**Annex A.1- Terms of Reference (TOR) to UKRKI/RFP/2024-004**

**MAINTENANCE AND REPAIR SERVICES WITH PROVISION OF ORIGINAL SPARE PARTS TO UNHCR VEHICLES IN UKRAINE**

1. **Background**

The United Nations High Commissioner for Refugees (UNHCR) Representation in Ukraine seeks potential suppliers to engage in a Frame Agreement with one or multiple qualified suppliers for Maintenance and Repair Services, including the provision of Original Spare Parts, for UNHCR Vehicles in Ukraine. The Frame Agreement (FA) spans an initial term of two (2) years, with the possibility of extension for an additional (1) year, contingent upon UNHCR's discretion and the satisfactory performance of the Contractor and the ongoing requirement of UNHCR for the provision of such services.

1. **Objective**

The United Nations High Commissioner for Refugees (UNHCR) is soliciting proposals from eligible vendors to provide periodic, minor, comprehensive maintenance, and ad-hoc repair services for vehicles stationed at the UNHCR Country Office and Field Offices in Ukraine. These services must be provided promptly upon request by qualified technical personnel. The selected vendor must offer a commercial solution that is both efficient and cost-effective, adhering to the specifications outlined below. Additionally, the vendor is expected to procure and supply the necessary original spare parts as prescribed by the vehicle manufacturer.

1. **Lots, Locations, and Fleet Composition**

The UNHCR offices in Ukraine are in Lviv, Kyiv, Dnipro, Odesa and Kharkiv. The type vehicles are composed of TOYOTA, FORD and VOLKSWAGEN brands with different models as per the below table.

*Fleet Composition and estimated number of Vehicles per location i.e., Lots in details*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **LOCATION** | **BRAND** | **LOT#** | **Type of Vehicles** | **Number of Vehicles** |
| LVIV | TOYOTA | 1/A | Toyota, Prado,TXL, GDJ150L-GKFEY HA, 2.8, turbo diesel, EURO0, 7 seater, left-hand-drive | 6 |
| FORD | 1/B | FORD, TRANSIT MINIBUS, TRANSIT-350-L2-H2, Diesel, 2.0 TDCI, EURO 6, 9 Seats, MT, LHD | 1 |
| VOLKSWAGEN | 1/C | Volkswagen Caravelle | 1 |
| DNIPRO | TOYOTA | 2/A | Toyota, Prado,TXL, GDJ150L-GKFEY HA, 2.8, turbo diesel, EURO0, 7 seater, left-hand-drive | 5 |
| FORD | 2/B | FORD, TRANSIT MINIBUS, TRANSIT-350-L2-H2, Diesel, 2.0 TDCI, EURO 6, 9 Seats, MT, LHD | 1 |
| KYIV | TOYOTA | 3/A | Toyota, Prado,TXL, GDJ150L-GKFEY HA, 2.8 & 3.0, turbo diesel, EURO0, 7 seater, left-hand-drive | 23 |
| TOYOTA, CAMRY, AXVA70L-AEZNBW, | 1 |
| Toyota,LC HZJ 76L, 10 seat | 1 |
| FORD | 3/B | FORD, TRANSIT MINIBUS, TRANSIT-350-L2-H2, Diesel, 2.0 TDCI, EURO 6, 9 Seats, MT, LHD | 6 |
| ODESSA | TOYOTA | 4/A | TOYOTA LAND CRUISER PRADO 150; | 3 |
| FORD | 4/B | FORD, TRANSIT MINIBUS, TRANSIT-350-L2-H2, Diesel, 2.0 TDCI, EURO 6, 9 Seats, MT, LHD | 1 |
| KHARKIV | TOYOTA | 5 | TOYOTA LAND CRUISER PRADO 150; | 2 |

1. **Scope of Work**
   1. Provision of standard regular maintenance services, and repairs for a UNHCR fleet.
   2. Carry out quality and comprehensive bodywork repairs, which may include panel beating, body alignment, and spray painting of accident vehicles and minor dents (If part of the service delivery is agreed upon).
   3. Respond to UNHCR's service requests promptly. Provide quality control checks to ensure that the mechanical services unit delivers satisfactory services at a prompt and optimal time.
   4. Quick responses to motor vehicle rescue operations because of mechanical breakdowns, towing/recovery services, and accident-related incidences within and outside the operational area.
2. **Expected Services**
   1. **Regular Service, Service A & B &** *C***&** *D(see Annex A.2 for detailed description****):*** In this kind of service the workshop should inspect or replace spares.
   2. **Time Frame**: Preventative maintenance, i.e., Services “A” and “B” must be carried out within one working day. All repairs will be executed within a reasonable time. If delays are expected, the service provider should inform UNHCR about this before initiating the work.

|  |  |  |
| --- | --- | --- |
| **VEHICLE AGE/YR** | **KM** | **RECOMMENDED** |
| **1** | **10,000** | **A** |
| **2** | **20,000** | **A** |
| **3** | **30,000** | **B** |
| **4** | **40,000** | **A** |
| **5** | **50,000** | **A** |
| **6** | **60,000** | **C** |
| **7** | **70,000** | **A** |
| **8** | **80,000** | **A** |
| **9** | **90,000** | **D** |
| **10** | **100,000** | **A** |

* 1. **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.
  2. **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.
  3. **Overhaul and rehabilitation** include extensive renewals of power train, chassis, and body systems.
  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 to the satisfaction of the client. The user must sign on the vehicle handover form and job card when collecting the vehicle.

1. **Objectives and Requirements**
   1. **Objectives**

# The Frame Agreement will divide vehicle maintenance services into 3 objectives:

# Objective 1: Undertake preventive, minor, and comprehensive maintenance for UNHCR vehicles (Vehicles fleet directly managed by UNHCR). Providing spare parts.

# Objective 2: Perform unplanned Repairs and Maintenance services.

# Objective 3: Reporting

* 1. **Minimum requirements for Maintenance and Repair facility:**
* **Location, accessibility, and coverage:**
  + Availability of purpose-built workshop buildings in various locations;
* Located in accessible distance, preferably within the city borders. 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.
* **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.
* **Enough courtyard**: turning space for vehicles entering and leaving, turning and parking, preferably without having to back up.
* **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.
  1. **Minimum requirements for Maintenance and Repair management.**
* **Availability of Technical expertise:** Trained and skilled mechanics that complement experienced, trained, and competent maintenance managers, and supervisors.
* **Availability of genuine parts:** Suitable for all makes and models in this document.

# Information management:

* + 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)
* **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
  1. **Maintenance and Repair management tasks flow (between the UNHCR Ukraine Operation and the Service provider).**

1. **Creation of Service Request:** The Service Request is prepared by the UNHCR focal point indicating the developed problem by the vehicle or maintenance requirement. The authorized transport assistant or focal point from UNHCR shall authorize a work order request to the service provider, specifying the barcode and plate number of the vehicle and requesting service/ maintenance to be provided.
2. **Requested work analysis:** The authorized transport assistant or focal point from UNHCR 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).
3. **Act of acceptance:** The act of acceptance should be provided once the vehicle is repaired. It is the **MAIN DOCUMENT** to record, trace, and track services provided-related information. The act of acceptance is immediately registered into the system by the Database clerk at the garage if there is any. All related documents will be annexed to the file all along the process.
4. **Prices for Service A,B,C,D:** 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.
5. **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, needs assessment and come up with a repair quotation for approval.
6. **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).
7. **Service Approval:** After Approval of quotations the Qualified Maintenance & Repair Service provider will ensure availability of genuine spare parts.
8. **In case of External Work (When the Service provider outsources a third party for special tasks):** The Service provider will have to first notify UNHCR formally 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.
9. **Repair: The** Qualified Maintenance and Repair Service provider will ensure proper, Repair and fixation of the parts.
10. **Completion of repair:** Upon completion of repair, the maintenance service provider will issue the act of acceptance 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.
11. **Invoice Submission:** Invoices will be sent to UNHCR for settlement within 3 days of completion and acceptance of the service. Invoices should display a unique identification number, Purchase Order number, vehicle plate number, and Barcode.
12. **Payment:** UNHCR’s standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.
13. **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 act of acceptance,
* The Service Request
* Technical Diagnosis
* Technical assessment and Needs assessment approval.
* Invoice
* The External Job Report