

TERMS OF REFERENCE

PROVISION OF GENERAL OFFICE 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, opp former UNOCHA Juba Central Equatoria State.

The organization premises include two separate compounds comprising of over 30 staffs;

1. The office premises

It has a fenced area which includes the 2 office blocks with 13 office rooms, a store, kitchen, toilets and a conference room.

2. The staff guest house

It has a fenced area which includes 2 accommodation blocks, 2 single storey fabricated prefabs and a single prefab

1.0 Goal/ Objective

To source for a service provider responsible for providing office maintenance and repairs services that include; electrical works, plumbing and carpentry works.

2.0 Specific tasks/ Procedures to be performed

The contractor shall provide repair, maintenance and installation services for the following work in the Amref South Sudan property and to provide standby technicians on requests for below tasks:

- a. Electrical repairs (Including AC maintenance)
- b. Plumbing
- c. Carpentry
- d. Masonry

- e. Painting
- f. Metal Fabrication works

2.1 Routine Duties of the technician:

The scope of work also includes maintaining all log books, register, schedules, checklist, monthly report and SOPs separately for each area of work.

This includes maintaining log book on daily, weekly and monthly basis and report to Administrative Officer.

Routine checkup for all the general maintenance & repair work.

2.2 Outline of tasks under repairs and maintenance area

i) Electrical:

The technician will perform the below tasks on daily basis:

- Daily routine checkup of all the electrical System & appliances and replace defective bulbs, tube lights, parameter lights, fans, switches, sockets, plug points, short circuiting/Tripping lines, rewiring, managing tangled wires, load balancing and any other job.
- A thorough checking up to all the electrical systems which includes cleaning of all panel junctions, tightening of all connections, checking/cleaning/greasing of all contracts, checking of Main Circuit Breakers (MCB's).
- Checking the electric current load between each electrical phase to ensure electric load is equally shared in each phase to avoid accident while installation of various electrical equipment/device i.e. Heater, AC, UPs etc. where necessary.
- Be able to repair or arrange to repair all kinds of electronic and electrical items.
- Liaison with Juba power for any minor repair & maintenance
- Maintenance of Power equipment - AC, Fan, all lights, sockets, Electricity supply distribution board (DB box) etc and kitchen equipment/appliances – Repair & maintenance for Refrigerator, Water Dispensers, Microwave, Oven, Electric kettle etc.

iii) Plumbing Installation/repair of flush, shower, repair of leakages from pipelines both internal & external, surface drains, manhole cleaning, commode leak repair, tap, flushing cistern and removal of blockage in the pipelines using pressure pump if necessary.

- Commode leak repair
- Wash basin/Sink leakage repair
- Tap repair & replacement
- Soil, Waste and Rainwater drainage pipe lines
- Sewer pipe
- Fixtures
- Flush, shower repair of leakages from pipe both internal and external
- Surface and rooftop drains
- Manhole cleaning
- Removal of blockage in the pipe line using pressure pump
- Cistern repair

iv) Carpentry:

Standby staff will do the Carpentry work on as & when required basis which will include:

- Repair of desk, chair, cupboards
- Aluminum/ wooden windows & door disorder
- Door Frame and Door Lock

vi). Painting:

- Basic Painting Work Painting in the offices and premises and polish on wooden furniture as and when needed.

B. Other Regular Maintenance to be provided by the Contractor

- **i) Water tanks cleaning:** Cleaning of Roof tanks of the Office and guest house Buildings.

- **Frequency of intervention:** Twice a year

ii) Drainage:

- The drainage work includes cleaning of manholes, rain water drainages and rooftop rain water drainage.
- The contractor will be responsible for taking out the debris and cleaning of ground manholes, connection pipes & rain water drainages and to clear all the blockages.
- The debris from all the drainages to be thrown out from the Amref Health Africa in South Sudan premises. The cleaning work for manholes and drainages to be done on weekends or public holidays or as per the need.

iii) Metal Fabrication

- Fixing frames for sign posts, doors, windows.
- Local made panel door shutter
- Mosquito screen window shutter
- Fixed wire mesh with fly mesh

- Aluminum Skirting
- Repair of desk, chair, windows/door disorder, doorframe, door lock, sealing doors and window.

iv). Masonry: Basic Masonry Work Repair & maintenance of basic masonry work as and when needed.

- Sealing Doors and Brick Works
- Fair faced Brick Work
- Concrete Work
- Cement Plaster
- Tiling Works (Ceramic Floor Tile, Ceramic Wall tile, etc...)
- Marble Works (flooring works, granite boarder works, granite wall partition, etc...)

3.0 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/ user department indicating the developed problem or repairs to be done. The service request form is approved by the Administrator and forwarded to the Qualified service provider 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. **Works/ Repairs:** The Qualified Maintenance Service provider will also ensure proper implementation of works/ Repair, the service provider will be responsible for any damage caused by the service provider.
- v. **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.
- vi. **Invoice Submission:** The service provider will submit Invoice attached with the job card (Certificate of completion) signed by the Administrator
- vii. **Payment:** As indicated in the RFP, Amref will initiate and make 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.

4.0 Charges:

Contractor shall quote the cost for:

- **Flat rate basis for General Office Maintenance Services**

The contractor shall charge Amref Health Africa in South Sudan the monthly flat rate to provide the regular and routine general office maintenance services by the qualified technician/ mechanic in the scope of work above.

- **Quotation for particular maintenance and repairs**

The quotes for major general office repair and maintenance 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.

5.0 Deliverables:

To provide efficient general office servicing, repair and maintenance as requested thereby improving the quality of operational services so the organization's staff can focus on their mandates and programmes thereby offering a safe work environment

6.0 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

7.0 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 technician 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 technician 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.

8.0 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.

9.0 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.

10.0 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.

11.0 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**

