

Terms of Reference (TOR)

Prequalification and Engagement of Backup Vehicle Service Providers – Juba

Organization: Samaritan's Purse

Location: Juba

1. Background

Samaritan's Purse operates and maintains a fleet of vehicles and equipment in Juba to support its humanitarian and development programs. The fleet plays a critical role in program delivery, field mobility, emergency response, and logistical support.

Timely, reliable, and professional vehicle servicing is essential to ensure operational continuity, staff safety, cost efficiency, and compliance with internal fleet management standards. To strengthen service reliability and reduce the risks associated with relying on a single service provider, the organization intends to identify and prequalify competent workshop(s) to serve as backup vehicle and equipment service providers.

2. Purpose of the Assignment

The purpose of this TOR is to guide the formal assessment, selection, and engagement of qualified vehicle and equipment service workshops in Juba that can:

- Provide timely, professional, and high-quality maintenance and repair services
- Demonstrate adequate technical expertise, staffing, and infrastructure
- Ensure availability of genuine or high-quality spare parts
- Offer competitive, transparent, and cost-effective pricing
- Maintain proper documentation and service records

Following the evaluation process, recommendations will be submitted through the Tender Committee and presented to the Senior Management Team (SMT) for review and approval.

3. Scope of Services

The selected workshop(s) must be capable of providing, but not limited to, the following services:

A. Vehicle Services

- Preventive maintenance and scheduled servicing
- Major and minor mechanical repairs (engine, transmission, suspension, braking systems)
- Electrical diagnostics and repairs
- Cooling and air-conditioning system repairs
- Bodywork and minor accident repairs

- Wheel alignment and balancing
- Supply and installation of genuine or approved spare parts
- Emergency breakdown and roadside assistance within Juba

Vehicles may include, but are not limited to:

- Toyota Land Cruiser
- Toyota Hilux
- Isuzu Truck
- Quad bikes (Yamaha, Honda)

B. Equipment Services

- Servicing and maintenance of generators (including 200 KVA and 165 KVA units)
- Tractor servicing and mechanical repairs
- Electrical diagnostics and component replacement
- On-site servicing where required

4. Eligibility and Qualification Requirements

Interested workshops must provide evidence of the following:

- Valid business registration and operating licenses in South Sudan
- Tax compliance documentation
- Proven experience servicing 4x4 vehicles, trucks, generators, and similar fleet equipment
- Availability of qualified and experienced mechanics/technicians
- Adequate workshop infrastructure, tools, and diagnostic equipment
- Clear quality control and safety procedures
- Ability to provide references from reputable organizations
- Transparent pricing structure and invoicing system
- Capacity to maintain detailed service reports and job cards

5. Evaluation Criteria

Workshops will be evaluated based on:

- Technical capacity and qualifications of personnel
- Workshop facilities and equipment
- Quality assurance systems

- Turnaround time for servicing and repairs
- Availability and sourcing of genuine/approved spare parts
- Cost-effectiveness and value for money
- Past performance and references
- Compliance with organizational procurement and ethical standards

6. Deliverables

Interested service providers shall submit:

- A complete technical proposal
- A financial proposal including labour rates and pricing schedule
- Company profile and legal documentation
- List of key technical staff
- Evidence of previous similar assignments
- Service level commitment, including estimated turnaround times

7. Reporting and Approval Process

The Procurement and Logistics Department will conduct the technical and financial evaluation of submitted proposals.

Recommendations will be presented to the Tender Committee and subsequently forwarded to SMT for final review and approval prior to engagement.

8. Duration of Engagement

Selected workshop(s) will be prequalified for an initial period of one (1) year, subject to satisfactory performance and periodic review. Renewal will be based on service quality, responsiveness, compliance, and organizational needs.

9. Ethical and Compliance Requirements

All service providers must adhere to the policies and standards of Samaritan's Purse, including but not limited to:

- Anti-fraud and anti-corruption policies
- Safeguarding and protection standards
- Ethical procurement guidelines
- Health and safety compliance

Failure to comply with these requirements may result in disqualification or termination of engagement.