

**RFP/NIG/ABJ/SUP/04/2023 ANNEX A -TERMS OF REFERENCE**  
**FOR MAINTENANCE AND REPAIR SERVICES INCLUDING THE PROVISION OF GENUINE SPARE PARTS**  
**FOR UNHCR VEHICLES IN ABUJA AND LAGOS.**

**1.0. BACKGROUND AND 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 as a result of mechanical breakdowns or accident-related incidences within and outside UNHCR Nigeria operational area.
5. Ensure good and ongoing record management and rendering services.

**Objective 1:** Provision prioritized regular and Ad-hoc preventive maintenance services including minor and comprehensive servicing of UNHCR Nigeria vehicles within successful allotted location.

Key task	Output/Deliverables	Expected time Frame
Provision of prioritized services upon receipt of authorized service request from UNHCR. Installation or transfer of vehicle accessories and special equipment as approved by UNHCR. The Service provider shall be responsible for repairs and parts after installation which should fall under warranty.	The company would inspect the vehicle and identify the problem and share the itemized list of the required spare parts to the agency's focal point for review and endorsement.	Work to be completed on or before 2 days after acceptance of vehicle for maintenance.
Submitting to UNHCR a work order/proforma to identify the work to be performed.	In a professional and timely manner, work at expediting vehicle maintenance/repair	
Provision of 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 if necessary and approved by UNHCR.	The company using genuine spare parts as specified by the manufacturer in the manual only would provide professional and satisfactory services.	
Installation or transfer of vehicle accessories and special equipment as approved by UNHCR.	The company prioritizing UNHCR vehicles, would provide the required maintenance within reasonable time depending on severity of the problem.	

**Objective 2:** Perform planned and unplanned quality body work repairs and Mechanical maintenance services.

Key task	Output/Deliverables	Expected time Frame
Perform any work that was not scheduled or expected by the maintenance planning system. This will include corrective emergency and deferred maintenance tasks.	Provision of the required machinery and manpower to undertake the maintenance and repairs for UNHCR vehicles.	Ad-hoc repairs to be scheduled within 2 working days after formal notification by UNHCR.
Provision of ad-hoc repair services to the vehicles as required.		
Prepare a list of the required spare parts to undertake the maintenance and repairs work and submit a proforma invoice to UNHCR for review.		
Provide the necessary spare parts to maintain/ repair vehicles.		
Conduct maintenance as detailed in this TOR.		

**Objective 3:** Commitment to UNHCR Nigeria spare part stock Management and Supply of genuine spare parts with consideration to reducing environmental impact.

Key task	Output/Deliverables	Expected time Frame
Provide support in managing UNHCR Nigeria Spare part Stock.	Provision of the required machinery and manpower to undertake the maintenance and repairs for UNHCR vehicles.	Work completed within 5 working days after formal notification by UNHCR.
Prepare a list of the required spare parts to undertake the maintenance and repairs work and submit a proforma invoice to UNHCR for review.		
Provide the necessary spare parts to maintain/ repair the vehicle at the field.		
Also ensure commitment towards UNHCR Nigeria Spare parts Stock Optimization.		
Commitment to reducing environmental impact.	List/propose actions that commit. to reduction of environmental impact.	

**Objective 4:** Availability of quick response solutions for emergency vehicle recovery and towing operation, giving priority to UNHCR Nigeria vehicles.

Key task	Output/Deliverables	Expected time Frame
The Service provider should be able to provide to UNHCR on a priority basis, fast and efficient mobile services such as vehicle recovery and towing services on where and when necessary, within the country.	Conducive Area of operation and car workshops are located near main roads, with convenient access.	Response within one (1) working day.
Have a fleet of tilt and slide recovery vehicles and roadside service vans with qualified operators that may intervene in case of they are contacted for assistance.	Provision of vehicle recovery/towing assistance on short notice within an average response time of two (2) days throughout the country.	
Have an extensive knowledge of the national road network.		
The Service provider should provide UNHCR Nigeria timely reports monthly	Keep intact, flow of information and records.	7th of Every Month.
Submit to UNHCR Supply unit copies of all documents associated with the repair of each vehicle repaired during the month (Service requests, Job cards, and Completion forms).		

## 2.1. Expected Services

### A. Zero-Kilometer:

Zero Kilometer services and checks, or minor repairs performed before the vehicle is put into use.

### B. Service A (5,000Km):

Service A includes Inspections, Checks, Change of oil and fluids, Fuel filter and the Replacement of normal wearing parts due to accumulated time or distance.

### Service B (10,000Km):

consists of all tasks under Service A plus the following tasks: clean fuel tank, Drainage, and renewal of oil in hub reduction gears, Drainage, and renewal of oil in gearboxes, Drainage, and renewal of oil in differentials, Cleaning and repacking front wheel bearings, Tires, and tube rotation.

### C. Service C (15,000 - 20,000km):

shall consist of all tasks in service A and B including Engine oil change, change of oil filter, servicing of fuel nozzles (cleaning and replacing back into engine), cleaning/replacement of brake pad, checking/replacement of engine coolant liquid and conduct tyre rotation, heck tyre pressure and check threading.

### D. Minor repair:

involves the repair or replacement of specific parts and components that fails or wear out and that can be replaced in a relatively short time and may need some special tools and equipment. Examples are batteries, tires, electrical system components, brake system components starters, and alternators.

### E. Major repair:

Usually includes component or system repair needing more specialized tools or equipment and typically requiring more time and training. Examples are replacement of large truck tires, suspension repair and alignment, brake system overhaul, hydraulics repairs, and electrical systems, as well as accident repair and heavy bodywork.

### F. Overhaul and rehabilitation include extensive renewals of power train, chassis, and body systems.

### G. On-road repair includes mobile road-call response, with on-site repairs or vehicle recovery.

### H. Inspection and handing over: Final inspection or quality control should be carried out to ensure that repairs are done according to workshop standards and to the satisfaction of the client. The user must sign on vehicle hand over form and job card when picking up the vehicle.

### I. Discharge services, respecting the United Nations commitment to reducing environmental impact and our ethical stand on child labor or exploitative terms of employment.

## 2.2. Maintenance Records Keeping Expectation

### A. All vehicle repairs and maintenance must be recorded on a work order/job card and filed accordingly.

Every vehicle must have a vehicle file for archiving systematic documents and compiled service records, referring to a detailed job card, specified works carried out, spare parts supplied and all related service and maintenance records for the respective vehicles.

### B. Monthly fleet maintenance records for each vehicle to be submitted to UNHCR Fleet manager electronically and in hard copy.

### C. Old records and documents can only be destroyed/disposed-off upon the disposal of the vehicle from the fleet with the approval from UNHCR.

## **2.3. Minimum requirements for Maintenance and Repair facility.**

### **A. Location, accessibility, and coverage:**

- Availability of purpose-built workshop buildings in various locations.
- Preferably, wide operational range with abilities to mitigate risks and challenges related to geography, climate, and security.
- Located near main road, with convenient access.
- Fire insurance cover.

### **B. Maintenance equipment and tools (Tools and equipment needed for routine maintenance and repairs):**

- i. workshop facility will have basic garage equipment, tools, and facilities:
  - Pit Tools such as complete sets of spanners, screw drivers, Allan keys set, wrenches, hammers, etc.
  - Wheel spanners for various kinds of vehicles.
  - compressor unit.
  - Auto AC tools.
  - Normal & heavy-duty lift Jacks and stands.
  - Gear box oil (CC) dispenser.
  - Inspection trolley.
  - Grease dispenser.
  - Tyre change tools, wheel balancing and wheel alignment machines.
  - Engine tune-up set.
  - Electrical inspection set i.e., meters & gauges.
  - Working facilities including several covered inspection areas, service bays, washing bays and at least 2 inspection pits, 1 vehicle lift and 1 ramp per workshop.
- ii. Reliable electrical Installations and water supply, such as generators, solar panels, and water supply able to support workshop activities in case of disconnection from public electrical grid or water supply.
- iii. Enough courtyard: turning space for vehicles entering and leaving, turning, and parking, preferably without having to back up.
- iv. Insurance, Safety and Security: The Maintenance facilities must:
  - Be insured against fire.
  - Not be liable to flooding and dust problems.
  - Be fenced with night-time lighting, CCTV Cameras, and security guards.

### **C. Minimum requirements for Maintenance and Repair management.**

- i. Availability of Technical expertise: (Trained and skilled mechanics that complement experienced, trained, and competent maintenance managers, supervisors), The service provider shall also have at least one designated specialist for repair and maintenance of armored vehicles.
- ii. Availability of genuine parts: Suitable for all makes and models in this document.
- iii. Information management:
  - Availability of a designated staff with a good command of English language able to maintain a flow of information (incoming and outgoing), prepare and share monthly vehicle Repair Status reports specifying completed repairs and vehicles under repair.
  - Availability of a mechanism and a designated staff able to maintain Vehicle Maintenance Files for each repaired UNHCR vehicle (The file is useful to monitor the frequency and nature of individual vehicle servicing and spare parts consumption trend).

- iv. Occupational Safety and Health Administration: The service provider will ensure all his staff abide by Occupational Health & Safety best practices illustrated in Annex C including but not limited to:
- Personal protective equipment's (PPEs).
  - Fire protection and emergency management including fire insurance cover.
  - Provision of electric safety.
  - General workshop safety.
  - Housekeeping and chemical exposure.
  - Manual handling and tool safety.

### 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	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	JTEBH9FJ40K223454
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

#### i. Vehicle specification and locations

UNHCR ADMIN UNIT VEHICLES					
Make	Model	Location			
			Lagos	Abuja	Sub-Total Units
TOYOTA	TOYOTA LAND CRUISER PRADO		2	6	8
TOYOTA	HIACE BUS		1	0	1
TOYOTA	CAMERY		0	1	1
TOYOTA	TOYOTA LAND CRUISER HARD TOP		0	0	0
TOYOTA	TOYOTA LAND CRUISER DOUBLE PICK UP				
TOYOTA	TOYOTA LAND CRUISER 200 GX ARMOURED				10
TOYOTA	TOYOTA LAND CRUISER HARDTOP 76 ARMOURED				3
TOYOTA	TOYOTA HIACE BUS		1		1
	TOYOTA CAMRY			1	1
Total number of UNHCR ADMIN vehicles			3	7	25

#### **4.0. QUALIFICATION/REQUIREMENT**

- Company Corporate Registration documents and Tax Registration and Clearance documents.
- Company Profile and Qualifications including list of staff and their qualification (with evidence of similar work done or Referrals from References with specialization on Toyota).
- Clear physical address of the garage, including the Google map.
- Audited Financial Report (2020-2023).

#### **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.