

Annex A- Terms of Reference:

PROVISION OF VEHICLE MAINTENANCE AND PERIODIC SERVICES TO UNHCR VEHICLES IN IRAQ OPERATION (ERBIL, DUHOK AND SULAYMANIYAH)

1. INTRODUCTION

1.1. Background

The Office of the United Nations High Commissioner for Refugees (UNHCR), Iraq Operation, 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 under the UNHCR Country Office and field offices in Iraq whenever required by qualified technical staff. The company should also supply the required original spare parts as specified by the manufacturer.

1.2. Fleet Composition

The service is essential to provide comprehensive coverage for UNHCR vehicles operating across various locations in Iraq, specifically in Erbil, Duhok, and Sulaymaniyah. Vehicles stationed in Kirkuk and Mosul will be transferred to Erbil to undergo repair and maintenance activities. The fleet primarily consists of Toyota-branded vehicles, encompassing a range of models, including an Armored Toyota Land Cruiser, as detailed in the table below.

Fleet Composition and estimated number of Vehicles per location in detail.

Location Code	Description	Current Fleet Size
Duhok Office	ARMOURED TOYOTA LC200 GX LHD,	6
	TOYOTA HIACE, LH222L-LEMDE,16	2
	Toyota, Land Cruiser Prado, GD	7
	TOYOTA,PRADO,KDJ150L-GKFEY,3.0	1
Total		16
Erbil Office	ARMOURED TOYOTA LC200 GX LHD,	4
	TOYOTA HIACE, LH222L-LEMDE,16	1
	Toyota, Hiace, KDH222L-LEMDY,	2
	Toyota, Land Cruiser Prado, GD	12
	Toyota,LC Pick-Up,HZJ79L-DKMRS	1
Total		20
Kirkuk Office	Toyota, Land Cruiser Prado, GD	1
Mosul Office	ARMOURED TOYOTA LC200 GX LHD,	5
Sulaymaniyah Office	ARMOURED TOYOTA LC200 GX LHD,	2
	Toyota, Land Cruiser Prado, GD	3
	TOYOTA,PRADO,KDJ150L-GKFEY,3.0	1
Total		6
Grand Total		48

SCOPE OF WORK

- Provision of standard regular maintenance services, and repairs for a fleet of 748 Toyota Vehicles.
- To carry out quality and comprehensive bodywork repairs, which may include panel beating, body alignment & spray painting of accident vehicles and minor dents. (if part of the service delivery is 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 vehicle 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 your willingness and capacity to perform this one-time exercise, and indicate the associated costs, if any.

2.1. Expected services.

1. **Regular Service:** In this kind of service the workshop should check or minor repairs.

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, Tires and tubes rotation.

		I = INSPECT	R = REPLACE	
A	Drive belts		I	
	Engine oil and oil filter		R	
	Air filter element		I	
	Cooling and heater system hoses		I	
	Exhaust system and mufflers		I	
	Fuel tank cap, lines and connections		I	
	Water sediment accumulator		I	
	Check fluid levels	- Coolant		I
		- Power Steering		I
		- Brake Fluid		I
		- Clutch Fluid		I
	Battery health check		I	
	Air conditioning system operation		I	
	Brake pedal and parking brake		I	
Front brake pads and discs		I		

	Rear brake linings / Disc pads - discs / drums	I
	Brake pipes and hoses	I
	Steering wheel, linkage, rack, rubber boots	I
	Ball joint and dust cover	I
	Propeller shaft grease	I
	Wheel bearing condition (taper roller bearing grease)	I
	Front and rear suspension components	I
	Tyre condition and pressure	I
	Body and under body/chassis condition	I
	Cabin air filter	I
	Valves (sensory)	I
	Transmission fluid, hoses and connections (visual leak inspection)	I
	Drive shaft joints and boots	I
	Electrical equipment operation (lights, wipers etc)	I
	Electronic Health Check - Toyota diagnostic computer (GTS)	I
B	Brake and clutch fluid (DOT3 or DOT4)	I
	Front & Rear differential fluid (if applicable)	I*
	Fuel Filter (10 000 km or when filter warning light illuminates)	R
	Transfer fluid (if applicable)	I*
B	Manual transmission fluid	I*
	Suspension Bushes (if necessary)	R
	Automatic transmission fluid (fill in to the top)	I*
B	Coolant (then every 75 000 km)	R
	Air cleaner Element (15 000 km)	R
	Brake Lining / Pad (~ 30 000 km) based on status	R
	Clutch plate (only changed based on defect)	I
	Timing belt (Then every 150 000 km)	R
ROAD TEST (To verify overall performance and operation)		I

Service Interval per KM

VEHICLE AGE/YR	KM	RECOMMENDED	
1	5,000	A	
2	10,000	A	
3	15,000	A	+ B
4	20,000	A	
5	25,000	A	
6	30,000	A	+ B
7	35,000	A	
8	40,000	A	
9	45,000	A	+ B
10	50,000	A	
11	55,000	A	
12	60,000	A	+ B
13	Repeat from top		

2. **Minor repair** involves the repair or replacement of specific parts and components that fail 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. **A major repair** usually includes component or system repair needing more special tools or equipment and typically requiring more time and training. Examples are the replacement of armored vehicle tires, suspension repair and alignment, brake system overhaul, hydraulics repairs, and electrical systems, as well as accident repair and heavy bodywork.
4. **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 the satisfaction of the client. The user must sign on the vehicle handover form and job card when collecting the vehicle.

2.1 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 are to be submitted to the UNHCR Fleet manager electronically and in hard copy.
4. Old records and documents can only be destroyed/disposed of upon the disposal of the vehicle from the fleet with the approval from UNHCR.

2.2 Objectives and Requirements

A. Objectives

The Frame Agreement will divide vehicle maintenance services into 5 objectives.

- ✓ **Objective 1:** Undertake preventive, minor, and comprehensive maintenance for UNHCR vehicles (Vehicles fleet directly managed by UNHCR).
- ✓ **Objective 2:** Perform unplanned Repairs and Maintenance services
- ✓ **Objective 3:** To provide mobile services and maintenance for vehicles in remote areas
- ✓ **Objective 4:** Vehicle Recovery and Towing services
- ✓ **Objective 5:** Reporting

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 the 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, screwdrivers, 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,
- Gearbox 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 include several covered inspection areas, service bays, washing bays 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 the 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;
- C. Minimum requirements for Maintenance and Repair management.

1. experienced, trained, and competent maintenance managers, and supervisors), The service provider shall also have at least one designated specialist (Heavy equipment engineer) for the 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 and safety best practices including but not limited to:
 - Personal protective equipment (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 Iraq Operation and the Service provider).

- i. **Creation of Service Request:** Upon problem statement in the form of a 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 and repair service provider for further action. Any additional works/ services not provided in the work order shall be approved prior to the works/ services taking place. UNHCR shall not be obligated to compensate for services that 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.
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.

- iv. **Technical assessment and Needs assessment approval:** The Inspection Officer establishes 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 and repair Service provider will carry out a proper technical assessment and needs assessment and come up with a repair quotation for approval.
- v. **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).
- vi. **Service Approval:** After Approval of quotations the Qualified Maintenance & Repair Service provider will ensure availability of genuine spare parts.
- vii. **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 the 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 is returned to the 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.
- viii. **Repair:** The Qualified Maintenance and Repair Service provider will also ensure proper Repair and fixation of the parts.
- ix. **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.
- x. **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.
- xi. **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 parts. The completion would clearly identify the preventive maintenance service/ repairs performed. It will also state any future issues that 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.
- xii. **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 an Invoice attached with the Service Request and Service completion form signed by the vehicle's custodian. Invoices should display a unique identification number, Purchase Order number, vehicle plate number, and Barcode.
- xiii. **Payment:** UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.
Reporting: A 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
- xiv. **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 record 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

END