# ANNEX C - Terms of Reference (ToR)

# Oxygen Generation Plant Repair and Biomedical Engineering Technical Services

1. **BACKGROUND**

UNICEF is committed to strengthening in-country systems and ensure equitable access to lifesaving maternal and child health (MNCH) commodities, services, and programmes. UNICEF has contributed to improving oxygen access through publishing oxygen device specifications with WHO, adding a suite of oxygen therapy devices to the supply catalogue, developing an oxygen system planning tool and improving the quality of maternal, newborn and child health programming including guidance on access to and safe use of oxygen. The COVID-19 pandemic has further exposed and increased a massive oxygen gap that existed in many low- and middle-income countries (LMICs), with limited oxygen infrastructure and production capacity, hospitals not equipped for oxygen provision and a lack of trained human resources. Since the onset of the pandemic, UNICEF has supplied over 27,000 oxygen concentrators as well as accessories and consumables, to 96 countries across the world. UNICEF country offices have supported in-country oxygen response through needs assessment, procurement, distribution, installation and maintenance of concentrators, PSA plants, cylinders or liquid oxygen tanks, service contracts with suppliers, capacity building and other efforts to strengthen country oxygen systems for long-term impact beyond COVID-19 with the aim to improve child health outcomes.

UNICEF is part of [Access to COVID-19 Tools Accelerator](https://www.who.int/initiatives/act-accelerator/about) (ACT-A) a global collaboration to accelerate the development, production, and equitable access to COVID-19 tests, therapeutics, and vaccines. Under the therapeutics initiative UNICEF is co-leading the effort on the “products, services and markets” activities focusing on oxygen solutions. As part of this UNICEF is co-leading a workstream on enabling urgent in-country PSA plant repairs.

1. **PURPOSE AND OBJECTIVES**

The purpose of this Request for Proposal for Services (RFPS) is to seek qualified vendors with significant knowledge and capacity in biomedical engineering and technical services related to oxygen generation equipment. Specifically, UNICEF wishes to enter into non-exclusive Long Term Arrangement for Services (LTAS)[[1]](#footnote-2) for the provision of oxygen generation plant repairs and related biomedical engineering and technical services for an initial one year period, with the possibility of extension for up to two additional years (under the same terms and conditions based on satisfactory performance).

1. **DESCRIPTION OF SERVICES**

To facilitate sustainable oxygen access in an environment of continued supply constraints, UNICEF wishes to solicit proposals for vendors able to carry out oxygen generation plant assessments and repairs, including the sourcing of necessary spare parts. Suitable vendors will also be able to deploy biomedical engineers to provide other services including site assessments, ward piping and training of local technicians.

UNICEF is looking to create LTAS/s with qualified vendors able to provide repairs and other biomedical engineering and technical services listed below. While the specific needs may vary and will be clearly defined in separate Terms of Reference (TOR) for each contract awarded under the LTAS, the typical scope of UNICEF’s requirements are indicated below.

NB: A single vendor may be contracted to implement activities in all three types of services under a specific TOR.

UNICEF will accept proposal from prospective vendors who can deploy engineers and technicians able to provide the entire range of services.

**PSA Plant Assessments**

Rapid assessments of oxygen generation plants and equipment (e.g. PSA plants, VSA plants, and related equipment such as cylinder filling stations, manifolds, etc).

Sourcing parts, plant **repairs and capacity building**

Sourcing materials and parts required for repairs for a range of different brands of plants

Comprehensive repair and commissioning of oxygen generation plants

Training of local technicians in operating plants, and preventative and corrective maintenance for PSA plants, including user care activities

**Other biomedical engineering services**

Training of staff on operating equipment and user care

Site readiness assessments (for receiving new plants, or other equipment)

Non-construction site preparation (for example installation of manifold systems, ward piping and wall outlets)

Assessment and repairs including sourcing spare parts for other oxygen equipment (e.g. concentrators)

Installation and commissioning of new equipment

Training of local technicians in preventative and corrective maintenance including inventory management as relevant

Other services related to biomedical technical area of work

**Geographic coverage**

UNICEF is looking for vendors who can provide the services listed ideally in *multiple* regions, though suppliers operating in only one region will not be excluded.

UNICEF works in more than 130 countries in the world. Prospective vendors should represent their experience in one or multiple of the following regions: EAPRO (East Asia and the Pacific), ECARO (Europe and Central Asia), ESARO (Eastern and Southern Africa), LACRO (Latin America and The Caribbean), MENA (Middle East and North Africa), ROSA (South Asia) and WCARO (Western and Central Africa).

Technical proposals should reference countries where vendor has experience in delivering services, and additional countries/regions where vendor would be willing to provide services. Please also note any exclusions.

Vendors should also indicate capacity to operate in emergencies (including capacity to act within 14-30 days, and to deploy self-sufficient teams/individuals who are comfortable in fragile and/or conflict settings when requested).

1. **REPORTING AND LANGUAGE REQUIREMENTS**

In general, project completion reports are required in English. However, where the official language of the programme country is not English, there may be additional language requirements. For each contract, the language requirement(s) shall be clearly stated in the Terms of Reference.

1. **LOCATION AND DURATION**

The assignments will be implemented in different regions and countries. After LTAS has been signed, the scope, location, duration, and reporting requirements for each assignment will be defined in each Scope of Work/Terms of Reference as specified by the UNICEF country office.

1. **VENDORS QUALIFICATION REQUIREMENTS**

Desired organizations will demonstrate a proven experience in provision of oxygen generation plant repairs, sourcing of necessary spare parts (across different brands of plant) and biomedical engineering services, preferably in locations where UNICEF works. Demonstrated experience in working with UN institutions and/or ministries/governments is an advantage. Refer to technical evaluation criteria for more details.

1. **STRUCTURE OF THE PROPOSAL**
   1. **Technical proposal**

The technical proposal should be supplied in the detailed Technical Proposal Form Annex D. Proposals submitted in any other format will be disqualified. Supporting documents should be attached as clearly labelled separate attachments. Scanned PDFs will not be accepted for the technical proposal.

**7.1.1 Background and capacity**

Provide a brief general description of the organization submitting the proposal, detailing compliance with qualification requirements above. This description should elaborate on your company’s experience in plant repairs and other biomedical engineering and technical services. Selected experiences should emphasize the focus, size and scope of past projects and their outcomes. Please include description of your company’s experiences in specific regions.

**7.1.2 Organizational structure and support systems**

Briefly describe the availability of resources, including facilities and staff (permanent staff, sub-contractors, and freelancers). Indicate the number of staff and offices (country, subnational (field) offices etc. of your institution). If feasible, submit your organizational structure (chart/organogram).

Describe the availability of resources in terms of personnel and their qualifications. Describe the structure of the team, and the works tasks that would be assigned to each. Special attention should be given to providing a clear picture of roles, responsibilities, and accountability. Provide curricula vitae of the key staff to be assigned to UNICEF projects (as is feasible).

In case of proposals submitted as partnerships, proposals should clearly indicate the lead institution that will serve as the contracted entity and clearly describe and provide evidence of successful partnerships and collaboration on similar or related projects with other institutions.

**7.1.3 Quality control mechanisms, project and risk management**

The proposal should describe the proposed methodology to providing the services, including their approach to quality assurance, services outside of business hours, delays in timelines, correction of mistakes and mitigation of risk in these areas. Describe the potential risks that may impact quality or timely completion of expected results. Describe back-up measures that are in place to mitigate these risks. Describe workflow for both emergency as well as non-emergency cases.

Define the steps to indicate how multiple, multi-country requests will be addressed should a situation arise where several UNICEF offices contact the proposer for services.

NB: Please state your ability to deploy staff to be on the ground in country within 14-30 days for emergency-related requests.

**7.1.4a Plant Repair Services**

Suppliers should provide an indicative project plan for a complete plant repair service and indicate the team members required and approximate number of days for each of the following:

* Completion of rapid assessment of PSA plant
* Preparation and submission of rapid assessment report
* Procurement of necessary parts (include active days and approx. lead times)
* Completion of repairs (range of days)
* Testing and commission of the plant
* Development and delivering training for local technicians on operating the plant, carrying out preventative and corrective maintenance

**7.1.4b Plant Repair Brands serviced & example project plan**

Plant repair technical proposal should also:

* Detail the range/brands of plants that can be repaired include indication of your supply chain for components and spare parts (upstream contracts/framework agreements, buffer stock(s), lead times for sourcing and delivering to site, etc.).
* Include a real project plan and plant repair assessment from one of organization’s previous projects/assignments.

**7.1.5 Client references/case studies**

Please provide at least 2 or more client references or case studies of previous experiences in providing the required services. At least one of these must be PSA plant repairs. Details of clients, projects and outcomes could be anonymized for submission, but anonymized reports should contain as much details to provide reviewers with enough information to assess vendor’s suitability for the project.

If providing case studies, 2 x professional referees who may be contacted should be indicated in addition.

**7.2 Financial proposal**

Financial proposals should include daily rates of personnel and are to be submitted using the template provided in Annex E. Failure to quote in USD and submitted in any other format than Annex E will result in the disqualification of the proposal. Sheets 1 and 2 must be completed in full.

Financial proposals will include:

* Sheet 1: Day rates for engineers and technicians (per region, with exceptions/outliers listed)
* Sheet 2: Total indicative lump sum for a plant assessment and report

NB: Travel costs are not to be included in the financial proposals. UNICEF will reimburse travel costs as per UNICEF rules this will include the most direct and economic transportation (economy class only regardless of the length of travel), daily subsistence allowance (DSA), terminal expenses and miscellaneous expenses (visa, airport tax, etc.). Daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC). The vendor (s) will be expected to work from its (their) own offices and to utilize its (their) own resources and consumables. The vendor (s) will not have access to any UNICEF resources or workspace.

1. **EVALUATION METHODOLOGY**

Proposals will be reviewed following a three-step process:

1. Administrative compliance check to ensure all required documentation is submitted (incomplete proposals or proposal that do not meet the requirements will be rejected at this point)

2. Technical evaluation (100 points)

3. Financial evaluation

**8.1 Administrative check**

Proposals will first be reviewed for their completeness in terms of the information requested in the TOR and their compliance with its requirements. Only proposals that successfully pass the administrative check will be subject to technical evaluation.

**8.2 Technical evaluation (100 points)**

Proposals will be reviewed against the criteria listed in the table below. Only those proposals that score **80** points and above will be considered technically compliant and will proceed to the Financial evaluation. All other proposals will be disqualified.

|  |  |  |
| --- | --- | --- |
| **Ref.** | **Criteria** | **Maximum score** |
| **1** | **Profile of institution and key personnel** | **50** |
| 1.1 | Company profile (establishment, facilities, personnel, financial and administrative capacity) | 10 |
| 1.2 | Years of experience in providing plant repair services (Minimum 10 years = 10 points, minimal experience = 0 points) | 10 |
| 1.3 | Technical capacity of identified personnel and/or established service centers | 10 |
| 1.4 | Regional/global capacity (2+ countries in 1 region = 5 points, multiple countries in 1 region = 7 points, multiple countries 2 regions = 10 points, global reach = 20 points) | 20 |
| 2 | **Technical Experience** | **40** |
| 2.1 | Evidenced experience in completing assessments and repairs of oxygen generation plants (based on company profile, technical proposal and case studies) | 15 |
| 2.2 | Evidenced experience in other biomedical engineering services (based on company profile, technical proposal and case studies) | 10 |
| 2.2 | Demonstrated ability to source materials and spare parts to complete repairs (across a range of brands) | 10 |
| 2.3 | Experience with UN organizations and of working in LMICs | 5 |
| 3 | **Presentation** | **10** |
| 3.1 | Overall quality and organisation of the submission (clearly labelled annexes, duly completed proposal forms) | 10 |
|  |  |  |
|  | **TOTAL** | **100** |

* 1. **Financial evaluation**

The proposers should ensure that all pricing information is provided in accordance with Annex E of this RFPS. The financial evaluation will be conducted against all technically compliant proposals (those scoring a minimum of 80 points)

The price to be used for the financial evaluation will be the average daily rates of various skillsets or a theoretical daily cost of personnel for project.

**8.4** **Awards**

UNICEF will make multiple awards to bidder(s) who submitted technically compliant proposals. The awards will be made starting from the lowest-priced proposal per region. The overall number of awards may vary depending on several criteria, including the needs of each region, prices and what provided the best value for money, and is in the best interests of UNICEF.

1. An LTAS is a written framework agreement between UNICEF and the supplier that covers all the commercial terms applicable to contracts issued for predefined services over a specific period of time. [↑](#footnote-ref-2)