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| **UNOPS - AFCO**  **TERMS OF REFERENCE FOR THE PROVISION OF VEHICLES MAINTENANCE & SPARE PARTS (GARAGE SERVICES) SERVICES**  **Long Term Agreement** |

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| **SHORT TITLE OF ASSIGNMENT** | | | |
| Provision of Maintenance and Repair Services including Supply of Spare Parts to UNOPS Vehicle Fleet (**29** Armored Vehicles and 6 Soft Vehicles). | | | |
| **DUTY STATION:** | Afghanistan Country Office in Kabul and Field offices (Hairat and Mazar)) | | |
| **PROPOSED DURATION** | Days/Weeks/Months: 24/7 |  |  |
| **CONTRACT PERIOD** | 3+ 2 years |  |  |

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| **BACKGROUND** |
| UNOPS in Afghanistan is looking for pre-qualify companies with expertise to provide its fleet (35 AVs and soft skins) with full Vehicles maintenance services and supply the necessary genuine spare parts. Meanwhile, UNOPS needs to keep its fleet that is available at its main offices in Kabul and in other field offices around the country ready and in excellent condition 24/7. |

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| **OBJECTIVE** |
| The periodic inspections are designed to provide check of all vehicle components, allowing adequate time for repair/replacement of worn and broken parts. Each successive inspection includes all of the elements of the previous inspection (Service level I & II,)  1. Service/Inspection level I – each 2,500 km  2. Service/Inspection level II – each 5,000 km  3. Service/Inspection before and after each long journey, as needed. |

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| **SCOPE OF WORK, ACTIVITIES, TASKS, DELIVERABLES AND TIMELINES, PLUS BUDGET PER DELIVERABLE** |
| The description of preventive maintenance activities follows:  Preventive maintenance is a term used to describe the performance of regularly scheduled maintenance procedures of a vehicle to prevent the possibility of malfunctions. UNOPS will maintain all vehicles in the best possible operational conditions. This will be accomplished by adhering to and/or exceeding the manufacturer's recommended minimum maintenance requirements.  UNOPS AFCO intends to establish long-term agreements to establish and operationalize Vehicles maintenance services as described in this TOR.  Please check attached the list of vehicle parts that need to be replaced/ checked every time maintenance is done for a required period based on km distance crossed.  **Service Level 1 : Every additional 2,500 km Service checks**   * Renew engine oil when the engine is hot (brand of oil that is recommended by the manufacturer). * Renew engine oil filter every 2,500 km. (Every service). * Renew engine fuel filter every 2,500 km. (Every service). * Remove the air filter and clean or renew if too dirty.   **Service Level 2: Every 5,000 km service checks**   * Renew engine oil when the engine is hot (brand of oil that is recommended by the manufacturer). * Renew engine oil filter every 5,000 km. (Every service). * Renew engine fuel filter every 5,000 km. (Every service). * Renew the Air filter. * Renew the AC/filter. * Renew the front and rear Brake pads   **Deliverables & Expected outcomes:**  The service provider will be responsible to deliver the following:   * Proper servicing of UNOPS official vehicles during each service. * Placing stickers at an appropriate place within the vehicle indicating at what mileage the vehicle has been serviced and the next service mileage. * Mechanical Inspection of the vehicles with the view of diagnosing the faults. * Do repairs/maintenance of UNOPS official vehicles after an approval is granted by UNOPS. * Provide panel beating and spray-painting services to UNOPS official vehicles. * Provide maintenance requests top priority and attention. The service provider will provide the following items. * Vehicles are fully technical compliant and roadworthy. * High Quality of services provided. * High response to UNOPS needs. * Warranty on services and spare parts (genuine) provided. * Any work should be made only upon prior approval by UNOPS. * Professional Welding Services * Exhaust Services include Catalytic Converter Services * Alignment Equipment * Up to date diagnostic scanning equipment * Tire pressure equipment with reprogrammable capability * Tire equipment to properly remove, replace and balance tires * Brake lathe machine capable of turning rotors and drums * The ability to look up technical service bulletin recalls * Coolant flush machines * Breaks fluid replacement system * Transmission flush machines * The ability to work directly with the vehicle manufactures * Full-service equipment and overhaul equipment as well   **Timeline:**   1. Regular service: 03-07 Days 2. Emergency service: 01-03 Days |

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| **Vehicle Manufacturer** | **Vehicle Model** | **Year** | **Type of Vehicles** | **Fuel Type** | **Vehicle Identification Number** | **Vehicle Color** | **Location Vehicle** |
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| Toyota | Armored Land cruiser  CD-49-11-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09J394034729 | White | Kabul |
| Toyota | Armored Land cruiser  CD-49-12-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09J994037795 | White | Kabul |
| Toyota | Armored Land cruiser  UN-2131-KBL | 2014 | Armored Vehicles | Diesel | JTMHV09JXD4119883 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1436-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09J394031152 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1437-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09J194032462 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1438-KBL | 2010 | Armored Vehicles | Diesel | JTMDV09J494036097 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1439-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09J494037655 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1441-KBL | 2010 | Armored Vehicles | Diesel | JTMDV09J894037365 | White | Mazar |
| Toyota | Armored Land cruiser  UN-1442-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09JX94037790 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1444-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09J894038615 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1445-KBL | 2010 | Armored Vehicles | Petrol | JTMHT09J084008660 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1446-KBL | 2010 | Armored Vehicles | Petrol | JTMHT09J884008597 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1447-KBL | 2010 | Armored Vehicles | Petrol | JTMHT09J084006570 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1449-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09JX94041239 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1452-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09J094041279 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1453-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09J094041236 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1454-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09J294041364 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1455-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09J994041393 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1456-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09JX94041404 | White | Herat |
| Toyota | Armored Land cruiser  UN-1457-KBL | 2010 | Armored Vehicles | Diesel | JTMHV09J594041407 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1893-KBL | 2013 | Armored Vehicles | Diesel | JTMHV09J6D4093122 | White | Kabul |
| Toyota | Saft Skin Hilux  UN-247-KBL | 2004 | Soft Skin Hilux | Diesel | JTFDE626X00142158 | White | Kabul |
| Toyota | Armored Land cruiser  UN-1163-KBL | 2009 | Armored Vehicles | Diesel | JTMDV09J584003494 | White | Herat TSP |
| Toyota | Armored Land cruiser  UN-2218 | 2016 | Armored Vehicles | Diesel | JTMHV01J9H4213707 | White | Mazar RAIP |
| Toyota | Armored Land cruiser  UN-1746 | 2010 | Armored Vehicles | Diesel | JTMD09JXB4052780 | White | Mazar RAIP |
| Toyota | Armored Land cruiser  UN-1949 | 2012 | Armored Vehicles | Diesel | JTGEB731JX09010455 | White | Mazar RAIP |
| Toyota | TOYOTA Hilux 4WD Double (Armored)  UN-1162 | 2007 | Armored Vehicles | Diesel | MROFR22G680641012 | White | Mazar RAIP |
| Toyota | TOYOTA Hilux 4WD Double Cab  UN-1512 | 2010 | Soft Skin Hilux | Diesel | MROFR22G8A0560387 | White | Mazar RAIP |
| Toyota | TOYOTA Hilux 4WD Double Cab  UN-1513 | 2010 | Soft Skin Hilux | Diesel | MROFR22G1A0562949 | White | Mazar RAIP |
| Toyota | TOYOTA Hilux 4WD Double Cab  UN-762 | 2007 | Soft Skin Hilux | Diesel | MROFR22G100643349 | White | Mazar RAIP |
| Toyota | TOYOTA Hilux 4WD Double Cab  UN-763 | 2007 | Soft Skin Hilux | Diesel | MROFR22GOOO640944 | White | Mazar RAIP |
| Toyota | TOYOTA Hilux 4WD Double Cab  UN-764 | 2007 | Soft Skin Hilux | Diesel | MROFR22GX00640773 | White | Mazar RAIP |
| Toyota | TOYOTA AV LC GXR 2018 (UN-2271) | 2018 | Armored Vehicles | Diesel | JTMHV01J0J5042653 | White | Kabul |
| Toyota | TOYOTA AV LC GXR 2018 (UN-2269) | 2018 | Armored Vehicles | Diesel | JTMHV01JXJ5042577 | White | Kabul |
| Toyota | TOYOTA AV LC GXR 2018 (UN-2268) | 2018 | Armored Vehicles | Diesel | JTMHV01J1J5042693 | White | Kabul |

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| **QUALIFICATIONS, SPECIALIZED EXPERIENCE AND ADDITIONAL COMPETENCIES** |
| Below are the basic elements that the prospective firms should provide;     * Company Profile, including printed brochures and product catalogues relevant to the goods/services being procured. The profile shall show the Availability of professional labour and technical staff at the workshop of the contractor. The supplier should submit his company profile showing the technical staff he has and details about his shop size and list of equipment he uses. * Valid shop licence Registration Certificate issued by the related governmentalAuthority evidencing that the supplier is licensed to provide such service. The supplier should provide this licence within his technical offer documents. * The supplier should have adequate, experienced and skilled workforce in motor vehicle maintenance i.e. motor vehicle mechanics, auto-electricians, panel beaters and spray painters and staff facilities. The company profile will reflect this point as mentioned above. *At least 2 mechanical skillful labour should be available. The mechanic with at least 4 years experience in vehicles maintenance.* * The bidder should provide a list of companies/organizations who they deal with the vendor company in similar services for the past 5 years. Previous experience with UN organizations and/ or any NGOs or public entities. UNOPS has the right to request at least three reference letters of the list with whom it has dealt with and do reference checks so the bidder should provide details about the previous clients, contain the name of previous clients, contact details, name of client officer in charge with his mobile number. * The Garage should have enough space for big vehicles for easy vehicle movement. The bidder should provide details about the size of the garage by Square meters and how many doors of the garage he has with photos for the shop. The Garage should have a proper and secure compound and parking to ensure safety/security of UNOPS vehicles and drivers, if repair lasts more than 1 working day. * The Garage should have Recovery service available 24/7. * Part of the technical evaluation, that the garage location is subject to security clearance by UNOPS security Officer. * Part of the technical evaluation that UNOPS technical panel will do site inspection to ensure that the shop and the bidder provided information comply with UNOPS terms in this TOR. * The bidder shall return this TOR as signed and stamped by the company to reflect his full agreement and comply with all the listed specifications, requirements, terms and conditions of this TOR. Signature & stamp are required on all the pages of this TOR |

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| **CONDITIONS OF WORK** |
| The successful service provider(s) shall provide below services to UNOPS vehicles, in accordance with the UNOPS Policies, Procedures and Guidelines. The products and services required by the UN organization shall basically include, but not be limited to, the following:   * The vendor shall take full responsibility for any error made through maintenance rendered and shall recover at his own cost any loss or damage. * The vendor shall maintain the minimum acceptable level of the essential spare parts for these models of vehicles and shall have a satisfactory source of supply for such parts as may be needed in the performance of services. * The vendor will avail the services of his workshop and give priority to provide UNOPS vehicles with all necessary repair and maintenance. * The vendor shall perform all services in a diligent, skillful and professional manner in strict compliance with the provision of this TOR and the instruction of UNOPS consistent with this TOR or respective contract. * Vendor will carry out repair and maintenance services on the vehicles against written orders issued by UNOPS Focal Point * The vendor shall keep and maintain up to-date records of all services rendered to UNOPS vehicles, the record shall show full details for the vehicle visit (Vehicle plate no., Vehicle type & model, Date & time of repair, driver name that handed the car, driver duty station name, type of service done, description of the parts that used, a signature of the driver to acknowledge the receipt of the service) and shall remind the agency on the next service schedule. * The vendor shall ensure that the mechanics for any repair works are skilled and sufficiently trained on the respective vehicles. Unskilled mechanics/staff shall not carry out any major repairs on UNOPS vehicles. * The Service provider shall has certified workshop for an armored vehicles manufacturer * The Vendor should have well secured garage premises to ensure safety and security of UNOPS official vehicles while under maintenance (also adequate space). * Vehicle maintenance normal hours of operation shall be continuous from 8:00 AM to 5:00 PM daily, Sunday through Thursday and on the weekend if needed. * The service provider shall accomplish schedule preventive maintenance, concurrent and special inspections, tests, and calibration. * The service provider shall be responsible for installation or transfer of vehicle accessories and special equipment as approved by UNOPS. The service provider shall be responsible for repairs and parts after installation. * The service provider shall provide, issue, and add all replenishment fluids/ lubricants to include; Engine oils, transmission, brake and hydraulic fluids, gear lubricants, and coolants that meet the standards set forth by AV manufacturer. * The service provider shall provide onsite maintenance for vehicles and equipment which because of their design or immobility cannot economically be delivered to the vehicle maintenance facility. * The supplier shall provide a copy of the manufacturer’s maintenance schedule for all Armored Vehicles types that are used by UNOPS as part of the submission document. * The Service provider shall provide motor vehicle and equipment repair parts equal to or exceeding the quality of replacement parts supplied by the original equipment manufacturer. * If work is found not satisfactory, the contractor should repeat it at no extra charge to UNOPS. * Invoices should be in English, itemized with a list of all spare parts used quantity and price, and labor costs. * The service provider shall maintain strict control of all accountable documents. This includes logs and registers required by UNOPS. These documents will be made available to UNOPS upon request. Each vehicle should have a file and history records. * The service provider shall provide repair and replacement of vehicle and equipment tires in accordance with Armored company manuals. Disposal of unserviceable tires shall be the service provider’s responsibility in accordance with approved environmental procedures unless UNOPS states otherwise by requester. * The Service provider shall provide intermediate maintenance, preventive maintenance and scheduled inspections/tests; Repair/replace unserviceable parts, assemblies, subassemblies and components; refinish, fabricate parts, and make modifications; repair accessories and auxiliary equipment, and body structural repair. * UNOPS shall submit a work order (request for repair or maintenance) identifying the work to be performed. * The service provider must have the ability to provide and clear the manufactured spare part for AVs.. * The service provider shall not use any material, chemicals, or compounds which UNOPS determines would be unsuitable for the intended purpose or harmful to the vehicles being serviced. . * The Service provider shall have specialists for repair and maintenance of Armoured Vehicles (AVs). * The service provider shall provide/install only genuine spare parts the comply with the armoring company requirements” * The Service provider shall have specialist and capacity for body and fender works. * The Service provider shall provide maintenance services in line with the maintenance intervals prescribed by the manufacturer. * The Service provider shall only provide services only upon receipt of authorized service requests from UNOPS. * Delivery time of completed work to be communicated at time of accepting the vehicle. * The Service provider shall invoice UNOPS without taxes for all services (Spare parts and labor). * Service Provider shall submit monthly statements. The statements shall identify all services provides by invoice number and vehicle number with a copy of the maintenance monthly log record * The service provider shall provide all supplies, personnel, equipment, tools, materials, supervision, and other items or services necessary to perform the management and operation of motor vehicle maintenance functions as defined in this scope of work. * The Contractor shall have landline and mobile phone access. Email address and Fax for continuous communication in case of emergency or unplanned replacement of parts of UNOPS vehicles during the work period (from Sunday to Thursday, 8:30 to17:00. All the information on services performed by the Contractor is to be provided to UNOPS on a monthly basis. The form and content of such information shall be agreed in advance with UNOPS. * All supplies and materials shall be of a type and quality that conform to Toyota specifications and standards – Ideally Original Toyota parts and armored company’s standard. All supplies, materials, and equipment to be used in the performance of work described herein are subject to be checked. |