

TERMS OF REFERENCE

PROVISION OF GENERATOR REPAIRS, SPARES, SERVICING AND MAINTENANCE SERVICES TO AMREF HEALTH AFRICA IN SOUTH SUDAN

1.0 Background:

The South Sudan office is part of the global Amref Health Africa country program offices that emanated from Amref Health Africa corporate body founded in 1957 with its headquarters (HQ) in Nairobi, Kenya. Amref Health Africa's initial work in South Sudan focused on setting up and strengthening community based primary health care, development of human resources for health and strengthening health system.

Amref Health Africa in South Sudan head office is located at tong Ping, Juba Central Equatoria State with field offices in;

- Maridi County
- Wau County
- Yambio County
- Ibba County
- Yei County

Amref Health Africa offices in across all locations mainly depends on electricity supplied by generators.

The generators include;

No	Generator Specification	Location
1	Perkins Model NP66T 60KVA	Amref Office Tong Ping, Juba
2	Kipor Heavy duty generator set KDE19STA SN31416080111	Public Health Lab, Buluk Juba
3	Perkins PR83526 JB P150 (KVA Rating)	Natioal Oxygen Plant, Buluk Juba
4	Perkins Generator 150 KVA	Wau Hospital
5	Perkins Generator 60 KVA	Yambio State Hospital
6	Perkins Generator 24 KVA	Maridi Office (Maridi Health Sciences Institute)
7	Perkins Generator 60 KVA	Maridi Office (Maridi Health Sciences Institute)

8	Perkins Generator 60 KVA	Maridi Hospital (County Health Department)
9	Lister Petter 3 Pistons 15KVA	Maridi Office (Maridi Health Sciences Institute)
10	Generator MET MP30 Model SIG	Maridi Office (Maridi Health Sciences Institute)
11	Silent Generator KDE 6500TN	Ibba PHCC (Ibba County Health Department)
12	Kipor Generator	Ibba Staff Guest House – Ibba Town

2.0 Specific tasks/ Procedures to be performed

Amref Health Africa in South Sudan offices are mainly dependent on the electricity produced by the generators therefore the need for routine servicing, repairs and prompt maintenance to avoid power shortage or risks of accidents. The automatic generators are to be serviced every 300 hours and repairs and maintenance done whenever need arises.

Without routine generator maintenance, Amref Health Africa day to day operations will be interrupted therefore Amref Health Africa is looking for a qualified Generator maintenance and repairs Service provider.

The Qualified Generator Maintenance Service provider will provide the following main categories of generator services.

- **Routine Generator Services:** Service of the generators at every 300 hours which includes change of oil filters, fuel filters, engine oil, checking/ low or replacement of air cleaner etc.
- **Particular maintenance and repairs:** Being that Amref generators run as prime power supply including in government and partner's office space, the running hours per day may vary and possibly leading to the generator being run for many and irregular hours a day which may easy lead to break-downs and unplanned maintenance schedules.

Amref Health Africa Procedure to access generator service provider for maintenance and repairs

- i. **Creation of Service Request:** Upon problem statement in the form of service request, The Service Request are prepared by the Admin assistant/ generator care taker indicating the developed problem by the generator. The service request form is approved by the Administrator and forwarded to the Qualified Generator Maintenance service provide for further action
- ii. **Technical assessment:** The Qualified Maintenance Service provider will carry out a proper technical assessment and need assessment and come up with a repair quotation for approval.
- iii. **Service Approval:** The quotation will have to be reviewed by the administrator and approved for the repairs
- iv. **Purchase of Spare parts:** After Approval of quotation the Qualified Maintenance Service provider will ensure availability of genuine spare parts.
- v. **Repair:** The Qualified Maintenance Service provider will also ensure proper fixation of the parts/ Repair, the service provider will be responsible for any damage caused by the service provider.
- vi. **Completion of repair:** Upon completion of repairs, the maintenance service provider will fill out a job card/ worksheet indicating the fixed parts and obtain a signature from the Administrator certifying the completion of work.
- vii. **Invoice Submission:** The service provider will submit Invoice attached with the job card (Certificate of completion) signed by the generator Administrator
- viii. **Payment:** As indicated in the RFP, Amref will initiate the payment within 30 Days.

Other terms in regard to the above Services

Before fixing of new parts and doing major repairs, the services provider must provide quotation for approval before services.

3. Charges:

Contractor shall quote the cost for:

- **Flat rate basis for Routine Generator Services**

The contractor shall charge to Amref Health Africa in South Sudan the monthly flat rate to provide the regular and routine service and maintenance of the generator by a qualified generator mechanic in the scope of work above.

- **Quotation for particular maintenance and repairs**

The quotes for major repair and maintenance services for the generator should be provided based on per visit basis for the experts as per the scope of the works.

The Contractor will have a delegated authority of below USD 200 to purchase spare parts and supplies in course of repair, if deemed necessary subject to approval by the Admin Officer beforehand.

Anything above the ceiling would go through Amref' s standard procurement procedures. The costs of spare parts and supplies below USD 200 for all maintenance works will be reimbursed on actual basis. The contractor should attach a receipt of payment made to purchase such supplies. Any replaced parts/ equipment must be verified with the Admin team for disposal.

4. Deliverables:

- To provide efficient servicing, repair and maintenance of office generator for the smooth functioning of Electrical (Power) System to Amref Health Africa in South Sudan's leased property.

5. Duration of the contract: 1 year from the date of issuance of contract. The contract will be supervised by Admin Officer with quarterly performance monitoring meetings

6. Operating Procedures

- The contractor shall inform Admin section and also to security room (in the event of out of office hour's work) in the Amref South Sudan office as appropriate before carrying out the specific job.
- The contractor must ensure that all maintenance works must be conducted by a fully qualified technician each in relevant discipline and supervised by an accredited engineer in relevant field subject to the approval of Amref South Sudan Personnel.
- The contractor is expected to take the responsibilities on the installation of spare parts whether through its own qualified personnel or through the subcontracted/extended companies. Any damage caused by improper installation will be responsibility of the contractor. Amref South Sudan historical records will be used to establish the value for damage spare parts that will be charged to the contractor's company.
- Ensure periodical maintenance is arranged a week before scheduled time with prior information to Admin Section.

- The Standby staff shall be proactive. He shall inform the Administrator of regular servicing schedules and report to admin section on daily basis for work progress or in case of any requirement of repair & maintenance.
- The standby staff and other contractor's staff shall be able to communicate in Basic English wherever necessary during the course of work.
- Contractor to ensure that while providing the support/service during weekdays the service does not disturb office working environment within the Office premises.
- The contractor shall submit a 100% of invoice (original copy) on monthly basis within 2 weeks for the completed work to the Admin section for verification against rates.
- Contractor shall confirm and ensure that the wages paid to their employee are in accordance with the minimum wage as per the local rules/laws of the Government of South Sudan.
- Employees of Contractor/sub-contractor shall not be below the age of 18 years.
- The Contractor, Contractor staff and subcontractors are required to maintain confidentiality of Amref South Sudan information made available or accessible to them in the course of their duties.
- Amref Health Africa in South Sudan may, at its discretion, require the Contractor staff and sub-contractors to sign a non-disclosure agreement.

7. Health and Safety

- Health and Safety is paramount on the Amref South Sudan, property.
- All employees of the contractor are to strictly adhere to the health and safety guidance provided.
- Contractor shall take reasonable care of their staff health and safety as well as that of other persons who may be affected by their activities.
- The contractor is solely responsible for the care, protection and safety of the works, the site and all things in the work areas. All required Personal Protective Equipment (PPE) are to be provided by contractor to its employee. As minimum, boots with hard sole, a safety helmet, coverall and hand gloves are to be worn by all on site.
- Employees not wearing the correct PPE will be removed from the work site until such provision is made by the contractor.
- The contractor shall inform the Admin Officer of any special health and safety hazards which might invoice in the work to be performed and shall advice to Amref South Sudan, of any precautions that ought to be taken.

- The materials/ accessories used in the repair/replace work must adhere with the Standard specifications to be used or ISO standard. The contractor shall consult with Admin Officer before installing any equipment etc. in the Amref South Sudan, property.
- The contractor shall be responsible for completing the work, to a high standard and within the required time or sooner.

8. Security

- The contractor must hold record of their staff details. To the extent required from time to time by the security officer, the contractor shall provide.
- A list of staff showing the name and address of everyone who is involved in the performance of contractor.
- Any other information about such person, with supporting evidence, required including full details of birthplace, South Sudan citizenship and police report.
- The contractor shall not without the written approval from the Admin Officer, take photograph of the whole or any part of Amref Health Africa in South Sudan's property.
- The contractor shall take all reasonable steps to prevent any person, other than Admin Officer from taking, publishing or otherwise circulation any such photograph with such permission.
- The contractor shall provide clear visible ID card to their worker and this should be worn at all the time during work.
- Roads and paths to be used as access by the contractor are to be left clear of construction plants, vehicles and debris at all the time.
- All dangerous areas are to be fenced and signs posted to warn personnel/visitors coming into compound.

9. Reporting Arrangements:

- The contractor will report to the AMREF HEALTH AFRICA IN SOUTH SUDAN – Admin Section for day to day repair and maintenance work and Admin Officer for approval to purchase spare parts and supplies.

10. Evaluation Criteria:

- Understanding of scope, objectives and completeness of response
- The company should have 5 years of working experience in a similar field.
- The contractor should also provide at least 3 referees details.
- The contractor shall submit its company profile which should have company registration, and tax clearance documents.
- The contractor should submit the proposal of work plan/implementation plan and schedule of activities based on daily, weekly, monthly, quarterly and

yearly including plan for monitoring and quality assurance (Contractor may visit the Amref Health Africa in South Sudan office if feels necessary).

- The standby staff must have 3-5 years of working experience general maintenance with specific knowledge in electrical maintenance (to be proven).
- The contractor shall provide the Curriculum Vitae of its employed generator technician.
- Weightage for Technical proposal will be 70%. Only the technical qualified contractor that score 70% of the marks (49 out of 70 points) will be considered for the next stage of financial evaluation.
- Weightage for Financial proposal will be 30%.

Deadline:

Submit soft copies of proposals to tender.ss@amref.org before **Monday 17 October, 2022 at 12 Noon C.A.T**

