

TERMS OF REFERENCE; LWF NAIROBI OFFICE– GENERAL REPAIR AND MAINTENANCE

BACKGROUND

Lutheran World Federation Services (LWF) located in Lavington along Gitanga Road seeks the provision of regular repair and maintenance services to ensure a clean, safe and functional working environment. The purpose of this TOR is to engage a service provider to deliver general office maintenance services efficiently and effectively.

OBJECTIVE

To maintain a high standard of cleanliness, safety and functionality across all office premises to support smooth operations and a conducive working environment.

SCOPE OF THE WORKS

The service provider (s) will be responsible the provision of repair, maintenance and installation services within LWF Nairobi office as set out in the scope of work below. The maintenance will be done quarterly prior to a thorough inspection and on need basis as and when faults are realized especially for emergency cases.

Facility Repairs

Repairs to furniture, fixtures and minor building issues, as well as replacement of worn out items as required. This includes emergency response for facility related repairs. These include:

1. Repair of desk, chair, cupboards and Kitchen cabinets
2. Aluminum /wooden window & doors
3. Door Frame and Door lock
4. Sealing doors and windows
5. Fixing frames for doors and windows
6. Local made panel door shutter
7. Mosquito screen window shutter
8. Notice Boards
9. Ceiling boards
10. Repair of metallic window and door bars
11. Polishing of wooden doors and walls
12. Maintenance of tiles flooring

Electrical system:

1. Checkup and maintenance of all the electrical systems & appliances, replace defective bulbs, tubes lights, parameter lights, fans, switches, sockets, plug points, short-circuiting /Tripping lines, re-wiring, managing tangled wires, load balancing.
2. A thorough review of 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)
3. Installation of various electrical equipment where necessary.
4. Ensure the maintenance of electric load within the offices to avoid electric shocks and accidents.
5. Be able to repair or arrange to repair all kinds of electronic and electrical items.

Plumbing

Routine inspection and repair of plumbing fixtures. These will include but not limited to the following:

1. Installation or repair of flush toilets and shower
2. Repair of leakages from the pipeline both internally within the building and exterior e.g. Flush, Shower repair of leakages from pipe
3. Manhole cleaning

4. Wash basin/sink repair
5. Tap repair & replacement
6. Rain water drainage pipelines
7. Sewer pipe fixtures
8. Surface and rooftop drains
9. Removal of blockage in the pipeline using pressure pump
10. Cistern repair.
11. Cleaning of water tanks

Painting

Support with all facilities painting requests from time to time. Painting should be environment- friendly and lead-free. Key painting areas may include the following:

1. Painting of perimeter wall using water – proof paint
2. Painting of metallic containers
3. Office painting
4. Polishing of wooden walls & tiles

HEALTH AND SAFETY

Health and Safety are paramount on LWF. The service provider must adhere to:

1. Occupation Health and Safety Regulations
2. Environmental protection laws
3. Any other regulation that may be in force affecting the implementation of the TOR as stipulated by the local authorities

The maintenance company shall inform the Operations Manager of any unique health and safety hazard that might jeopardize the work to be performed and shall advice to the above-mentioned officer of any precautions that ought to be taken.

LWF reserves the right to halt any works being conducted without compliance and adherence to the prescribed regulations are not adhered to.

SECURITY

The maintenance company must hold the record of its staff details. To the extend required from time to time by the security manager/deputy, the maintenance company shall provide: A list of staff showing the name and address of everyone who is involved in the performance of maintenance company

Any other information about such person, with supporting evidence, required including full details of birth place, citizenship and certificate of ethical conduct.

The maintenance company shall not without the written approval from the programme support manager take photograph of the whole or any part of LWF Property. The maintenance company shall take all reasonable steps to prevent any person, other than programme support manager from taking, publishing or otherwise circulation any such photograph with such permission. The maintenance company shall provide clear visible ID Cards to their workers and this should be worn at all the time during work.

Loads and paths to be used as access by the maintenance company 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.

KEY DELIVERABLES

1. Detailed maintenance schedules and reports.
2. Detailed documentation of all repairs conducted
3. Replacement parts specification and clear documentation of warranties
4. Timely facilitation of the requests and quick response to emergencies

Contract Period

This Framework Agreement will commence from the date of signing by both parties and will be valid **until 31st December 2025**

PRICES

The Service Provider shall provide Quotations against the Maintenance Requests issued by the Procurement officer. The quotes will be analysed and orders issued against them.

EVALUATION CRITERIA FOR PROVISION OF ROUTINE REPAIR AND COMPOUND MAINTENANCE

Technical Evaluation; Maximum marks 70

1. Experience and Expertise – Marks 15

- Evidence of a minimum of **[5 years]** of experience in providing repair and maintenance services for office compounds or similar facilities, including expertise in:
 - Electrical systems.
 - General maintenance, plumbing, carpentry, and painting.
- Proven track record of successful contracts involving complex, multi-disciplinary maintenance activities.
- Submission of at least **[3]** references or testimonials from previous clients.

2. Technical and Operational Capacity – Marks 15

- Demonstrated capacity to perform the scope of work, including:
 - Maintenance and repair of electrical systems (e.g. circuit breakers, load balancing, etc.).
 - Plumbing services, such as taps/ pipe repairs, leakage management and blockage removal.
 - Carpentry work, including furniture repairs, door/window maintenance, and installation of fittings, wooden floors repairs and polishing, Door locks/door frames repair etc.
 - Painting services with eco-friendly, lead-free materials for various finishes (e.g., emulsion paints, waterproofing).
- Detailed work plan and methodology for routine and emergency maintenance activities.
- Availability of qualified and experienced personnel with the necessary certifications (attach CVs/profiles).

3. Compliance with Legal and Regulatory Requirements – Marks 8

- Valid business registration certificate.
- Tax compliance certificate from the relevant authority.
- Adherence to applicable safety and environmental standards.

4. Financial Capacity – Marks 8

- Evidence of financial stability, such as audited financial statements for the past **[2 years]**.
- Competitive and clear pricing structure, with the ability to provide quotations for specific maintenance requests.

5. Health and Safety Standards – Marks 5

- Commitment to health and safety guidelines, including the provision of personal protective equipment (PPE) to employees.
- Submission of a detailed health and safety plan specific to maintenance activities.
- Evidence of compliance with safety standards, including procedures for addressing site hazards and protecting personnel.

6. Security Compliance – Marks 5

Maintenance company must maintain and provide: A list of staff involved in the project, including names, addresses, and supporting evidence of ethical conduct, Visible ID cards for all workers, to be worn during work hours, Adherence to security protocols, including restrictions on photography and ensuring clear access paths.

7. References and Past Performance – Marks 4

- At least **[3]** letters of recommendation or references from previous clients in similar projects.

- List of similar contracts completed within the last [3 years].

8. Environmental Sustainability Practices – Marks 5

- Use of environmentally friendly materials, such as lead-free and water-based paints.
- Commitment to sustainable waste management during maintenance activities.

9. Adherence to LWF’s Policies – Marks 3

- Agreement to adhere to the Lutheran World Federation's (LWF) Code of Conduct, safeguarding policies, and ethical standards.

10. Value Addition – Marks 2

- Innovative approaches or additional services that enhance the quality or efficiency of repair and maintenance activities.

B. Financial Evaluation; Maximum marks 30

Maintenance and Repair Service Model

I. Quarterly Maintenance Service

Scope:

1. The service provider will conduct a comprehensive maintenance inspection every quarter.
2. Inspections cover; Electrical systems, plumbing systems, Carpentry and general structural checks, Painting and surface condition evaluations.

Process:

1. **Inspection:** The service provider performs a detailed quarterly inspection of the office compound.
2. **Diagnosis and Reporting:** The provider compiles a report of identified issues, detailing:
 - Nature of the problem.
 - Estimated costs (labor and materials).
 - Expected completion time.
3. **Approval:** The report is shared with the Operations Manager for review and approval. Only approved repairs proceed.
4. **Execution:** The service provider carries out approved tasks as per agreed timelines.

Pricing:

1. **Quarterly Inspection Fee:** A flat fee for each inspection in Kenyan shillings.
Quoted amount; KES.....
2. **Task-Based Pricing:** cost-plus model (I.e., Quote for the Material cost, Labour cost: and your **Mark-up** (e.g., 15% overhead): all this to form one total cost)
Supplier’s Mark-up Percentage;

II. Emergency Repairs and Ad Hoc Services

Scope:

1. Unplanned repairs or urgent maintenance requests outside the quarterly schedule.
2. Examples include: Fixing power outages and emergency plumbing repairs (e.g., burst pipes), Urgent carpentry or structural repairs.

Process:

1. **Request:** The service provider responds to requests within a specified timeframe (e.g., within 2 hours).
2. **Diagnosis and Approval:**
On-site diagnosis conducted immediately.
Detailed cost estimate provided to the Operations Manager for approval.
3. **Execution:** Emergency repairs are carried out promptly once approved.

Pricing:

1. **Emergency Call-Out Fee:** A flat fee for emergency response (e.g., \$150 per call-out).
Quoted amount; KES.....
2. **Task-Based Pricing:** cost-plus model (I.e., Quote for the Material cost, Labour cost: and your **Mark-up** (e.g., 15% overhead); all this to form one total cost)
Supplier's Mark-up Percentage;

SUBMISSION CHECKLIST FOR ROUTINE REPAIR AND MAINTENANCE SERVICES

Please ensure that all items below are completed and provided with your submission. Tick the boxes as applicable:

Criteria	Requirement	Tick (✓)
1. Experience and Expertise	Provide evidence of [5 years] of experience in repair and maintenance, including electrical, plumbing, carpentry, and painting services.	[]
	Submit at least [3] references from previous clients for similar contracts.	[]
2. Technical and Operational Capacity	Provide a detailed work plan and methodology for routine and emergency maintenance.	[]
	Include CVs/profiles of qualified personnel with relevant certifications.	[]
	Demonstrate capacity in handling the specific types of services outlined in the TOR (electrical, plumbing, carpentry, etc.).	[]
3. Compliance with Legal and Regulatory Requirements	Attach a valid business registration certificate .	[]
	Provide tax compliance certificate from KRA.	[]
	Ensure compliance with applicable safety and environmental standards. Attach evidence	[]
4. Financial Capacity	Attach audited financial statements for the past [2 years] . Or bank statement within the last year	[]
	Provide a clear and competitive pricing structure for services.	[]
5. Health and Safety Standards	Submit a health and safety plan, including PPE provisions for staff.	[]
	Demonstrate adherence to health and safety guidelines specific to maintenance activities.	[]
6. Security Compliance	Provide a list of staff involved in the project, including their names, addresses, and ethical conduct certificates.	[]
	Ensure staff will wear visible ID cards at all times during work.	[]
	Confirm adherence to security protocols, including photography restrictions and clear access paths.	[]
7. References and Past Performance	Provide at least [3] letters of recommendation or testimonials from previous clients.	[]
	Include a list of similar contracts completed within the last [3 years] .	[]
8. Environmental Sustainability Practices	Demonstrate use of environmentally friendly materials (e.g., lead-free paints).	[]
	Include a sustainable waste management plan during maintenance activities.	[]
9. Adherence to LWF's Policies	Agree to adhere to the Lutheran World Federation's (LWF) Code of Conduct and safeguarding policies.	[]
10. Value Addition	Provide details of any additional innovative services or value-added offerings.	[]

- Ensure that all documentation is complete and signed where required. []
- Submit the proposal by the specified deadline. **27th January 2025** []