

## Appendix 1

# Schedule of Requirements/Terms of Reference

## Vehicles Maintenance and Repair Services On Long Term Agreement (LTA) Basis

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### **General overview**

Vehicle maintenance is one of the back-office services required by UNDP Yemen, to keep operations running efficiently and for this purpose, the UNDP Yemen would like to set up a Long-Term Agreement to ensure its fleet and the vehicle fleet of its projects & counterparts are in operational and well maintained in a cost-effective way to efficiently deliver the programme activities.

### **Purpose**

The UNDP is looking for a competitive and reliable company which will ensure the provision of vehicle maintenance and repair services that are efficient and cost effective for each vehicle type. These maintenance services include routine minor and major services and ad-hoc repairs.

### **Scope of Services**

The scope of service is to provide periodic & unscheduled vehicle maintenance and repair services to vehicles. The periodic (scheduled) services shall be provided according to the vehicle covered distance; 5000km, 10,000Km, 20,000km, 40,000km & 80,000km.

### **General Tasks:**

UNDP will, normally provide the spare-parts needed for the maintenance and repair of the armoured vehicles. However, in some urgent cases UNDP may request selected service provider to supply the requested spare-parts. Please see the **list of Spare parts in Annex 1, list of Vehicles in Annex 2 and List of Tires in Annex 3; Price submission templates Annex 4** for the probable list of spare-parts for this purpose.

However, for the soft-skin vehicles, the selected service provider shall have the capacity to maintain the adequate number of **Genuine spare-parts for the vehicle listed under Annex 1. That is to say,** the Service Provider shall have the ability to maintain an adequate inventory of spare-parts for those models of vehicles and shall have a satisfactory source of supply for such spare-parts as may be needed in the maintenance and repair services. The service provider shall make all efforts to secure original/standard spare parts,

1. The Service Provider will avail the services of his workshop and give priority to provide UNDP vehicles with all necessary repairs and maintenance.
2. The Service Provider shall perform all services in a diligent, skillful and workmanlike manner in strict compliance with the provision of this TOR and the instruction of UNDP consistent with this TOR or respective contract.
3. The Service Provider shall keep and maintain up to-date records of all services rendered to UNDP's vehicles and shall remind UNDP on the next service schedule.

4. The Service Provider shall ensure that the mechanics for any repair works are skilled and sufficiently trained on the respective vehicles. Apprentices or unskilled mechanics shall not carry out any major repairs on UNDP vehicles.
5. Billing procedures shall be in accordance with the following:
  - a) UNDP Authorized Official will sign all Maintenance and Repair Orders; any additional services/repairs other than the work requested should be approved before the service takes place.
  - b) All invoices shall be attached with the corresponding Work Order.
  - c) The UNDP General Services Unit shall receive a monthly statement from the vendor. The statement shall identify all maintenance services completed by vehicle number and invoice number.
  - d) The statement total shall equal the sum of all invoices attached to the statement.
  - e) All invoices should display the vehicle number of the vehicle receiving services.
  - f) Each invoice should have a unique identification number (not computer generated one).
6. At any time, UNDP can request that replaced parts be sent at the vendor's expense to the UNDP office for inspection.
7. Pricing for each item and the labor rate is shown on the Price Schedule for informational purposes.
8. If the cost of any service to be provided exceeds the quoted price of the respective service in the contract, prior approval must be given by UNDP.
9. Payment will be processed monthly. The Service Provider shall invoice UNDP for all services performed in the previous month at the beginning of each calendar month. Payment Terms: Net 30 days and upon satisfactory work done. Payment shall be made by cheque on monthly basis against an official stamped invoice. The invoice shall have VAT stamp.
10. The vehicles to be serviced are comprised of the following category but the details are as provided in **Annex 2:**
  - LOT 1
    - Toyota Land Cruiser;
    - Toyota Hilux, Double Cabin;
    - Toyota Hilux, Single Cabin;
    - Toyota Corolla, Sedan Car;
    - Toyota HiAce, Minibus;
  - LOT 2
    - Light Trucks with forklift
    - backhoe loaders
    - Garbage collection vehicles (Aden& Mukalla)
11. Record keeping

All vehicles should have a complete history that includes documentation of all repairs, inspections, and other related maintenance activities. Service Providers shall keep individual files for each vehicle in the fleet that contain the following information:

  - Completed I, II, III, IV and V level service/ inspection forms
  - Work orders for repairs resulting from Preventive Maintenance inspections issued by UNDP;
  - Work orders issued by the Service provider's workshop;
  - List of spare parts needed for the repairs, if any

- Any other Forms that may be used by service provider's workshop in indicating any other repairs, overhauls, or rehabilitations;

Important note: the service provider must submit the spare-parts list to the advance verification and approval by UNDP before they are being supplied and installed to the vehicle under servicing/maintenance and repair. UNDP General Services Unit is the focal point for approval of the spare-part list.

**(Level 1): Periodic Maintenance Service**

UNDP General Services Unit Head will determine the level of services required for a vehicle and communicate the same to the service provider in advance. It is extremely important for the service provider to adhere to the instruction provided by UNDP as to which service level to apply in servicing the vehicle. The service levels are defined or set out as follows:

➤ **Service level "I" - every 5,000 KM**

- ✓ Change engine oil and filter;
- ✓ Replace air filter, PCV valve, and filter;
- ✓ Lubricate chassis;
- ✓ Check and "top off" all fluids (brake, clutch, power steering)
- ✓ Check and adjust belts;
- ✓ Check all hoses;
- ✓ Check all lights;
- ✓ Check electrical system, including all fuses;
- ✓ Check windshield wipers;
- ✓ Check and adjust doors;
- ✓ Check wheel alignment;
- ✓ Check brake pedal and parking brake;
- ✓ Check brake pads and discs;
- ✓ Check Drive axle service;
- ✓ Check exhaust system;
- ✓ Check & rotate tires;
- ✓ Inspect ball joints and dust cover;
- ✓ Inspect air cleaner filter for diesel engine;
- ✓ Check steering wheel, linkage and gear box;
- ✓ Check front and rear suspension.

Level I:

Expected Service Frequency Per Vehicle Per Year = 12 Times

Over the LTA Period (3 years) = 36 Times

➤ **Service level "II" - every 10,000 -15,000 KM:**

- ✓ All items listed in service level "I"; and additionally,
- ✓ Inspect and clean the air-conditioning system;
- ✓ Check cooling system;
- ✓ Tune-up engine (replace fuel filter, spark plugs, and rotor);
- ✓ Check and service transmission (includes replacing fluid, filter, and gasket);

- ✓ Pack front wheel bearings and replace seals;
- ✓ Perform visual inspection of front and rear shocks;
- ✓ Check water (diesel engine);
- ✓ Check all lights, horn, wipers and washer; and
- ✓ Check battery.

Level II:

Expected Service Frequency Per Vehicle Per Year = 6 Times

Over the LTA Period (3 years) = 18 Times

➤ **Service level “III” - every 15,000 to 20,000 km:**

- ✓ All items listed in service level “II”; and additionally,
- ✓ Clean and flush cooling system and replace with coolant recommended for the climate;
- ✓ Replace brake-pads and shoes, and bleed brakes;
- ✓ Inspect front/rear axles and change fluids;
- ✓ Inspect shields and under hood insulation;
- ✓ Check thermostatically controlled engine-cooling fan;
- ✓ Check exhaust pipes and mountings;
- ✓ Check brake line pipes and hoses;
- ✓ Check drive shaft boots;
- ✓ Check differential gear oil; and
- ✓ Check valve clearance without three-way catalytic converter.

Level III:

Expected Service Frequency Per Vehicle Per Year = 3 Times

Over the LTA Period (3 years) = 9 Times

➤ **Service level “IV” - every 40,000 -50,000 km:**

- ✓ All items listed in service level “III”, and additionally:
- ✓ Replace differential gear oil;
- ✓ Check manual transmission oil;
- ✓ Check automatic transmission fluid;
- ✓ Check Transfer oil;
- ✓ Inspect drive belts;
- ✓ Inspect charcoal canister (gasoline engine);
- ✓ Inspect diesel smoke (diesel engine);
- ✓ Inspect fuel tank cap, fuel lines and connections;
- ✓ Inspect manual transmission oil;
- ✓ Inspect automatic transmission fluid;
- ✓ Inspect cooling and heater system hoses and connections; and
- ✓ Change engine coolant.

Level IV:

Expected Service Frequency Per Vehicle Per Year = 2 Times

Over the LTA Period (3 years) = 6 Times

UNDP vehicles normally, go to the field trip from time to time, and it is important to ensure the safety of the vehicle before they hit the road for the field trip. Likewise, when the vehicles return to the city after the field trip are completed, they need to be inspected and maintained as required.

### **Inspection services for Pre-trip and Post-trip**

- ✓ Clean air element filter
- ✓ Inspect ball joint and dust cover
- ✓ Inspect battery
- ✓ Inspect brake fluid
- ✓ Inspect brake pad and disc
- ✓ Inspect brake pedal
- ✓ Inspect brake pipe and hose
- ✓ Inspect brake shoe, lining and drums
- ✓ Inspect clutch fluid
- ✓ Inspect differential oil
- ✓ Inspect drive belt
- ✓ Inspect drive shaft boots
- ✓ Inspect engine coolant level
- ✓ Inspect engine oil leak
- ✓ Inspect front tires and inflation pressure
- ✓ Inspect fuel tank, tank cap, fuel lines, connections
- ✓ Inspect lubricate propeller shaft grease
- ✓ Inspect manual transmission and transfer oil
- ✓ Inspect parking brake lever
- ✓ Inspect power steering fluid
- ✓ Inspect rear tires and inflation pressure
- ✓ Inspect rubber wipers and washers
- ✓ Inspect spare tires and inflation pressure
- ✓ Inspect steering knuckle / linkage
- ✓ Inspect steering wheel free play
- ✓ Inspect suspension

### **List of Tires and Batteries needed for the vehicles refer to Annex 3**

#### **Ad-hoc Maintenance and Repair that are not covered by Service level I to level IV:**

Repair vehicles that are referred to workshop for repair. Such vehicles shall be prioritized, and the services of repair could be:

- ✓ Windscreen replacement
- ✓ Vehicle body alignment in case of accidents.
- ✓ Bumper repair or replacement
- ✓ Any other tasks required to repair the vehicle

The service provider shall send Pro-forma Invoices for such maintenance and repair in advance to UNDP. UNDP General Services Unit will review the invoice and approve it prior to replacing the spare parts or conducting maintenance. UNDP will not be liable for the payment of invoices that are related to the ad-hoc service level but are not pre-approved by UNDP.

## **Service Request Procedures**

**The procedure of vehicle admission to the workshop shall be in accordance with the following:**

- The company will receive Purchase Order / or **Work Order Letter** from the UNDP specifying the plate number of the vehicle and requesting service/maintenance to be provided. Any additional works/services not mentioned in the work order shall be approved prior the works / services take place. The UNDP shall not be obligated to compensate for services which were not approved in advance. (No work orders to be accepted verbally).
- After the vehicle's maintenance and repair, the vehicle is handed over to the driver and he signs to certify the service which would clearly identify the maintenance service/repair performed once the services are complete.
- At any time, the UNDP can request that replaced parts be sent at the service provider's expenses to the UNDP for inspection.

**Payment procedures shall be in accordance with the following:**

- The service provider will maintain account for each agency which will be responsible of the payments of its bills.
- The prices of service package for the above-mentioned levels (I, II, III and IV or ad-hoc) will be pre-approved with the service provider as part of the LTA in line with the terms of conditions of pricing and no quotation will be required. The invoices shall always accompany the approved work order letter issued by the UNDP;
- For ad-hoc service level maintenance and repairs, the UNDP will obtain quotations, which need to be explicitly accepted by Purchase Order or Work Order Letter;
- The invoice should be sent to UNDP for the settlement within 14 days of completion and acceptance of the services;
- The invoice should display unique identification number, Purchase Order number, and vehicle number plate.
- Monthly consolidated list of invoices shall show outstanding payment from UNDP, if any;

## **Location**

The workshop should be located in Sana'a, Hodeida, Aden, Mukalla, and the service provider might be required to travel to other cities with a mobile workshop team for urgent vehicle repairs on special agreed rates before deploying the team. The special agreed rates for the mobile repairs shall be negotiated between UNDP and workshop owner at the time requirement. As stated in the scope of the work, the suppliers must have readily available workshops outside Sana'a, at the time of bidding. Whether or not service provider will have the ability to meet this requirement must be stated in their tender proposals.

## **Responsibilities**

The service provider shall:

- Receive the vehicle. If the repair can be done within two hours of the delivery, the vehicle is repaired and handed over the driver. If the vehicle requires longer service than two hours for the maintenance then the vehicle is received from the driver and a release time and date to be issued.
- Conduct the inspection services for the pre-trip and post-trip to the vehicles within 24 hours.
- Perform all services in a diligent, skillful and professional manner in compliance with the provision of this SoW and the instructions of the UN/UNDP;

- Ensure that the mechanics for any repair works are skilled (trained and certified) and sufficiently trained in the respective vehicles. Unskilled mechanics / staff shall not carry out any major repairs on the vehicles, and to observe all the operating safety and security requirements as per the applicable UNDP rules and regulations.
- Take full responsibility for any error made through maintenance rendered by it and shall be responsible at the cost of the workshop owner for any loss or damage.
- Maintain an adequate inventory of officially authorized manufacturer parts for the models of the vehicles mentioned in **ANNEX 2** where possible and shall have a satisfactory source of supply for such parts as may be needed in the performance of the services.
- Avail the services of his workshop and give priority to provide the vehicles with all necessary repair and maintenance to comply with the service delivery timeframe.
- Provide all the information on services performed by the service provider to UNDP & its partners on a monthly basis and state any future issues which may arise with the vehicle. The form and content of such information shall be agreed in advance with UNDP.
- Keep and maintain records of all services rendered to the vehicles and shall remind the UNDP two weeks in advance of the next service schedule.
- Assign its representative who will be authorized to act on its behalf for all issues related to implementation of all activities within the Agreement as well as all issues of client relationship.
- Have landline and mobile phone access, email address and fax for the continuous communication in case of emergency or unplanned replacement of parts for the vehicles during the working days/over the weekend.

#### **Service and Key Performance Indicator**

<b>Service Lines</b>	<b>Key Performance Indicators</b>	<b>Minimum Accepted Standards</b>
<b>Response Time</b>	<b>Phone calls shall be answered immediately. Service Request for maintenance and repair must be acknowledged and respond by email within 4-6 hours</b>	<b>Workshop representatives must answer UNDP phone calls for official business immediately by landline or by mobile;</b>  <b>response to emails for service request must not be delayed beyond 7 hours</b>
<b>Timeliness in the Maintenance and Repair of vehicles handed over</b>	<b>Service Level I and Level II: 1 Day</b>  <b>Service Level III: 2 Days</b>  <b>Service Level IV: 4 Days</b>	<b>Delays beyond each service level mentioned will be unacceptable</b>
<b>Quality of Maintenance and Repair of the Vehicle</b>	<b>Industry Standard maintenance techniques applied, qualified and experienced mechanics assigned, proper equipment used, appropriate lubricants and genuine spare-parts used</b>	<b>Serviced Vehicle returned to UNDP should not encounter maintenance problem up to 5000 KM in the normal circumstances.</b>  <b>Vehicle tracking for receiving the vehicle into workshop and</b>

	<b>when there a request for spareparts</b>	<b>handing over must always be shared with transport incharge, UNDP</b>
<b>Mobile Workshop Availability</b>	<p><b>The workshop must always have the mobile workshop readily available for disparting to the location requested by UNDP</b></p> <p><b>The mobile wokshop must leave the station within 1 hour from the time UNDP makes the written request</b></p>	<b>Vehicles leaving beyond 1 hour from the request time is unacceptable</b>

**Responsibilities of the Contractor:**

- The Service Lines and KPIs must always be met;
- The firm shall perform the services in an efficient, orderly and shall deploy necessary qualified and skilled persons according to the requirement of the services, enforce discipline and order among its employees
- Observe all the operating safety and security requirements as per the applicable laws.
- The Contractor shall assign its representative who will be authorized to act on its behalf for all issues related to implementation of all activities within the contract as well as all issues of client relationship.

Bidder's workshop shall be well established and has all the necessary personnel and equipment.

Some of the establishments such as:

- Manage and oversee Vehicles.
- Enough capacity to receive UNDP and other affiliated agencies vehicles, in case when other agency vehicles are sent for repair.
- When requested, supply vehicle spare parts and replace them in the UNDP vehicles. The parts must be genuine;
- Sufficient space in the workshop and the necessary workshop equipment.
- Maintain vehicle management database for tracking the UNDP vehicle repairs and scheduled maintenance, including recording of date of receiving the vehicles and handing over the vehicles to the UNDP upon completion of maintenance and repair;
- Set up and manage mobile vehicle team. The team should be ready and equipped to travel to the provinces for urgent repair of vehicles when requested.



**Please refer to list of Spare parts in Annex 1, list of Vehicles in Annex 2 and List of Tires in Annex 3; Price submission template in Annex4**