

Terms of Reference (TOR) for integrated maintenance services.

1. *Purpose of the LTA

To select a company and/or companies, who will provide services stated in this document, under a 3-years contract term (issued and renewable on annual basis), depending on the contractor performance to achieve consistently excellent outcomes, compliant with the organization standards best practices and regulations. Improves pricing through economies of scale based on the contractor's consolidation and operational efficiencies to provide effective and efficient timely support services offering conducive working environment.

2. *Background

WHO supports the Ministry of Health for enhancing its health system by supporting the plans, policy-level initiatives, and providing a strategic direction by ensuring high quality and integrated service delivery, sharing technical know-how to strengthen capacities for delivering high-quality health.

The Ministry of Health allocated office premises for WHO next to its office within Ministerial complex, Juba maintaining close partnerships and coordination to achieve high-quality health services. WHO has other premises such the warehouses and accommodation facilities for staff.

Premises:

2.1 WHO Country office:

- The WHO Country office premises within the Ministerial complex.
- The office structure is made of prefab container with 96 office units. These are divided into 3 major Block housing the offices and kitchen, 2 conference rooms and toilet facilities, with 1 permanent structure for security check (reception) at the entrance and generator room.
- No city water supply, hence, the need for water tank supply to be use for sewage system, septic tank which require regular extraction.
- The source of electricity supply is Generator supplemented by JEDCO line. The office is an old premise with most connections breaking down that requires close maintenance and repair.
- The compound is covered with paving stones used for office vehicle parking.

2.2 WHO Warehouse:

- Located in Tongping area of Juba approximately 100 meters away from the US embassy and the main WHO guesthouse, warehouse is measuring 330 sqm, located with the peripheral of the residential area.
- It has wall parameter fence, with 2 sides having direct neighbors residential houses.
- There are 3 main structures within the premises:
 - o Main warehouse solid wall structure.
 - o Office section has 2 rooms, brick structure with fly wood partition.
 - o External storage area made up of shipping containers.
- No water connection, hence, the need for water tank supply and sewage extraction is required.
- The source of electricity power supply is Generator supplemented by JEDCO.

2.3 WHO Naivasha Residence:

- Naivasha residence is located within UN premises (Naivasha) with various UN Agencies and

partners sharing the compound. The premises is opposite to the Chinese Embassy neighboring ICRC office.

- WHO has 3 accommodation structures:
 - o 1 House Apartment 001.
 - o Others are divided into 2 apartments (designated Apartment 00 2 and 003
 - o 5 Prefab accommodation units designated as unit 1,2,3,4 and 5
 - o 2 staff Tukuls.
 - o There are 3 storage containers and 3 prefab installed for archive and garden area
 - o One Solid wall structure.

- Electricity and water supply is connected from the main UNPD maintained lines.
- Sewage and garbage collection done by UNDP.

3. *Planned timelines (subject to confirmation).

Total duration: 365 days / 12 months.

4. *Requirements - Work to be performed

Objective 1: Fixed Costs and Budget.

Output 1.1: Provision of fixed budget for the maintenance of the premises.

Output 1.2: Provision of monthly reports capturing services done, challenges and solutions proposed.

Objective 2: Comply with regulations.

Output 2.1: Ensure that all required safety regulations are up to date (extinguishers, electrical fittings etc).

Objective 3: Plan Maintenance work.

Output 3.1: Timetable prepared and presented for maintenance work.

Objective 4: Ensure personnel safety.

Output 4.1: Provision of adequate sanitation and janitorial services

Output 4.2: Regular pest control services (Fumigation).

Output 4.3: Proper waste management

Output 4.4: Proper functioning HVAC, electrical and plumbing systems.

Objective 5: Minimize equipment failure and production downtime

Output 5.1: Carry out preventative maintenance.

Output 5.2: Carry out regular inspections of the premises.

Objective 6: Develop improved policies, procedures, and standards.

Output 6.1: SOPs developed and improved in conjunction with WHO logistics team.

5. *Requirements – Planning

Note: Maintenance out of normal servicing will require quotations to be approved.

Technical Evaluation Criteria (60 points): the rating points will be indicated in the RFP templet.



Summary Evaluation Criteria	
Technical Approach <ul style="list-style-type: none">- A clear understanding of the scope of work required for the project, with a work plan that will ensure achievement of task objectives.- Clear understanding of Local Laws and regulations.- A viable transition plan with contingency planning and established milestones.- An overall effective strategy that accomplishes all project goals as outlined in the Scope of Works.	
Management Plan: Reviewed for information that shows proposed staff have the education, training, knowledge, and experience to successfully carry out the project. <ul style="list-style-type: none">- Requisite qualifications, experience, and time commitment of the proposed staff.- Demonstrated ability of proposed staff to perform work assignments accurately and in a timely manner.- An effective quality control and cost monitoring plan that adheres to requirements as specified.	
Project Staffing: Reviewed for information that shows the potential capability and experience of the offeror to successfully undertake the operations and maintenance. <ul style="list-style-type: none">- Requisite knowledge, skills and abilities of key staff assigned to the project.- Demonstrated staff experience in managing similar projects, with examples of past jobs done for clients, especially UN and International NGO's.- An effective management plan that ensures allocation of staff and resources to accomplish project goals.	
Organizational Experience: <ul style="list-style-type: none">- Organizational capability, resources, and experience in the required area of design, maintenance, and operations.- Implementation of quality and cost controls, with effective project and financial tracking and reporting.	
Past Performance: <ul style="list-style-type: none">- Quality of Product or Service: Compliance with contract requirements, technical excellence and know-how, successful projects from previous clients, responsiveness and accuracy of communication, assignment of qualified and appropriate personnel, proactive in suggesting solutions, tools to improve on the requirements, creative strategies and plans for work to be done.	

<ul style="list-style-type: none"> - Timeliness of Performance: Meets milestones and deadlines, quick turnaround time on requests, promptly communicates issues, reliable, stays on schedule, responsive to technical direction, completes tasks on time. - Problem Resolution: Anticipates, avoids, or mitigates problems, proactive in monitoring for new updates, satisfactorily overcomes or resolves problems, prompt notification of problems, recommends viable solutions - Cost Control: Consistently within task budgets, current, accurate, and complete billings, costs properly allocated, unallowable costs not billed, relationship of negotiated costs to actual costs, cost efficiencies - Business Relations: effective management, accountability for employee performance, business-like concern for customer's interests, effective use of technology, effective supervision of staff, reasonable/cooperative behavior, flexible, maintains high employee morale. - Customer Service: Prompt responses and communication, understands and embraces service and program goals, team approach with the customer, satisfaction with the contractor's services, positive customer feedback, courteous interactions, initiative. 	
Total	60 points

Lot 1: GENERATOR

- Generator (Perkins 250Kva) – Office
 - o 250 hours service
 - o 100 hours service
- Generator (Perkins 300Kva) – Office
 - o 250 hours service
 - o 100 hours service
- Generator – (PG Wilson 110Kva) – Warehouse
 - o 250 hours service
 - o 100 hours service
- Generator (Perkins 20 kva) -Gumbo MOH Mapau compound
 - o 250 hours service
 - o 100 hours service
- Generator (Perkins 80 kva) -PHEOC
 - o 250 hours service
 - o 100 hours service

Lot 2: AIRCONDITIONERS

- Service:
- WHO office air conditioners 96 units
- WHO Warehouse 14 units

- WHO residence 17 units
 - o Quarterly cleaning service once every quarter per each unit (127 units)
 - o Coolant gaz filling (on request)
- Spare Parts:
 - o Compressor replacement
 - o Capacitor 35 + 5 microF – 440 VAC (on order)
 - o 12000 BTU unit (on order)
 - o 18000 BTU (on order)
 - o 24000 BTU (on order)
 - o 48000 BTU (on order)

Lot 3: PLUMBING/SANITATION (WHO Office, Warehouse & WHO Naivasha Residence)

- Cost of intervention per hour (WHO office, Warehouse and Naivasha Residence)
- Toilet flush obstruction fixing (WHO office, Warehouse and Naivasha Residence)
- Sink obstruction fixing (WHO office, Warehouse and Naivasha Residence)
- Junction leakage fixing including gaskets (WHO office, Warehouse and Naivasha Residence)
- Tap fixing including gaskets (WHO office, Warehouse and Naivasha Residence)
- Cleaning of water tanks for both office and warehouse
- Exhauster service, 24000-liters truck (twice a week for WHO office and Warehouse)
- Garbage collection, 3-ton truck size (twice a week WHO office and Warehouse)

Note: Any additional works require quotations to be approved.

Lot 4: ELECTRICAL MAINTENANCE (Office, Warehouse & WHO Naivasha Residence)

- **Service:**
- Electrical safety inspection every 2 months and provision of check list with recommendation of areas that require urgent attention.
- Service and maintenance of external lighting
- Plumbing repairs and the washrooms.
- Cost of intervention per hour
- **Spare Parts:** (replacement parts (Legrand, ABB or Equivalent quality)
- Circuit break 10A
- Circuit break 16A
- Circuit break 20A
- Circuit break 32A
- Circuit break 64A
- Circuit break 100A
- Socket outlet for prefabricated container
- Socket outlet for masonry wall - embedded
- 1-way gang switch 10A, 240v flush mounted with back box
- Fluorescent light 2ft complete unit
- Fluorescent light tube 2ft

- Fluorescent light complete unit 4ft
- Fluorescent light tube 4ft

Lot 5: SOLAR SYSTEM – SUPPLY, INSTALLATION & MAINTENANCE

- **Service: 50 KW Hybrid Solar system**
- Maintenance of solar system
- Cleaning of solar panels 60 pcs, once a month
- Cost of intervention per hour
- Supply and installation of solar panels, 540w (incase of any damage/faulty)
- 200 kw Lithium-ion battery
- Control box

Lot 6: LOCKSMITH WORKS (Office, Warehouse & WHO Naivasha Residence)

- Cost of intervention per hour
- Prefab door locks replacement
- Prefab window locks replacement
- Normal door lock replacements
- Normal Window lock replacements, drawers' locks and carboards locks
- Hinges replacement

Lot 7: Fumigation Services (WHO Office, Warehouse and WHO Naivasha Residence)

Fumigation against pest and Rodents to conducted quarterly.

WHO office premise

- WHO office has 77 prefabs and are divided into three major blocks A, B, C and the middle-fabricated offices that include refresher area.
 - Measure 560 sqm
 - Guard's block (Reception and DPU), Male and Female toilets.
- Exterior part of the office compound safety tanks, manholes, generator room and the garbage area.
- Routine check within the period of two weeks after the fumigation services to ensure the dead rats are collected and disposed.

WHO Warehouse premise

- Warehouse compound measure 330 sqm.
- Three main structures within the premises, the main warehouse and the office are made up of hard structure and additional storage made up of shipping containers.
- One common washroom, safety tank, generator room and garbage area.

WHO Naivasha Residence

- Measure 670 sqm.
- Three hard structure buildings, Five accommodation prefabs, two tukuls, three storage containers and one fabricated archive.

- Three common washroom, safety tank and one Banker within the WHO Naivasha residence.

Lot 8: SUPPLY & MAINTENANCE OF FIRE EXTINGUISHERS (Office,

Warehouse & WHO Naivasha Residence) Maintenance of fire extinguishers:

- Dry Powder – 2, 4, 5, 6, 9 & 25kg
- Water - 9 liter
- Carbon Dioxide – 2 & 5kg

Supply of new fire extinguishers:

- Dry Powder – 2, 6, 9, 10 & 25kg
- Water - 9 liter
- Carbon Dioxide – 2, 10 & 5kg

Lot 9: SUPPLY & MAINTENANCE OF CCTV CAMERAS (WHO

Office and Warehouse)

The project involves the installation of a comprehensive Hikvision camera system in WHO premises in Juba. The system aims to provide high-quality surveillance, remote access, cloud storage, and advanced monitoring capabilities to ensure the security and safety of the premises.

System Requirements:

1. Camera Specifications:

I. Outdoor Cameras:

- Resolution: 4MP or higher
- Lens Type: Varifocal lens (2.8-12mm) for adjustable focus and zoom capabilities
- IR Range: Night vision up to 30 meters with Smart IR technology
- Weatherproof Rating: IP66 or higher for durability against harsh weather conditions
- Power Supply: PoE (IEEE802.3af), supporting 12VDC input
- Features: WDR (Wide Dynamic Range) Pro (120dB), Hikvision ColorVu technology for full-color imaging in low light, Motion Detection, Tampering Alarms, Privacy Masking

II. Indoor Cameras:

- Resolution: 4MP or higher
- Lens Type: Varifocal lens (2.8-12mm) or fixed lens as per specific monitoring requirements
- IR Range: Night vision up to 20 meters with EXIR technology

- Mounting: Ceiling or wall mountable with adjustable angles
- Power Supply: PoE (IEEE802.3af) or 12VDC input
- Features: Wide-Angle Viewing (110-degree horizontal FOV), Audio Input/Output (optional), Smart Analytics (optional), Region of Interest (ROI) encoding for improved image compression

III. PTZ Cameras:

- Resolution: 4MP or higher with 1/1.8" progressive scan CMOS sensor
- Optical Zoom: 25x optical zoom, 16x digital zoom for detailed monitoring of distant objects
- Pan Range: 360 degrees continuous rotation with Pan Speed: 0.1° - 160°/s
- Tilt Range: -15 to 90 degrees with Tilt Speed: 0.1° - 120°/s
- IR Range: Night vision up to 200 meters with Smart IR technology
- Presets: 300 programmable presets, 8 patrols, 4 patterns, and 4 pan scan
- Power Supply: PoE+ (IEEE802.3at) or 24VAC input
- Features: Auto-Tracking, Image Stabilization, Defogging, Heat Map, Face Detection, Audio Exception Detection

2. Installation Components:

- Cabling: Use high-quality copper CAT6 cables for data and power transmission.
- Hard Drives: Install surveillance-grade hard drives for onboard storage in each camera system.
- Conduits: Use PVC conduits for cable management and protection against environmental factors.
- TV Screens: Install high-definition TV screens for local monitoring and playback.
- Cabinets: Use lockable cabinets to house network equipment, DVR/NVR, and power supplies.
- Conduits and Tracks: Use cable conduits and tracks for organized cable routing and management.

3. Regular Maintenance:

Provide scheduled maintenance services including system checks, firmware updates, and component inspections to ensure optimal performance and longevity of the camera system. Suggestions, a maintenance contact, long term.

4. Installation Locations and Quantities:

I) WHO Main Office:

- 20 Outdoor Cameras, 3 Indoor Cameras, 4 PTZ Cameras (360-degree coverage)
10 cut 6 cables, 32 channels NVR, 64 Inch display unit(digital), power supply 24 channels, cables racks 32D, assorted accessories

II) WHO Warehouse No. 1 (Thongping):

- 12 Outdoor Cameras, 8 Indoor Cameras, 2 PTZ Cameras
6 cut 6 cables, 24channels NVR, 54 Inch display unit(digital), power supply 24 channels, cables racks 24D, assorted accessories

5. System Features:

1. **Online Access:** Remote access and management via Hik-Connect platform with HTTPS encryption.
2. **Configuration:** Centralized configuration using iVMS-4200 software for seamless control across all locations.
3. **Cloud Integration:** Hikvision Cloud Storage for secure off-site backups with AES-256 encryption.
4. **Full Color Day and Night:** ColorVu technology for vivid imaging in low light conditions without supplementary lighting.
5. **Maintenance:** Complimentary 3-month maintenance plan for all cameras including firmware updates, system checks, and troubleshooting support.
6. **Storage:** Onboard storage with H.265+ compression for up to 3 months, automatic backup to external NAS storage with RAID configuration for data redundancy and integrity.

Deliverables:

1. Installation of Hikvision camera system with professional mounting and cabling.
2. Configuration and integration for online access, cloud storage, and mobile viewing.
3. Training sessions for designated personnel on system operation, software usage, and basic troubleshooting.
4. Provision of detailed system documentation including user manuals, technical specifications, and warranty information.

Lot 10: WATER SUPPLY, SEWAGE & SOLID WASTE COLLECTION (WHO

Office and Warehouse)

- Clean & treated water delivery (truck of 7,000liters)

Office Premise water container capacity

- 3000 Liters 1 pc
- 2000 Liters 3 pcs
- 5000 Liters 1 pc

Warehouse Premise water container capacity

- 5000 Liters 1 pc

Sewage/Exhauster services:

- Cost of intervention
- Cost per exhauster trip, 24000 litre truck

Solid waste collection:

- Bi-weekly service, 24,000 litre truck

Lot 11: GENERAL MAINTENANCE SERVICES (Office, Warehouse & Guesthouse)

- Indoor painting per square meter
- Outdoor painting per square meter
- Refrigerator service – coolant
- Deep cleaning of WHO Vehicles

6. Inputs

- The service specific staff, ad-hoc staff, specialized skills and expertise.
- All tools and instruments required to provide the services in accordance with the proposal.
- All equipment, chemicals, supplies and consumables required for cleaning and pest control of the premises.
- Equipment, supplies, service contracts and articles of consumption required for the maintenance of the premises and services herein and their procurement in accordance with specifications presented by the contractor.
- Staff uniforms and personal safety equipment.

7. *Characteristics of the Provider

Qualifications of the Contractor

- The company should have at least 3 years of relevant experiences in providing package services of cleaning, building maintenance and gardening service
- The company should have registered business license from local authority
- Proven track record in rendering satisfactory services to high-end premises, buildings, condominiums, apartments, and offices in various business/financial districts
- Financially sound and stable, as may be evidenced by authentic financial statements for the past 2 years of operation
- Experience in servicing international and diplomatic organizations an advantage, but not mandatorily required.

- Providing a safe and healthy workplace and ensure that personnel are properly trained with the appropriate safety and emergency equipment.

Qualifications of the Personnel Assigned of the Contractor

The contract personnel will be competent and fully trained to perform their work. The contractor shall ensure that all personnel assigned to this contract meet the following minimum standards:

- Be able to effectively understand and carry out rules, orders and instructions
- To be discreet as far as possible, and respectful of the work that is being carried out

- Physically and mentally fit to efficiently and effectively perform the daily services required
- Be healthy as proven by periodical medical exams, performed by a licensed local hospitals
- All personnel receive personal hygiene training before they start employment
- Sufficient trustworthiness to be allowed access to offices of the highest UN officials and even the most sensitive areas of the UN premises

Note: In addition to the above general qualifications, each functioning position should have below relevant qualifications.

Task Manager (on – site service is not required)

- Diploma or bachelor's degree in public administration or business management
- At least 3 years of relevant supervising and managerial experience
- At least 5 years working in the areas of cleaning, building maintenance
- Good communication skills
- Be able to complete regular and assigned task independently

8. *Place of assignment

- WHO Country office, Ministry of Health Complex Juba South Sudan
- WHO Warehouse, Tong ping area Juba South Sudan
- WHO Residence, Naivasha, UNDP Compound Juba, South Sudan