

Term of Reference (ToR)

For Provision of Maintenance and Repair Services including Supply of Spare Parts to UNHCR Vehicle Fleet (Armoured & Standard) at KRI

- The Service provider shall be an authorized dealer of Toyota in KRI
- The Service provider shall provide warranties for all services performed.
- The service provider shall provide 24/7 recovery service.
- The Service provider shall have specialist for repair and maintenance of both Toyota soft skin and Toyota Armoured Vehicles (AVs);
- The Service provider shall provide genuine Toyota service parts for all categories of services for both Soft skin and AVs
- The Service provider shall have specialist and capacity for body and fender works
- The Service provider shall be willing to provide better and effective driving tips to driver upon request from UNHCR.
- The Service provider shall provide maintenance services in line with the maintenance intervals prescribed by the manufacturer.
- The Service provider shall only provide services only upon receipt of authorized service request from UNHCR
- The Service provider shall invoice UNHCR without taxes for all services (Spare parts and labour).

- The service provider shall provide all supplies, personnel, equipment, tools, materials, supervision, and other items or services necessary to perform the management and operation of motor vehicle maintenance functions as defined in this scope of work.

- All supplies and materials shall be of a type and quality that conform to Toyota specifications and standards – Ideally Original Toyota parts. All supplies, materials, and equipment to be used in the performance of work described herein are subject to be checked.

- The service provider must submit to UNHCR a work order identifying the work to be performed.

- The service provider shall not use any material, chemicals, or compounds which UNHCR determines would be unsuitable for the intended purpose or harmful to the vehicles being serviced.

- The following is a list of requirements for vehicles maintenance and servicing purposes. Each product submitted must be identified with one of these categories. It is desirable that vendors be able to supply the greatest number of all services listed below.

- The service provider must give UNHCR maintenance requests top priority and attention. The service provider will provide the following items.
 - Professional Welding Services
 - Exhaust Services include Catalytic Converter Services
 - Alignment Equipment
 - Up to date diagnostic scanning equipment
 - Tire pressure equipment with reprogrammable capability
 - Tire equipment to properly remove, replace and balance tires
 - Brake lathe machine capable of turning rotors and drums
 - The ability to look up technical service bulletin recalls
 - Coolant flush machines
 - Breaks fluid replacement system
 - Transmission flush machines
 - The ability to work directly with the vehicle manufactures
 - Full service equipment and overhaul equipment as well

- The Service provider shall provide intermediate maintenance, preventive maintenance and scheduled inspections/tests; Repair/replace unserviceable parts, assemblies, subassemblies and components; refinish, fabricate parts, and make modifications; repair accessories and auxiliary equipment, and body structural repair.

- Vehicle maintenance normal hours of operation shall be continuous from 8:00 AM to 5:00 PM daily, Sunday through Thursday.

- The service provider shall accomplish schedule preventive maintenance, concurrent and special inspections, tests, and calibration.

- The service provider shall be responsible for installation or transfer of vehicle accessories and special equipment as approved by UNHCR. The service provider shall be responsible for repairs and parts after installation which should fall under warranty.

- The service provider shall provide, issue, and add all replenishment fluids/ lubricants to include; Engine oils, transmission, brake and hydraulic fluids, gear lubricants, and coolants that meet the standards set forth by Toyota.

- Engine oil to be used is only 100% 20W50 Synthetic oil type of recognized and well reputed brand. It is the responsibility of the contractor to provide the oil and make sure that there is always enough quantity kept in stock to serve all UNHCR vehicles.

- The service provider shall provide onsite maintenance for vehicles and equipment which because of their design or immobility cannot economically be delivered to the vehicle maintenance facility.
- The service provider shall provide repair and replacement of vehicle and equipment tires in accordance with Toyota manuals. Disposal of unserviceable tires shall be the service provider's responsibility in accordance with approved environmental procedures unless UNHCR states otherwise by requester.
- The service provider shall maintain strict control of all accountable documents. This includes logs and registers required by UNHCR. These documents will be made available to UNHCR upon request. Each vehicle should have a file and history records.
- The Service provider shall ensure that a vehicle maintenance manager is responsible for the development and execution of a comprehensive vehicle maintenance program. Program includes planning utilization of resources, managing facilities and equipment, analyzing operational problems and taking corrective action; and providing technical and administrative advice to vehicle/ equipment using organizations. Determining and resolving technical matters, problems involved in the repair and maintenance of vehicles and equipment; preparing and defining budgets for the operation of the vehicle maintenance program.
- The service provide shall ensure that employees have current and valid professional certifications before operating UNHCR vehicles.
- The Service provider shall provide motor vehicle and equipment repair parts equal to or exceeding the quality of replacement parts supplied by the original equipment manufacturer.
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- Commercially purchased or service provider rebuilt parts may use if they equal or exceed the quality of the original parts after receiving approval from UNHCR.
- The supplier shall provide a copy of the manufacturer's maintenance schedule for all types of Toyota products used by UNHCR as part of the submission document

Preventive maintenance Service

The description of preventive maintenance activities follows:

Preventive maintenance is a term used to describe the performance of regularly scheduled maintenance procedures of a vehicle to prevent the possibility of malfunctions. UNHCR will maintain all vehicles in the best possible operational conditions. This will be accomplished by adhering to and/or exceeding the manufacture's recommended minimum maintenance requirements.

Please check below the list of vehicle parts need to be replaced/ check every time a maintenance is done for a required period based on km distance crossed.

5,000 km Service checks

- Zero kilometer maintenance
- Renew engine oil when engine is hot
- Renew engine oil filter every 10,000 km.
- Renew engine fuel filter every 10,000 km. (Every service)
- Remove and clean sediment filter cartridge (not fitted on all vehicles).
- Loosen drain plug on fuel filter and check for water/ dirt by pumping fuel pump.
- Remove air filters and clean or renew if too dirty.
- Check air intake filter box and hoses for cracks or leaks.
- Check air intake hose clips for security
- Check water pump shaft for leaks and free play
- Check fan belts for tightness and condition (replace as necessary)
- Check radiator and all water hoses for leaks
- Check/top up radiator coolant
- Check radiator fins for blockage and clean as necessary
- Check exhaust system for leakage and security.
- Check battery connections and battery tray for condition and security.
- Check battery is not loose.
- Check battery electrolyte level (top up with battery water as necessary)
- Check engine and transmission mountings for condition and security.
- Check for oil leaks from engine and transmission.
- Check condition and security of steering box joints and linkages.
- Check all steering ball joints and linkages for wear
- Check power steering fluid level
- Check steering for abnormal noise and stiffness.
- Check gear box and differential drive flanges for free play.
- Check security of propeller drive shaft coupling nuts and bolts.
- Check all suspension bushings for wear and security
- Check all suspension bolts for security.
- Check wheel bearings for free play (with wheel jacked up) – adjust if necessary.
- Remove wheels and check tyres for cuts, bulges, uneven wear and thread depth.
- Remove rear brake drums, wash out dust, inspect shoes for wear and drums for condition – replace shoes if necessary.
- Inspect rear wheel brake cylinders for fluid leaks.
- Check brake automatic adjusters for correct operation.
- Inspect front brake pads for wear, seals for leaks and front brake disks for condition.
- Inspect all brake pipes, hoses and connections for condition and leaks.
- Pump grease in to steering knuckle joints.
- Check free wheel operation.
- Grease all steering grease nipples.
- Refit wheels and check tyre pressures including spare tyre.

- Check security and operation of handbrake.
- Check efficiency of foot brake and handbrake by road testing.
- Check for body vibration noises and repair as necessary.
- Grease propeller shafts, sliding joints and universal joints.
- Lubricate exposed parts of accelerator cable.
- Check gear box oil level.
- Check transfer box oil level.
- Check front and rear differential oil level.
- Check brake master cylinder fluid level.
- Check clutch master cylinder fluid level.
- Fill windscreen washer bottle with water.
- Check condition of wiper blades.
- Check operation of horns.
- Check all instrument gauges for correct operation.
- Check condition of all lights and lenses.
- Check operation of indicator lights and hazard lights.
- Check rear view mirrors.
- Check operation of window controls.
- Check operation of all door, bonnet and tailgate latches and locks.
- Lubricate all door locks, hinges and check straps.
- Check suspension shock absorbers condition and operation.
- Check chassis for cracks (especially around suspension mounting areas).
- Visually check for any other problems.

10,000 km service checks.

- Carry out "A"
- Check Fuel Filter
- Check Sump plug gasket
- Check power steering pump & fluid
- Check brake system leakage
- Grease and check all controls and leakages
- Check drive shaft
- Check U/J blots
- Check exhaust pipe and mounting
- Check brake lining and drums
- Check transmission all level
- Tighten bolts, nuts on chassis and body

20,000 km service checks.

- Remove battery connections, clean and apply new grease
- Remove fuse box cover and remove dust and dirt from around fuses.
- Check accelerator cable condition.
- Check condition of radiator cap and seals (when engine cold)
- Check axle breather pipes to ensure that they are not blocked.

- Check steering box breather to ensure it is not blocked.
- Check seat belts and seats for adjustment.
- Check steering linkage condition.
- Check steering linkage shock absorber for operation and oil leaks.

50,000 km service checks

- Change gearbox oil (with special gearbox oil)
- Change transfer box oil (with special gearbox oil)
- Renew front and rear differentials (with special gearbox oil)
- Remove engine heater plugs and check for correct operation.
- Check engine valve clearance and adjust as necessary.

100,000 km service checks

- Renew timing belt
- Renew injector nozzles (if engine producing black smoke)
- Renew engine coolant

Corrective maintenance service

Based on future needs, UNHCR will send an RFQ to the contracted service provider to provide price offers for items/ damaged needs to be fixed. A price/ quality comparison evaluation process will take place within UNHCR between all the service providers followed by official awarding process to finalize the work needed based on mutual agreement.

Administration

Upon contract award, UNHCR will meet with the service provider to review procedures for monitoring contract performance. In general, the service provider shall anticipate that UNHCR will schedule onsite visits with shop management to review service performance. Contract renewal meetings shall be held prior to the end of the contract period expiration.