

Annex A

Terms of Reference

REQUEST FOR PROPOSAL: No. RFP/UNHCR/JOR/2024/6

MAINTENANCE OF DIESEL GENERATORS FOR UNHCR JORDAN OPERATIONS



1. GENERAL SPECIFICATIONS

- 1.1. The contractor shall submit a proposal for the regular maintenance of the diesel generators at UNHCR operations Jordan, as listed in Annex B and as described below. This shall include all transportation, staffing, equipment etc. required to carry out the works.

As summary, the generators are located to:

- Amman UNHCR Branch Office – Khalda
- Irbid UNHCR field office
- Garden Camp Ramtha
- Mafraq sub-office
- Zaatari refugee camp
- Azraq refugee camp

- 1.2. The contractor shall be responsible for ensuring that all areas of the site are left in the same condition as prior to the commencement of these works.
- 1.3. The contractor shall be responsible to provide adequate water supply, tools, parts, gallons or any items where necessary to perform the maintenance works and cleaning.
- 1.4. The contractor shall maintain respect for all residents and workers at each UNHCR location.
- 1.5. Should any incidents arise within the site that affects the work of the contractor, the contractor shall first advise the UNHCR for resolution of the issue. The UNHCR will contact the Syrian Refugee Affairs Directorate, (SRAD) UNHCR's primary government counterpart in in the mentioned area ref paragraph 1.1.
- 1.6. All packaging items and waste associated with the maintenance works and installation shall be carefully disposed of in accordance with Jordan environmental protection law 2007 in Jordan the contractor shall be responsible for ensuring that waste material, packaging, and any other items associated with these installations, do not get blown or distributed around the site. They shall also be careful not to create excessive dust or debris in any area. Any costs incurred in safe disposal, cleaning wastes or debris generated by the contractor shall be charged to the contractor.
- 1.7. The contractor shall be responsible for repairing and/or replacing anything which has been damaged by the contractor within the site. They shall also be responsible for the cleaning of any debris, wastes or other items created during these works.
- 1.8. Permits: the contractor requires permission to enter Azraq and Zaatari Refugee camps and Garden Camp from the Syrian Refugee Affairs Directorate (SRAD). . This coordination need to be arranged one week in advance of the visit, in addition to providing UNHCR with a detailed maintenance schedule plan for the whole year. This shall include access passes for vehicles, equipment, personnel and all other items necessary to complete the contract.

2. MAINTENANCE PROGRAM

- 2.1. Bidders are requested to submit a comprehensive **preventive maintenance plan** for each generator type listed in Annex B. This shall include any replacement parts required to properly maintain the generators. The replacement parts shall be the same brand and type as those being replaced, unless otherwise agreed with the UNHCR representative. The bidder shall list all replacement parts included in the maintenance program. It is the bidder responsibility to check the serial numbers and models of the generators listed in Annex B during the **mandatory site visit**.
- 2.2. **Inspection report:** showing all the works done on site, with checklist, showing all parts replaced and reason, within the same day of the inspection.
- 2.3. **Schedule:** should be shared in advance for all the preventive maintenance for each location, and if anything, need to be changed a written approval need to be given by UNHCR.
- 2.4. **Corrective Maintenance:** should be performed within the following response times:
- a. Backup generator: 24 hours response time
 - b. Prime Generator: 12-24 hours response time
- 2.5. A logbook for each generator, detailing dates and type of maintenance works carried out, total run time and any other relevant notes, and this revised logbook to be shared with the technical unit on regular basis within 24 hours of completing the generator maintenance visit.
- 2.6. The proposal should clearly indicate the response time to each location when called in for repair work, including weekends, holidays and nights. The table below shows the callouts for each location needed. However, if any extra call-outs is needed the cost of these emergency call-outs shall also be detailed in the financial offer. Each call out shall (inclusive and emergency) include for 6 hours of work on site for 2 workmen. UNHCR shall not be liable to pay for any call-out charges due to improper workmanship by the contractor in maintaining the generator.

Call-outs per location	Number of Included site visits
Irbid + Garden camp	4
Azraq	6
Zaatari camp	4
Amman (UNHCR)	6
Mafraq office	4

- 2.7. The contractor shall also submit a quotation for the replacement of spare parts that may be required outside of the predicted maintenance program with considering the generator model and type. The supply and installation of these additional spare parts shall be separately priced.

3. COMPANY RESOURCES

3.1. Bidders to indicate type and quantities of equipment and vehicles they have for conducting general maintenance. Equipment should include:

- Air Compressor.
- Service vehicle.
- Oil vacuuming machine
- Welding machines.
- Greasing tools.
- Pressurized water-cleaning machines.
- Electrical services tools and measurement equipment.
- Battery Charging equipment and capacity.
- Exhaust smoke testing equipment
- Crane/Truck

3.2. The contractor shall submit details of previous similar projects (at least 5) completed by the contractor, providing proofs such as letters, contracts or others. The Contractor shall also provide details of the experience and qualifications of the key personnel proposed for the maintenance program.

3.3. No subcontracting is allowed in this project.

3.4. All CVs of the key team should be sent for evaluation, should have at minimum one electrical specialist, and one mechanical specialist with minimum experience of 5 years, that are registered as full-time staff within the supplier's name at the Social Security Organization at least for one 1 year in advance of the tender submission.

4. BILL OF QUANTITIES

4.1 The Contractor shall prepare a complete Bill of Quantities (BOQ) detailing all individual items necessary to carry out the preventive maintenance, as well as attaching a separate table for the expected corrective maintenance (cost per item that includes supply, installation, and any logistics/transportation costs). A sample BOQ is provided as Annex C of the Tender.

4.2 The BOQ is separated into 3 pricing excel sheets:

- A. Call-out Charges including emergency.
- B. Frequent Spare Parts + Maintenance
- C. Non-Frequent Spare Parts + Maintenance

4.3 The item cost includes, supply, installation, labor, logistics/transportation, waste management.

4.4 The contractor shall provide full details of all insurances and any other expenses necessary to complete the maintenance program.

5. Required documents summary to be submitted:

As part of the technical offer, vendors must provide a proposal plans and templates of the below documents:

Document Needed	Type of Document	Comments
Preventive Maintenance	Plan	Full and detailed proposal and plan showing the inspection components, inspection forms, methodology, equipment, staffing and machinery in addition to the list of, forms, test standards, tools.
HSSE Proposal of Health, Safety, Security, and environment	Plan	The contractor shall submit a plan for the HSSE measures will be taken through the O/M works of the site and list of the tools, equipment, methodology and staffing.
Corrective maintenance	Report Template	The vendor shall submit a full and detailed proposal and plan showing the inspection components, inspection forms, methodology, equipment, staffing and machinery, submitting a full report sample for the root cause of faults and list of tests needed and mitigation measures to avoid repeating the same faults.
Inspection report	Template	After the call out visit for preventive maintenance
List of tools, machinery, and equipment	List	Please include the specs and quantity of each item in full table
List of team and CVs	CVs	Please include all CV of staffing will be working for this project.
A logbook for each generator	Templates	About maintenance history
Suggested Schedule	Plan	For all locations
Certificate of registration	Document	Having the aims of generators maintenance or electromechanically works maintenance under the bidder's name and not for a subcontractor
Other Company Documents	Documents	Bank Account Document showing the commercial bank account information name and account number for the company. GAM Greater Amman Municipality Profession and Occupational Certificate.
Company profile, Organization chart/management structure	Documents	The bidder shall submit company profile, organization chart/management structure, and list and number of company team members
List of references & recommendation letters	Documents	History of at least 5 similar and relevant past projects (and proof through Contracts, Recommendation letters, Purchase Orders, or similar). For relevant sized and scope projects

Important Note:

Worth to mention that the bidder must perform a site visit to ALL locations for check up and be familiar of the status of the generators and project locations.

6. Spare Parts

In Annex C you will find a list of both frequent and non-frequent spare parts required for this project, and they are copied below:

Frequent Spare Parts:

Service Frequency (visits/year)
Oil Filter
Fuel Filter
Air Filter
Coolant Filter
Oil Sensor
Fuel Sensor
ATS Panel Lamp
Batteries
Engine Oil (L/year)
Coolants (L/year)
Aux Battery Charger
Grease

Non Frequent Spare Parts:

Air Gap Sensor
4 Pole 160Amp Motorized Changeover switch
Distribution Panel
Overhaul
Belts
Crankcase Breather
Stop Valve
Bolts
Nuts
Cut out fuse
Cartridge Fuse
Relays
Switches
Circuit Breaker (control)
Main Generator Circuit Breaker
Bearings
Alternator Brushes
Alternator Bushes
Control Panels (controller)
Stabilizer
Radiator
Engine Timing Sensor
Radiator Fan
Alternator Fan
Alternator
Engine Valve
Speed Sensor
CT (Clamp) Sensor
Rotor
Stator
Lubricant front hub
3 Phase 300-003 GIC Control
Exhaust Pipe
Radiator Hose (m)
Fuel Hose (m)
Hose clamps
Mountings
Engine Control Module
Jacket water Heater