

Annex A - Terms of Reference

Maintenance & Repair services with provision of genuine spare parts to UNHCR Vehicles in Sudan

1. INTRODUCTION

1.1. Background

The United Nations High Commissioner for Refugees (UNHCR) Representation office in Khartoum is looking for proposals from qualified service providers (legal entities) to provide; periodic, minor, comprehensive maintenance and ad-hoc repair services. A commercial solution that is efficient and cost effective as described below to vehicles directly or indirectly under UNHCR Representation Office in Khartoum and field offices whenever required by a qualified technical staff. The company should also supply the required genuine spare parts as specified by the manufacturer.

1.2. Locations and Fleet composition

Sudan operation with its Representation office in Khartoum has 4 sub-offices (Kosti, El Fasher, Kassala and Kadugli) supported by 7 Field offices (El Geneina, Nyala, El Daein, Abu Jubeiha, El Fula, Girba and Gedaref) and 3 Field units (Zalengei, El Obeid and Radoom).

UNHCR's fleet in Sudan mainly composed of different Toyota brands namely; Corolla, Hiace, FA100, Land cruiser (pick-ups single and double cabins, Prado TXLs, Hard top series 76/78, and LC J200s), Nissan and Agricultural machines distributed in all offices to provide the logistical support for various programs implementation and thereby assist in achieving the mission of the organization.

Fleet Composition and estimated number of Vehicles per location in details:

Make	Brand	Location	Number of units
TOYOT	TOYOTA LAND CRUISER PRADO	Kassala	8
		Khartoum	9
		Kadugli	2
		Kosti	3
		El Fasher	1
		Nyala	2
	TOYOTA LAND CRUISER 4x4 STATION WAGON 76	El Daein	14
		El Fasher	9
		El Geneina	5
		El Fula	15
		Kassala	40
		Kadugli	18
		Khartoum	40
		Kosti	22
		Nyala	13
		Zalengei	2
	TOYOTA LAND CRUISER 4x4 STATION	El Daein	4
		El Fasher	1
		El Geneina	4
		El Fula	2
		Kassala	11
		Kadugli	6
		Khartoum	9
Kosti		15	
Nyala		2	
PICK-UP TOYOTA-HILUX, D/CAB, RHD		Kosti	1
	El Daein	1	
	Kassala	3	
	Khartoum	2	

		Kosti	3
		Nyala	1
	Minibus TOYOTA HIACE	El Daein	3
		El Fasher	3
		El Geneina	6
		Khartoum	13
		Kosti	2
		Nyala	4
		Zalengei	3
		TOYOTA-COROLLA ZRE182L-GEFNK	El Fasher
	El Geneina		6
	Khartoum		16
	Nyala		3
	Zalengei		3
	TOYOTA Land Cruiser, VDJ200L	Khartoum	7
		Kassala	1
		El Fasher	1
	TOYOTA CAMRY ASV70L-AETNKW	Khartoum	1
NISSAN	BUS NISSAN CIVILIAN COOLER 30	Kassala	1
	GENERAL CARGO TRUCKS	Kassala	1
TAFE	TAFE, AGRICULTURAL VEHICLES	Kassala	7
MF (Massey Ferguson)	MF, AGRICULTURAL VEHICLES	Kassala	11
LANDINI	LANDINI, AGRICULTURAL VEHICLES	Kassala	2

2. SCOPE OF WORK

- Provision of standard preventive maintenance services and ad-hoc repairs for a fleet of 366 vehicles that includes; (25) Toyota Prado vehicles, (178) TOYOTA Land Cruiser 4x4 Station Wagon-76 Series, (54) TOYOTA Land Cruiser 4x4 Station Wagon-78 Series, (1) TOYOTA Hilux, (10) TOYOTA Land Cruiser 4x4 Pick up-79 Series, (35) TOYOTA Hiace, (32) TOYOTA Corolla, (9) TOYOTA Land cruiser VDJ 200 Series, (1) NISSAN Bus, (1) TOYOTA FA100 GENERAL CARGO TRUCK, (20) Agricultural machines.
- To carry out quality and comprehensive body work repairs, that may include panel beating, body alignment & spray painting of accident vehicles and minor dents. (if part of the service delivery agreed upon)
- Respond to UNHCR's service requests in a timely manner. Provide quality control checks to ensure that the mechanical services unit delivers satisfactory services in a prompt and optimal time.
- Quick responses to motor vehicles rescue operations as a result of mechanical breakdowns, towing/recovery services and accident related incidences within and outside the operational area.
- Optimizing the Existing Stock of Spare Parts- the existing spare parts stocks will have quite a number of obsolete spare parts. As a result of this new organizational policy, UNHCR will request the successful service provider to identify such "dead stocks". The identified obsolete spare parts will be auctioned off through the established UNHCR Asset Management procedures. When submitting your offer, please confirm willingness and capacity to perform this one-time exercise, and indicate associated cost, if any.

2.1 Expected services.

1. **Zero-kilometer services, Service A and B:** Zero Kilometer services are checks or minor repairs performed before the vehicle is put into use. Service A includes inspections, checks, changes of oils and fluids, and the replacement of normal wearing parts due to accumulated time or distance. Service B consists of all tasks of Service A plus the following tasks; Clean fuel tank, Drain and renew oil in hub reduction gears, Drain and renew oil in gearboxes, Drain and renew oil in differentials, Clean and repack front wheel bearings, Tyres and tubes rotation.
2. **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.

3. **Major repair** usually includes component or system repair needing more special 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.
4. **Overhaul and rehabilitation** include extensive renewals of power train, chassis, and body systems.
5. **On-road repair** includes mobile road-call response, with on-site repairs or vehicle recovery.
6. **Inspection and handing over:** The final inspection or quality control should be carried out to ensure that repairs are done according to the workshop standards and to the satisfaction of the client. The user must sign on vehicle hand over form and job card when collecting the vehicle.

2.2 Maintenance Records

1. All vehicle repairs and maintenance must be recorded on a work order/job card and filed accordingly.
2. 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.
3. Monthly fleet maintenance records for each vehicle to be submitted to UNHCR Fleet manager electronically and in hard copy.
4. 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 Objectives and Requirements

A. Objectives

The Frame Agreement will divide Vehicle maintenance services into 5 objectives;

Objective 1: Undertake a preventive, minor and comprehensive maintenance for UNHCR vehicles (Vehicles fleet directly managed by UNHCR and vehicles loaned to Implementing partners under Rights of use Agreements, RoUA).		
Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<ul style="list-style-type: none"> • Provision of services upon receipt of authorized service request from UNHCR, • Submit to UNHCR a work order identifying the work to be performed. • Provision of intermediate maintenance, preventive maintenance and scheduled inspections/tests; Repair/replace unserviceable parts, assemblies, sub-assemblies and components; refinish, fabricate parts and make modifications; repair accessories and auxiliary equipment and body structural repair if necessary and approved by 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. 	<ul style="list-style-type: none"> • The company should 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. • The company should use the genuine spare parts as specified by the manufacturer in the manual only. • The company should provide the required maintenance within a reasonable time depending on the severity of the problem. • The company should prioritize UNHCR vehicles and provide a timely maintenance 	<ul style="list-style-type: none"> • Work to be completed on or before 2 days after acceptance of car for maintenance.

Objective 2: Perform unplanned Repairs and Maintenance services

Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<ul style="list-style-type: none"> 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 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 the maintenance as detailed in this TOR. 	<ul style="list-style-type: none"> Provision of the required machinery and manpower to undertake the maintenance and repairs for UNHCR vehicles. 	<ul style="list-style-type: none"> Ad-hoc repairs to be scheduled within 3 working days after formal notification by UNHCR.

Objective 3: To provide mobile services and maintenance for the vehicles in remote areas

Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<ul style="list-style-type: none"> Provision of mobile services to the vehicles to the field offices/ outreach units in remote areas 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 the vehicle at the field. Conduct the maintenance as detailed in this TOR. 	<ul style="list-style-type: none"> Provision of the required machinery and manpower to undertake the maintenance and repairs for UNHCR vehicles at the field whenever required Availability of a mobile workshop to service vehicles in areas with limited access. 	<ul style="list-style-type: none"> Work completed within 5 working days after formal notification by UNHCR.

Objective 4: Vehicle Recovery and Towing services

Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<ul style="list-style-type: none"> The Service provider should be able to provide fast and efficient vehicle recovery and towing services wherever and whenever necessary in the country. 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. Have an extensive knowledge of the national road network 	<ul style="list-style-type: none"> Provision of assistance with an average response time of two (2) days throughout the country. 	<ul style="list-style-type: none"> Response within 2 working days.

Objective 5: Reporting

Key Activities/Tasks	Output(s)/Deliverable(s)	Expected Time frame
<ul style="list-style-type: none"> The Service provider should provide UNHCR Sudan timely reports on a monthly basis. 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). 	<ul style="list-style-type: none"> Keep an intact flow of information and records. 	<ul style="list-style-type: none"> 9th of every month.

B. Minimum requirements for Maintenance and Repair facility.

1. 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.

2. Maintenance equipment and tools (Tools and equipment needed for routine maintenance and repairs): A 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 sets;
- 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.

3. 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.

4. Enough courtyard: turning space for vehicles entering and leaving, turning and parking, preferably without having to back up.

5. 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.

1. 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 (Heavy equipment engineer) for repair and maintenance of Tractors.

2. Availability of genuine parts: Suitable for all makes and models in this document;

3. 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)

4. 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,
- Provision of electric safety,
- General workshop safety,
- Housekeeping and chemical exposure,
- Manual handling and tool safety,

D. Maintenance and Repair management tasks flow (UNHCR Sudan and the Service provider).

- i. **Creation of Service Request:** Upon problem statement in the form of service request, the Service Request is prepared by the custodian indicating the developed problem by the vehicle. The service request is forwarded to the Fleet manager. The authorized Fleet management officer from UNHCR shall sign a work order request to the service provider, specifying the barcode and plate number of the vehicle and requesting service/ maintenance to be provided.
- ii. **Requested work analysis:** The Fleet manager will analyze the vehicle's problem and forward a request to the Qualified Maintenance & Repair service provider for further action. Any additional works/ services not provided in the work order shall be approved prior the works/ services take place. UNHCR shall not be obligated to compensate for services which were not approved in advance (No work orders to be accepted verbally).
- iii. **Job Card:** The Job Card is opened by the Inspection Officer, as soon as the vehicle enters the workshop. It is the **MAIN DOCUMENT** to record, trace and track services provided-related information. The Job Card is immediately registered into the system by the Database clerk at the garage if there is any.
A file containing the Job Card is constituted and will follow the vehicle during all its service. All related documents will be annexed to the file all along the process.
- iv. **Prices for Service A and B:** They will be pre-approved with the service provider as part of the FA in line with the terms of conditions of pricing and no quotation will be required.
- v. **Technical assessment and Needs assessment approval:** The Inspection Officer establish Technical Diagnosis in the presence of the driver who can facilitate by providing relevant information. The vehicle is formally handed over by the driver to the Inspection Officer, by signing the handover form. The driver is not authorized to remain at the workshop. The Qualified Maintenance & Repair Service provider will carry out a proper technical assessment and needs assessment and come up with a repair quotation for approval.
- vi. **For unscheduled services and repairs:** UNHCR will obtain quotations, which need to be explicitly accepted by purchase order or order confirmation letter. (As per the FA, one quotation will also be accepted, but the UNHCR maintains the right to seek other quotations as well).
- vii. **Service Approval:** After Approval of quotations the Qualified Maintenance & Repair Service provider will ensure availability of genuine spare parts.
- viii. **In case of External Work (When the Service provider outsources a third party for special tasks):** The Service provider will have to first formally notify UNHCR for approval and will have to report outcomes of the outsourced tasks. An External Work Report is opened and annexed to the Job Card. When the external work is completed, the Inspection Officer, must control the work before the asset return to Repair and Maintenance workshop. The external work description of services and costs are reported separately on the External Work Report. The External Work Report is annexed to the Job Card.
- ix. **Repair:** The Qualified Maintenance & Repair Service provider will also ensure proper Repair and fixation of the parts.
- x. **Road Test for the repaired vehicle:** Upon completion of repairs, the maintenance service provider will perform post repair scans of cameras or sensors (in some cases) and a dynamic road test with the driver who brought the vehicle to the garage.
- xi. **Mechanic's Time Sheet:** The reporting of service provided, and time spent by the mechanical sections is done through the Time Sheet form. The Time Sheet is annexed to the Job Card. The Time Sheet is completed by the technician in charge, by referring to the job code list, under the supervision of the chief mechanic.
- xii. **Completion of repair:** Upon completion of repairs, the maintenance service provider will get the service completion form indicating the fixed parts and get a signature from the custodian certifying the completion of work and fixed part. The completion would clearly identify the preventive maintenance service/ repairs performed. It will also state any future issues which may arise with the vehicle and how to prevent their consequences, if

necessary. At any time, UNHCR can request that replaced parts be sent at the Service provider's expense to UNHCR for inspection.

- xiii. **Invoice Submission:** As indicated in the RFP invoices will be sent to UNHCR for settlement within 3 days of completion and acceptance of the service. The service provider will submit Invoice attached with Service Request and Service completion form signed by the vehicle's custodian. Invoices should display unique identification number, Purchase Order number, vehicle plate number and Barcode.
- xiv. **Payment:** UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.
- xv. **Reporting:** Monthly consolidated report with associated invoices to show outstanding amounts must be sent latest on the 9th of every month. The report will contain at least the following parts;
- Vehicle Identification (Plate numbers, Barcodes, Chassis numbers, make and model),
 - Service checklists (what's checked),
 - Description of work carried out,
 - Hours of labor with associated costs,
 - New parts mounted with associated costs,
 - Warranty
- xvi. **Filing:** The service provider is advised to maintain a stand-alone Technical File for each vehicle / Asset serviced/Maintained at the workshop for the sake of traceability and records keeping. The file in question will contain at least the following:
- A copy of the Job Card,
 - The Service Request
 - Technical Diagnosis
 - The Mechanics Time Sheet
 - Technical assessment and Needs assessment approval.
 - Invoice
 - The External Job Report