

**DATE: 31st OCTOBER 2023**  
**TERMS OF REFERENCE TOR: No. RFQ/NIG/ABJ/SUP/34/2023**  
**MAINTENANCE & REPAIR SERVICES INCLUDING THE PROVISION OF GENUINE**  
**SPARE PARTS FOR UNHCR VEHICLES IN ABUJA AND LAGOS**

**1.0. BACKGROUND & OBJECTIVE**

The United Nations High Commissioner for Refugees (UNHCR) Representation in Abuja, Nigeria is seeking to establish a Frame Agreement with a service provider for the provision of vehicle repairs and maintenance for UNHCR vehicles for Abuja and Lagos offices in Nigeria. The objective of this request is to seek for proposals from qualified vehicle maintenance service providers to provide; periodic and ad-hoc vehicle preventive maintenance and repair services as well as the provision of genuine spare parts for UNHCR vehicles held directly by UNHCR representation offices in Abuja Representational office and Lagos Field Office. UNHCR Nigeria seeks a commercial solution that is professional, efficient, and cost effective in servicing, repairing, and maintaining vehicles. The company would also supply required genuine spare parts as specified by the manufacturer manual.

**2.0. SCOPE OF WORK**

The terms of reference for the provision of Maintenance and repair services inclusive of the provision of genuine spare parts for UNHCR Nigeria vehicles (Abuja, Lagos) are hereunder broadly categorized under five (5) broad scopes of objectives, expected output and their time frame upon which the frame agreement will be based:

1. Provision of prioritized regular and Ad-hoc preventive maintenance services including minor and comprehensive servicing of UNHCR Nigeria vehicles within successful allotted location.
2. Prioritizing planned and unplanned comprehensive quality body work repairs and Mechanical maintenance services, that may include panel beating, body alignment & spray painting of accident vehicles and minor dents. (Part of service delivery as agreed).
3. Respond to UNHCR's service requests in a timely manner. Ensuring commitment towards UNHCR Nigeria spare part stock optimization while also providing necessary genuine spare parts and quality control checks to ensure that the mechanical services unit delivers satisfactory services in prompt and optimal manner.
4. Availability of conducive Location, accessibility and coverage thus ensuring responsiveness of solutions like motor vehicles rescue/emergency and towing/recovery services operations because of mechanical breakdowns or accident-related incidences within and outside UNHCR Nigeria operational area.
5. Ensure good and ongoing record management and rendering services.

Please check below 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. The below requirements are for Service A, B, C

Service A- 5,000 km Service checks	Service B- 10,000 km Service checks
<ul style="list-style-type: none"> <li>● Renew engine oil</li> <li>● Clean sediment filter cartridge (not fitted on all</li> <li>● Clean Fuel Sediment bowl in case of leakage</li> <li>● Check air filters and clean if too dirty.</li> <li>● Check the air intake filter box and hoses for cracks or leaks.</li> <li>● Check water pump shaft for leaks and free play</li> <li>● Check fan belts for tightness and condition (replace as necessary)</li> <li>● Check radiator and all water hoses for leaks</li> <li>● Check/top up radiator coolant</li> <li>● Check radiator fins for blockage and clean as necessary</li> <li>● Check the exhaust system for leakage and security.</li> <li>● Check battery connections and battery tray for condition and security.</li> <li>● Check the battery is not loose, Check battery electrolyte</li> <li>● Check engine and transmission mountings for condition and security.</li> <li>● Check for oil leaks from engine and transmission.</li> <li>● Check condition and security of steering box joints and linkages.</li> <li>● Check all steering ball joints and linkages for wear</li> <li>● Check power steering fluid level</li> <li>● Check steering for abnormal noise and stiffness.</li> <li>● Check gearbox and differential drive flanges for free play.</li> <li>● Check the security of the propeller drive shaft coupling nuts and bolts.</li> <li>● Check all suspension bushings for wear and security</li> <li>● Check all suspension bolts for security.</li> <li>● Check wheel bearings for free play (with wheel jacked up) – adjust if necessary.</li> <li>● Remove wheels and check tyres for cuts, bulges, uneven wear, and thread depth.</li> <li>● Remove rear brake drums, wash out dust, inspect shoes for wear and drums for condition – replace shoes if necessary.</li> <li>● Inspect rear wheel brake cylinders for fluid leaks.</li> <li>● Check brake automatic adjusters for correct operation.</li> <li>● Inspect front brake pads for wear, seals for leaks and front brake disks for condition.</li> </ul>	<ul style="list-style-type: none"> <li>● Perform all 5,000 Km Checks tasks</li> <li>● Clean oil filter cap and crank case breather/Replace</li> <li>● Replace cabin air filter/ AC filter/ dependent on the weather</li> <li>● Clean and reset spark plugs (petrol engine)/ we adjust it</li> <li>● Lubricate all grease points</li> <li>● Check all transmission oil levels</li> <li>● Check all fluid levels (Brake, Clutch, windscreen</li> <li>● Lubricate with oil-can or grease, Throttle and accelerator linkages, Door locks and hinges, Bonnet and boot fastenings and locks</li> <li>● Check Fan belt tension (DO NOT OVERTIGHTEN)</li> <li>● Check Engine idling speed</li> <li>● Check Clutch and brake pedal clearances</li> <li>● Check Body and spring U-bolts</li> <li>● Check Tyre pressures and wear</li> <li>● Check Wheel nuts for tightness</li> <li>● Check Prop-shaft bolts</li> <li>● Perform Wheel alignment and balancing</li> </ul> <p><b><u>Service C: 15000-20,000 km service checks.</u></b></p> <ul style="list-style-type: none"> <li>● Replace fuel filters</li> <li>● Replace air cleaner element (instead of cleaning)</li> <li>● Replace spark plugs</li> <li>● Check battery and radiator fluid levels</li> <li>● Check suspension bushes</li> <li>● Check brake, clutch and Fuel pipes</li> <li>● Reset valve clearances/ If needed</li> <li>● Check brake linings and drums</li> </ul>

<ul style="list-style-type: none"> <li>● Inspect all brake pipes, hoses and connections for condition and leaks.</li> <li>● Pump grease into steering knuckle joints.</li> <li>● Check free wheel operation.</li> <li>● Grease all steering grease nipples.</li> <li>● Refit wheels and check tyre pressures including spare tyre.</li> <li>● Check the security and operation of the handbrake.</li> <li>● Check efficiency of foot brake and handbrake by road testing.</li> <li>● Check for body vibration noises and repair as necessary.</li> <li>● Check the gearbox transmission oil level.</li> <li>● Check brake master cylinder fluid level.</li> <li>● Check clutch master cylinder fluid level.</li> <li>● Fill the windscreen washer bottle with water.</li> <li>● Check the condition of wiper blades.</li> <li>● Check the operation of horns.</li> <li>● Check all instrument gauges for correct operation.</li> <li>● Check the condition of all lights and lenses.</li> <li>● Check operation of indicator lights and hazard lights.</li> <li>● Check rear view mirrors.</li> <li>● Check operation of window controls.</li> <li>● Check the operation of all doors, bonnet and tailgate latches and locks.</li> <li>● Lubricate all door locks, hinges and check straps.</li> <li>● Check suspension shock absorbers condition and operation.</li> <li>● Check the chassis for cracks (especially around suspension mounting areas)</li> </ul>	
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### 3.0. LIST OF UNHCR VEHICLES FOR ABUJA, LAGOS

Location	VEH ID	Item Category Description	Description	Serial ID
Abuja, Nigeria	228 UN 056	4x4 STATION WAGON	TOYOTA, PRADO, KDJ150L-GKFEY,3.0	JTEBH9FJ80K199885
Abuja, Nigeria	228 UN 01	SEDAN	TOYOTA, CAMRY, ASV70L-AETNKW, Pet	JTNBF4HK803046674
Abuja, Nigeria				
Abuja, Nigeria	229 UN 02	4x4 STATION WAGON	TOYOTA, PRADO, KDJ150L-GKFEY,3.1	JTEBH9FJ905101820
Abuja, Nigeria	228 UN 019	4x4 STATION WAGON	TOYOTA, PRADO, KDJ150L-GKFEY,3.0	JTEBH9FJX0K223099
Abuja, Nigeria	228 UN 021	4x4 STATION WAGON	TOYOTA, PRADO, KDJ150L-GKFEY,3.0	JTEBH9FJX0K223426

Abuja, Nigeria	228UN 016	4x4 STATION WAGON	TOYOTA, PRADO, KDJ150L-GKFEY,3.0	JTEBH9FJ80K223439
Abuja, Nigeria	228 UN 04	4x4 STATION WAGON	TOYOTA, PRADO, KDJ150L-GKFEY,3.0	JTEBH9FJ40K22345
Lagos, Nigeria	228 UN 53	4x4 STATION WAGON	TOYOTA, PRADO, KDJ150L-GKFEY,3.0	JTEBH9FJ80K200050
Lagos, Nigeria	228 UN 06	4x4 STATION WAGON	TOYOTA, PRADO, KDJ150L-GKFEY,3.0	JTEBH9FJ20K223338
Lagos, Nigeria	228 UN 23	MINIBUS	TOYOTA HIACE, LH222L-LEMDE,16	JTFSK22P800028063

#### VEHICLE TECHNICAL REQUIREMENT & SPECIFICATION

UNHCR ADMIN UNIT VEHICLES					
Make	Model	Location			
			Lagos	Abuja	Sub-Total Units
TOYOTA	TOYOTA LAND CRUISER PRADO		2	6	9
TOYOTA	TOYOTA HIACE BUS		1		1
	TOYOTA CAMRY			1	1
Total number of UNHCR ADMIN vehicles			3	7	10

#### 4.0. TECHNICAL EVALUATION REQUIREMENT:

- ✓ Company Corporate Registration documents CAC Certificate **pass or fail.**
- ✓ Tax Registration and Clearance documents. FIRS 2020-2022 (3 years) **pass or fail.**
- ✓ Company profile and qualifications including list of staff and their qualification with three (3) evidence of similar work done or Referrals from references with specialization on Toyota. **pass or fail.**
- ✓ Clear physical address of the garage, including the Google map address. **pass or fail.**
- ✓ Audited Financial Report (2020-2022) **pass or fail.**

#### 5.0. Spare parts:

Where applicable the service provider will provide spare parts for repairs when required to be replaced in vehicles.

#### 6.0. Financial:

After all jobs are done on all UNHCR vehicles, the service provider will invoice UNHCR at the end of every service month with specific items purchased/changed where applicable plus service fee included.

#### 7.0. Request for Services:

The Services will be requested using Work Orders duly signed by the designated UNHCR Official. The Contractor must not service any of the Vehicles without receiving a Work Order from UNHCR.

#### 8.0. Agreement Management:

The Contractor will be required to designate an agreement manager who will work with the designated UNHCR official in executing the Agreement.