

## TERMS OF REFERENCE FOR SERVICE CONTRACTING

<b>Assignment</b>	Maintenance of the Security Equipment at UNICEF Yemen Outpost Office in Amman
<b>Location</b>	Amman - Jordan
<b>Duration</b>	12 months
<b>Start date</b>	20 June 2021
<b>End date</b>	19 June 2022
<b>Reporting to</b>	Administrative Officer

### 1. JUSTIFICATION/BACKGROUND

UNICEF Yemen outpost office in Amman main office and annex have their security equipment installed (CCTV, X-RAY, Panic alarm systems, Access control systems, and magnet locks, etc.), frequent use requires these to be kept operational; this requires maintenance services by a qualified contractor.

### 2. OBJECTIVE AND TARGETS

Keeping the security systems operational; providing comprehensive preventive and predictive maintenance (engineering maintenance) services, remedial repair services, and equipment/property inspections, ensuring all security-related equipment, components, and systems operate as intended and in compliance with the manufacturer's recommendations industry's best practices.

### 3. SCOPE OF THE WORK (WORK ASSIGNMENT)

To conduct regular visits monthly to check the systems, report for any expected damage in the system, assess any improvement in the system and respond to urgent malfunctions within 2-4 hours of a call.

#### Items included in the contract (in both Buildings)

- a. CCTV's controlled camera system includes all cameras currently installed and any additional cameras installed after including the DVRs and NVRs and wiring.
  - b. The access control and magnet locks
  - c. The automatic gate motors with infrastructure and wiring.
  - d. Panic alarms and building intercom system.
  - e. The airlock system and the guardhouse, including doors and electric locks.
  - f. The walk-through metal detector and X-ray machine
  - g. The Public-Address system
  - h. Fire extinguishers
  - i. Any additional items or installations of security equipment in the two buildings which might be installed after this contract is signed are included in the contract (additional Cams, locks ...etc.)  
*(Note: Spare parts are not included).*
- Bidders will have the opportunity to visit the premises and assess the equipment available in both offices.

- Bidders are responsible for the workmanship and quality of work. Bidders should have a mechanism to ensure and provide a warranty for any damage arising and incidents/damages that might occur on the equipment while the maintenance work is carried out or due to failure from the technician workmanship.

#### **4. EXPECTED DELIVERABLES**

##### **Tangible and measurable outputs of work assignment**

- a. The contractor responded to urgent service calls (two-four hours from informing).
- b. The contractor provided UNICEF with a functional assessment before any job with a repair and installation plan within the time frame.
- c. The contractor provided free of charge labor charges for installation and regular maintenance excluded from the invoice.
- d. UNICEF is provided with competitive prices for all spare parts and confirmed availability of the parts.
- e. Maintenance procedures are reflected effectively in smooth operational security systems
- f. UNICEF is provided with accurate reports for each system installed in the location and equipment maintenance in the location.
- g. Software managed, updated, upgraded, and equipment installed as required.

#### **5. REALISTIC DELIVERY DATES AND DETAILS ON HOW THE WORK MUST BE DELIVERED**

- One regular visit per month for preventive maintenance and assessment.
- Unlimited visits in case of emergency, the response must be within 2-4 hours from call
- Proper professional assessment before any task, maintenance, replacement of parts, the installation provided to UNICEF with a repairing plan, if the repaired item failed again within one-year time supplier will be charged for the spare parts, and any damage occurs due to that failure of repairing.
- Repairing or new task based on timeframe agreed between UNICEF and the contractor
- If the company failed twice to fix any of the equipment, the company is responsible for providing a third party to fix it, or UNICEF will do that, and the supplier will be responsible for settling the payment for the third party.
- Failure of pricing competitive and availability of parts will allow UNICEF to find another service provider for the broken item, installation of the part will be part of the contract by default with no charges.
- UNICEF will not provide any tools or equipment for maintenance and installations.
- The contractor technicians are equipped with the proper tools required for any maintenance and installation.

#### **6. DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE**

- The company must be registered in Jordan for this type of business
- Five years' experience in this field
- Previous experience with UN or similar customers
- The contractor technicians are professional and experienced in handling CCTV, Access control, mechanical, and electrical.

#### **7. PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS**

- Less frequent malfunctions of the security systems
- Repairs are done with minimum costs
- Provide professional and experienced, qualified technicians
- Ability to provide solutions and initiatives
- Time accuracy in fixing problems
- Proper response time 2 to 4 hours
- Availability of spare parts

**8. FREQUENCY OF PERFORMANCE REVIEWS**

- Overall performance will be every six months, based on the number of regular visits, response to emergencies and quality of repairs conducted
- Parts cost will be compared with the market should be within the market range

**9. Payment Terms**

Payment will be made only upon UNICEF's acceptance of the work performed. The terms of payment are net 30 days, after receipt of invoice and acceptance of work. Payment will be affected by bank transfers in the currency of billing.

**10. Contract Management**

The contractor will regularly report to the Administrative Officer who is responsible for managing the contract.

**11. UNICEF RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE**

In case of unsatisfactory performance, the payment could be withheld. If the contractor is unable to perform satisfactorily, UNICEF has the right to terminate the contract and establish a similar arrangement with another service provider.

**12. REQUEST FOR PROPOSAL**

A two-stage procedure shall assess the proposals, assessing the technical proposal being completed before any price proposal is compared.

Submitted proposals will be assessed using the Cumulative Analysis Method. All proposal requests will be weighed according to the technical (60%) and financial considerations (40%). Financial proposals will be opened only for those applying 45 points or above on the technical part. The proposal obtaining the highest overall score after adding the technical and financial proposals together, which offers the best value for money, will be recommended for the contract award. Applicants shall prepare a proposal as an overall response to ToR, ensuring that the assignment's purpose, objectives, and deliverables are addressed.

**A. Technical proposals**

The technical section of the proposal should be submitted in English languages. All other sections should be annexed. All sections (components) of the proposal will be evaluated, and any omissions will weigh against the quote.

Technical Proposals must include (but not limited to):

- Company profile
- An overall technical approach to the assignment
- Elaboration on the methodology for the preventive maintenance and other tasks of the assignment

- Composition of the team (project focal, technicians...etc.) indicating the technical deliverables they will be in charge of and ...etc.
- Detailed workplan and timeline
- CVs of individual team members with a list of qualified personnel
- Name, position, and email of at least two referees.

#### **B. Financial Offer**

A separate Financial Offer detailing all activity expenses and logistics should be submitted under this section.

The financial proposal must include (but not limited to):

- Cost breakdown of each component with a unit of measures
- Any other financial data as required

The financial proposal shall be submitted in a separate file, clearly named Financial Proposal. No financial information should be contained in the Technical Proposal.

**\_\_60\_\_% technical**

**\_\_40\_\_% financial**

**100% total**

### **13. EVALUATION AND WEIGHTING CRITERIA**

1) Overall Response (5 points)

- General adherence to Terms of Reference and tender requirements

2) Company and Key Personnel (30 points)

- Team member(s) meet academic requirements (10)
- The company meets a minimum (5) years of experience (5)
- The company has previously conducted similar work and provides three references (5)
- Legal registration to provide the service (registered a/o has required certifications, memberships, etc.) (5)
- Company policy on Child labor (articulate policies for the protection & safeguarding of children) – mandatory (5)

3) Proposed methodology and approach (25 points)

- The proposed methodology, work plan, and approach are well constructed and realistic (15)
- Deliverables are addressed as per TOR (5)
- Financially viable: Certified and audited Financial statement (Balance Sheet, Income statement, and cash flow statements) issued by a professional accountant (firm). Bank statement for the year 2019 and 2020 (5)

Minimum technical score: 75% of 60 points = 45 points

### **14. CONDITIONS**

- The contractor will work on its equipment and tools and use its office resources and materials to execute this assignment. **The contractor's fee shall be inclusive of all logistics and office administrative costs**
- Bidders will have the opportunity to visit the premises and assess the equipment available in both offices.
- Bidders are responsible for the workmanship and quality of work. Bidders should have a mechanism to ensure and/or provide a warranty for any damage arising, and incidents/damages might occur on the equipment while the maintenance work is carried out or due to failure from the technician workmanship.
- Companies intending to submit a bid should have the organizational and technical capacity, experience, and professionalism to provide the Services Requirements.
- Bidders should show proof of past and/or present experience in similar projects, demonstrate financial soundness and resources available to carry out the Services Requirements, and have the integrity and proven reliability to ensure good faith performance.
- Bidders should be able to demonstrate an understanding of the requirements and come up with an appropriate work plan and overall approach on how to meet these requirements.

**Inquiries:**

Please direct any inquiries to the focal person indicate on the tender document.

**Proposal submission:**

Technical proposals and financial proposals should be submitted in separate files.

Proposals with all supporting documents should be addressed to:

UNICEF Yemen contracting section  
YEM-Contracts@unicef.org copying dhakim@unicef.org