the value chain to drive productivity by better utilizing resources, employees and/or business partners, or to support local capacity development by improving the availability of skills, youth development, etc., to foster development in the communities where a company operates by boosting productivity, innovation, and growth among other.

For UNICEF, “value” can be defined as results for children and young people in terms of developmental outcomes, such as improved child survival, education, protection from violence and exploitation, living in safe and clean environments, equitable chances in life for children and employment, skills development

and empowerment of young people. In summary investments that could support realization of the SDGs and economic and social development in Sierra Leone and other countries.

Hence UNICEF is interested to obtain information from business investing such strategies to obtain an overview of developments in the country. This section is **optional**.

Form EOI-4 requests information about past experience, with UN Agencies and other INGO's and other local clients. Providing this information is **mandatory**.

8.2. Technical Evaluation Criteria

Technical offers for each schedule will be scored out of **70 points**. Offers with scores less than **55/70** will be disqualified.

A site visit will be conducted to companies meeting the minimum technical requirements **before** the financial proposals will be opened. The technical evaluation scores are summarized below

No	Main Area Description per schedule	Total Max. Points Obtainable
1	Responsiveness, Methodology and Designs	20
2	Company Profile and Experience	20
3	Key Technical Staff	10
3	Mandatory Site Visits and Reference Checks	20
5	Total	70

The Technical Evaluation Criteria are summarised below. This technical evaluation will be carried out against the proposal for each schedule (e.g. Schedule 1: General Maintenance and Schedule 2: Electrical Works).

ITEMS	TECHNICAL EVALUATION CRITERIA PER SCHEDULE	MAX. POINTS
1	OVERALL RESPONSE (the understanding of the assignment by the proposer and the alignment of the proposal submitted with the ToR) – as related to schedule	
1.1	Completeness of response – 5 points	5
1.2 (Annex D: Form EOI-2)	Overall concord between RFP requirements and proposal – 5 points Capacity to perform activities listed in Schedule (1/2) (from narrative proposal in FORM EOI-2)-5 points Viability of proposed strategies & methodologies for Schedule (1/2) - Logical flow of proposed processes and activities (workflow) – 5 points	5 5 5
	SUB-TOTAL 1	20
2	COMPANY PROFILE and EXPERIENCE as related to Schedule	
2.1 (Annex D: Form EOI-1)	All relevant mandatory registrations and information provided	[scored as Administrative compliance]
2.2 (Annex D: Form EOI-1)	Overall Premises Maintenance experience as a company. <i>Key for scoring</i> A Company with experience of 5 years and more - 5 points	10

	A Company with experience of 3 – 5 year - 3 points A Company with experience of less than 3 years - 1 point	
2.3 (Annex D: Form EOI-4)	Range and depth of organizational experience with similar projects: Experience in providing similar service to other United Nation agencies, International humanitarian organization or NGOs as well as Government ministries - 5 points <u>Key for scoring</u> A Company with experience of 10 or more similar projects - 5 points A Company with experience of 5 to 9 similar projects - 3 points A Company with experience of up to 4 similar projects - 1 point	5
2.4 (Annex D Form EOI-1)	Clientele base in since January 2018 to date <u>Key for scoring</u> Having 10 or more clients – 5 points Having 6 to 9 clients – 3 points Having 5 clients or less – 1 point	5
	SUB-TOTAL 2	20
3	KEY TECHNICAL PERSONNEL as related to Schedule	
3.1	Adequate number of technical staff for scheduling and maintenance - 5 points <u>Key for scoring</u> Having minimum 2 focal /technical staff, CVs to be attached - 5 points Having 1 focal /technical staff, CV to be attached - 2 points	5
3.2	Adequate number of technical staff for Supervision of overall contract and work - 5 points <u>Key for scoring</u> Having minimum 2 focal /technical staff, CVs to be attached - 5 points Having 1 focal /technical staff, CV to be attached - 2 points	5
	SUB-TOTAL 3	10
4	SITE VISIT and REFERENCE as related to Schedule	
	Site Visit (existence, structure, financial verification, staffing, equipment etc.) where applicable	10
	Submission of references of previous works	10
	SUB-TOTAL 4	20
	TOTAL TECHNICAL SCORES	70

Only Financial Proposal of bidders whose Technical Proposal are deemed responsive (earning 55 points or more in the Technical evaluation) and site visit report rated as acceptable will be evaluated.

8.3. Financial Proposal (BOQ payment schedule annex E)

Proposers must submit their financial offer providing a breakdown using the payment schedule attached in annex E. Note: It is **mandatory** to submit the financial proposal separately from the technical offer.

8.4. Final Award per lot

Lowest priced technically compliant proposal approach

The Proposals will be evaluated per schedule against the technical criteria above and UNICEF will then undertake a commercial evaluation per lot of the technically compliant Proposals per schedule.

UNICEF will (subject to any negotiations and the various other rights of UNICEF detailed in this RFPS) award the LTA-S(s) to the vendor(s) providing the lowest-priced technically compliant Proposal(s) per lot. The payment schedule covers the five lots; these are Carpentry & Metal Works, Ground and Block Works, Plastering and Painting, Plumbing Services and Electrical Services respectively. UNICEF reserves the right to make different awards for different lots if in the best interests of UNICEF.

9. PROJECT MANAGEMENT

Contract Manager/Supervisor: Administrative Services Officer

10. PAYMENT SCHEDULE

The procedure for initiating payment is as follows:

1. The contractor submits Proforma Invoice (Maintenance works or faults repairs) + Maintenance or fault diagnostic reports
2. The Contractor Manager (Administrative services Officer) certifies “Approved” on the Proforma Invoice and Validates the report
3. The Contractor Manager will provide to the contractor a Manual Order to commence the works
4. The contractor submit invoice + Approved Proforma Invoice + Manual Order for Payment