

## TERMS OF REFERENCE

### ESTABLISHMENT OF A LONG-TERM AGREEMENT TO PROVIDE VEHICLE MAINTENANCE SERVICES FOR UNICEF VEHICLES

#### 1. BACKGROUND

UNICEF Sierra Leone has a fleet of about twenty-eight vehicles (28) to support the implementation of its programme in the country (in Health & Nutrition, Basic Education and Child Protection). The twenty-eight vehicles are in the three UNICEF field offices: **Freetown, Makeni and Kenema**. UNICEF programs are implemented in various districts across Sierra Leone as per below:

1. UNICEF Freetown Office covers all 16 districts.
2. UNICEF Makeni Field Office covers Bombali, Tonkolili, Port Loko, Kambia, Koinadugu, Kono, Karene, Falaba
3. UNICEF Kenema Field Office covers Bo, Kenema, Bonthe, Moyamba, Pujehun, Kailahun.

To sustain this fleet, UNICEF Sierra Leone is looking for one or more service providers to undertake the maintenance services and repair of its fleet, according to manufacturers' specifications, in order to keep the vehicles in a **very good** working, **roadworthy**, **reliable** and **safe** to operate condition.

Repairs should be carried in Freetown, Makeni and Kenema.

#### 2. OBJECTIVES, PURPOSE & EXPECTED RESULTS

##### Objectives

UNICEF is looking for a potential vehicle maintenance workshop (s) to enter into a Long-Term Agreement with, for an initial period of 2 years with the possibility of an extension for an additional year based on positive evaluation. Whilst the LTA(s) will be signed between UNICEF and the selected companies or NGO, it shall remain open to allow all other UN agencies to place Procurement Order (PO) against the said LTA(s). It is estimated that about 3 UN agencies with a total of about 15-20 vehicles may use the LTA in addition to UNICEF.

##### Purpose and Expected Results

The service provider shall be required to maintain a UNICEF fleet of about 28 Toyota vehicles (V8s, Hiace Minibuses, Hard Tops and Hiluxes) stationed in Freetown, Makeni and Kenema as mentioned above. These maintenance services shall include (but are not limited to) routine minor/major services and adhoc repairs.

#### 3. DESCRIPTION OF THE ASSIGNMENT

Please refer to **ANNEX I, II and III**.

1. The contractor shall maintain an adequate inventory of officially authorized manufacturer parts for the above-mentioned vehicles and shall have a satisfactory source of supply for such parts as may be needed in the performance of the services.
2. The contractor will avail the services of his workshop and give priority to UNICEF vehicles with all necessary repair and maintenance to comply with the service delivery timeline already agreed upon.
3. The contractor will perform all services in a diligent, skillful, and professional manner in strict compliance with the provision of this ToR and manufacturer specifications.
4. The contractor shall ensure that mechanics are sufficiently trained to handle all UNICEF vehicles. Unskilled mechanics shall not carry out any major repairs on UNICEF vehicles.
5. The contractor shall ensure the availability of **reliable** means of **communication** with UNICEF for example mobile phone access, email address, fax in case of emergency or unplanned replacement of parts or provision of towing service.
6. The service provider(s) will set up a mobile rescue team which will repair and service its vehicles that are based outside Freetown.
7. The contractor shall:
  - a. be an authorized dealer of Toyota in Sierra Leone. A copy of such authorization from the manufacturer will be provided to UNICEF.
  - b. provide warranties for all services performed.
  - c. provide 24/7 recovery service including mobile services
  - d. have specialists for repair and maintenance of Toyota vehicles.
  - e. provide genuine Toyota service parts for all categories of services
  - f. have specialist and capacity for body and fender works
  - g. be willing to provide better and effective driving tips to driver upon request from UNICEF.
  - h. provide maintenance services in line with the maintenance intervals prescribed by the manufacturer
  - i. provide services only upon receipt of authorized service request from UNICEF
  - j. invoice UNICEF without taxes for all services rendered including labor.
  - k. 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.
  - l. Ensure all supplies and materials shall be of a type and quality that conform to Toyota specifications and standards. All such materials will be subjected to checks by UNICEF as deemed necessary.
  - m. Submit to UNICEF a work order identifying the work to be performed.
  - n. Not use any material, chemicals, or compounds which UNICEF determines would be unsuitable for the intended purpose or harmful to the vehicles being serviced.
  - o. Give UNICEF maintenance requests top priority and attention.
  - p. 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 Toyota.

- q. Use only 100% 20W50 synthetic engine oil type of recognized and well reputed brand. It is the responsibility of the contractor to provide the oil and make sure that there is always enough quantity kept in stock to serve all UNICEF vehicles.
- r. Ensure provision of mobile services to the vehicles at the field offices as required.
- s. Prepare a list of the required spare parts to undertake the maintenance and repairs work and submit a proforma invoice to UNICEF for review.
- t. Provide the necessary spare parts to repair the vehicles at the field.

#### 4. DELIVERABLES

##### 4.1 Routine and preventive Maintenance:

Definition of preventive maintenance: It is a term used to describe the performance of regularly scheduled maintenance procedures of a vehicle to prevent the possibility of malfunctions. UNICEF 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.

The service provider should undertake maintenance services as per below service level available in each location. Please reference to Annex IB for full details.

- Service Level "A" – carried out every 5,000 Kilometers (Engine oil, fuel and oil filters, check fluid levels, indicator lights etc.).
- Service Level "B" – carried out at 10,000 kilometers (All items contained in Level A plus air filter, brakes, tires etc.)
- Service Level "C" – carried out at 20,000 and 50,000 kilometers (checking and maintenance of battery connections, fuse box cover, accelerator cable, radiator cap and seals, axle breather pipes, steering box, seat belts and seats, steering linkage condition, shock absorber for operation and oil leaks. Change gearbox oil & transfer box oil. Renew front and rear differentials. Remove engine heater plugs and check for correct operation. Check engine valve clearance and adjust as necessary).
- Service Level "D" – 100,000 km Adhoc repairs (Renew timing belt, injector nozzles and engine coolant).

##### 4.2 Fault Diagnosis and repair on demand

- Towing services – from any part of the country to the garage/workshop location.
- Any vehicle services that may be required from time to time such as auto electrical repairs, top end overhauling etc.
- Provide vehicle assessment services upon request by UNICEF.

- Provide vehicle maintenance services in Freetown, Kenema and Makeni or offer a mobile service for UNICEF Field Offices in Makeni and Kenema.

## 5. REPORTING REQUIREMENTS

Please follow the instruction as per the table below for the reporting requirement

The service provider shall submit monthly statements, indicating all maintenance services provided by invoice number, vehicle number and detailed maintenance information.

## 6. LOCATION AND DURATION

The LTA shall run for 2 years with the possibility of an extension for one more year. LTA will cover the 3 UNICEF Offices in Freetown, Makeni and Kenema. If the successful bidder has its Headquarters in Freetown, it should be able to operate branch garages in Makeni and Kenema or offer a mobile vehicle maintenance team.

## 7. QUALIFICATION REQUIREMENTS

### Legal Requirements

To be eligible to participate in this bid, the bidder shall provide the following documents:

- Authorization from Toyota to undertake maintenance and repair of its vehicles.
- Has a well secured garage to keep the vehicles during maintenance work and has the capacity to accommodate many vehicles at once
- Professional/Technical certification and experience of personnel involved in the maintenance of Toyota vehicles
- Relevant work experience with UN agencies, and international NGOs
- Knowledge of diagnosing and troubleshooting problems and conducting maintenance work
- Company registration
- NRA Tax clearance
- NASSIT clearance for workers
- UNGM number

**Bidders who fail to provide all documents mentioned above will be disqualified at this stage.**

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

The contractor shall operate from their own workshop premises in Sierra Leone and shall employ suitably qualified and experienced staff, with minimum experience in providing services to clients in vehicle maintenance of at least 3 years.

UNICEF reserves the right to ask for and examine such records as and when required. Furthermore, service providers should adhere to minimum wage policies outlined in the Labour laws of Sierra Leone.

### Technical Requirements

1. 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.
2. Must have a minimum of **5 years' experience** in the provision of similar services in Sierra Leone and provide evidence of having undertaken these services.
3. Must have the required **financial, technical, and human resource capacity** to **effectively** deliver these services. Companies must provide a **short proposal** on their **qualification** through **company profile**, indicating that they have well qualified personnel and sufficient equipment as evidence that they will be able to meet UNICEF's demands.
4. Special interest shall be put on **capacity, service reliability, service quality** and **cost effectiveness** in the service provision.
  - a) Possession of diagnostics equipment for Toyota V8, Hiace, Land Cruiser Hard Top, Hilux and Prado will be an advantage.
  - b) The garage compound **MUST** be fenced and should be able to park at least 10 vehicles with under-vehicle inspection equipment.

## 8. EVALUATION PROCESS AND METHODS

The evaluation will be carried out by UNICEF in accordance with UNICEF's regulations, rules and practices and all determinations are made in UNICEF's sole discretion.

After the opening of Bids, UNICEF will:

- Screen each Bid for compliance with the mandatory requirements of this tender. Failure to comply with any of the terms and conditions contained in this tender, including provision of all required information, may result in disqualification from further consideration. Responses not meeting all the mandatory requirements will be considered non-compliant and rejected at this stage.
- Secondly, a technical team will evaluate bids for compliance with the technical requirements stated in this tender, including site assessment. Suppliers deemed technically compliant will proceed for commercial evaluation.
- Commercial offers must be submitted as per the attached Annex 1

**NOTE the requirement to submit Technical and Commercials separately. Please use Annex 1 to submit commercial offer**

The Technical evaluation shall be allocated a total of 70 points. Only those bidders who score 50 points and above shall proceed to the next stage of financial evaluation. The technical proposals will be evaluated against the following criteria:

Criteria	Max Points↓
<p>Experience and Expertise Professional expertise and experience as well as number of years in the business</p> <p>Key for scoring</p> <ul style="list-style-type: none"> <li>- 10 years and above (6)</li> <li>- 4 – 9 years (4)</li> <li>- 1 – 3 years (2)</li> <li>- Below one year (0)</li> </ul>	6
<p>Experience in providing similar service to other United Nation agencies, International humanitarian organization or NGOs as well as Government ministries and departments –</p> <p>Maximum Points Obtainable - 5</p> <p>Key for scoring</p> <ul style="list-style-type: none"> <li>- Providing service to 3 or &gt;3 categories (5)</li> <li>- Providing service to 2 categories (3)</li> <li>- Providing service to 1 category (1)</li> </ul>	5
<ul style="list-style-type: none"> <li>• Clientele base</li> </ul> <p>Key for scoring</p> <ul style="list-style-type: none"> <li>- Having number of clients: 10 or &gt;10 (5)</li> <li>- Having number of clients: 5 - 9 (3)</li> <li>- Having number of clients: &lt; 5 (2)</li> </ul> <p>Maximum Points Obtainable – 5</p>	5
<p>Technical capacity</p> <ul style="list-style-type: none"> <li>• Adequate number of technical staff - Maximum Points Obtainable – 5</li> <li>(i) - Having 8 or &gt;8 number of focal /technical staff (5)</li> <li>(ii) - Having less than 8 focal /technical staff for (3)</li> </ul>	5
<p>Key personnel relevant experience and qualifications - Maximum Points Obtainable – 10</p> <ul style="list-style-type: none"> <li>- 50% of key personnel with 10 years and above (10)</li> <li>- 50% of key personnel with 4 – 9 years (5)</li> <li>- 50% of key personnel with 1 – 3 years (2)</li> </ul> <p>(Cumulative average shall be considered to compute the years of experience for multiple personnel) 5</p>	10
<b>Site Visit</b>	<b>30</b>

<p>Relevant Workshop, machinery, and equipment to render services. Maximum Points Obtainable – 20</p> <p><b>Garage Space</b></p> <ul style="list-style-type: none"> <li>-Can Accommodate 30 cars and above- 20 marks</li> <li>- Can accommodate 10-29 cars – 10 marks.</li> <li>- Can accommodate below 10 cars – 5 mark</li> </ul> <p><b>Equipment</b></p> <ul style="list-style-type: none"> <li>- Possession of diagnostics equipment for Toyota V8, Hiace, Land Cruiser Hard Top, Hilux and Prado – <b>10 points</b></li> <li>- DO NOT Possess diagnostics equipment for Toyota V8, Hiace, Land Cruiser Hard Top, Hilux and Prado- <b>0 points</b></li> </ul>	
<p>. Proposed strategies and methodologies</p> <ul style="list-style-type: none"> <li>• Viability of proposed strategies &amp; methodologies. Maximum Points Obtainable - 2</li> <li>• Logical flow of proposed processes and activities. Maximum Points Obtainable - 2</li> <li>• Alignment of the proposed work plan and approaches of implementation of the tasks with the statement of work. Maximum Points Obtainable - 1</li> </ul> <p>Maximum point / Total score 5</p>	<b>5</b>
<p>Overall Response</p> <ul style="list-style-type: none"> <li>• Completeness of response. Maximum Points Obtainable - 2</li> <li>• Overall concord between RFP requirements and proposal. Maximum Points Obtainable - 2</li> </ul> <p>Maximum point / Total score 4</p>	<b>4</b>
<b>Total</b>	<b>70</b>

Financial offers will be scored out of **30 points**. 30 points will be allocated to the lowest offers among the technical acceptable offers. All other price proposals receive scores in inverse proportion according to the following formula:

$$\text{Score for price proposal X} = \frac{\text{Max. score for price proposal (30)} * \text{Price of lowest priced proposal}}{\text{Price of proposal X}}$$

## 9. ADMINISTRATIVE ISSUES

Please use the Servicing Price Matrix in Annex 1 and the Spare Parts Price Matrix in Annex 11 to complete your Commercial Proposal which should be submitted separate from the Technical Proposal.

For mobile servicing trips to the Makeni or Kenema offices please add the cost of travel as indicated in Annex 1.

## **10. PROJECT MANAGEMENT**

The project will be managed by the Administrative Services Unit with technical support from the Admin Associate for Fleet Management.

## **11. 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 Contract Manager (Administrative Services Officer) certifies “Approved” on the Proforma Invoice and Validates the report
3. The Contract 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