TERMS OF REFERENCE (TOR)

RFP-2026-EA-006-TOR-001-GENERAL REPAIRS AND MAINTENANCE SERVICES

Document information	Details
Procuring entity	Médecins Sans Frontières – Eastern Africa (MSF EA), Nairobi, Kenya
Requesting unit	Facilities Unit
Service	GENERAL REPAIRS AND MAINTENANCE SERVICES
Engagement type	Service agreement for recurring maintenance and repairs
Contract duration	12 months from the contractual commencement date

1. Introduction

Médecins Sans Frontières (MSF) is inviting proposals from qualified vendors to provide general repairs and maintenance support services. This document outlines the scope of work, responsibilities, and requirements for the selection of a qualified vendor to provide general repairs and maintenance services for the MSF East African offices at Pitman House.

The vendor will be responsible for ensuring that all office repairs and maintenance activities are carried out efficiently, professionally, ensuring a safe and operational working environment.

2. Objective

The primary objective of this engagement is to secure a reliable vendor who will provide high-quality general repairs and maintenance services to maintain office functionality, safety, and aesthetics.

3. Scope of Work

The vendor shall provide, but not be limited to, the following repair and maintenance services:

3.1 Electrical Repairs

1. Regular checks and maintenance of electrical systems, lighting fixtures power outlets and emergency lighting.
2. Fixing and replacing faulty electrical outlets, switches, and wiring.
3. Installing or upgrading light fixtures, bulbs, and electrical panels.
4. Troubleshooting power issues and circuit failures.

3.2 Plumbing Repairs

1. Repairing leaky faucets, pipes, and water supply lines.
2. Unclogging drains, toilets, and sinks.
3. Replacing or repairing faulty valves, fixtures.

3.3 Carpentry Services

1. Repairing and reinforcing broken furniture, doors, and windows.
2. Adjusting misaligned hinges, locks, and handles.
3. Custom installations like shelving, partitions, and cabinetry.

3.4. Painting and Surface Maintenance

1. Repainting walls, ceilings, and furniture as needed.
2. Touch-ups for minor scuffs, scratches, or fading.
3. Repairing cracked or peeling paint.

3.5 Floor and Wall Repairs

1. Replacing or repairing damaged tiles, wood, or carpet flooring.
2. Fixing cracks or holes in walls, ceilings, or partitions.
3. Waterproofing and sealing as necessary.
4. Polishing and refinishing wooden or tiled surfaces.
5. Minor remodeling or renovations as needed.

3.6 Any other general repairs and maintenance services as required.

4. Vendor Responsibilities

The selected vendor shall:

1. **Site Assessment: Conduct an initial site assessment to identify existing maintenance needs and develop a comprehensive maintenance plan.**
2. **Staffing:** Provide qualified and experienced maintenance professionals.
3. **Reporting:** Submit regular maintenance reports detailing completed tasks, identified issues and required repairs.
4. Parts and Materials: Provide itemised quotations for necessary parts and materials and obtain MSF approval before purchasing or installing any separately chargeable items.
5. **Emergency Response:** Respond promptly to emergency repair requests within specified time frames.
6. **Quality Standards:** Ensure all work is performed to industry standards and adheres to safety and health regulations.

5. Duration of Contract

The contract will be for an initial period of 12 months, with the possibility of renewal based on performance and office needs.

6. Qualification Requirements

Interested vendors must meet the following criteria:

- Must be a registered and licensed entity.
- Have a minimum of 3 years of experience in general repair and maintenance services.
- Demonstrated ability to provide high-quality services.
- Availability of qualified personnel.
- Financial stability and ability to procure materials as needed.

7. Performance Evaluation

The vendor's performance will be evaluated based on:

- Timeliness of service delivery.
- Quality of repairs, maintenance, and materials used.
- Professionalism and adherence to safety regulations.
- Customer satisfaction and responsiveness to feedback.

8. Application Process

Interested vendors should submit the following:

1. Company profile and relevant experience.

2. List of key personnel and their qualifications.
3. References from previous clients.
4. Quotation for standard repairs and maintenance services.

9. Technical Evaluation Criteria

1. Relevant experience in general building/facilities maintenance.
2. Understanding of TOR and proposed methodology.
3. Qualifications and experience of technical personnel.
4. Technical capacity, tools and equipment.
5. Preventive and corrective maintenance approach.
6. HSE and quality assurance arrangements.
7. Emergency response and service delivery capacity.

No.	Technical Evaluation Criteria	Maximum points
1	Relevant Experience in general building / facilities Maintenance	15
2	Understanding of TOR and proposed methodology	15
3	Qualifications and experience of technical personnel	12
4	Technical capacity, tools and equipment	10
5	Preventive and corrective maintenance approach	12
6	HSE and quality assurance arrangements	8
7	Emergency response and service delivery capacity	8
	TOTAL MARKS	80

Annex A. Financial assessment and bidder pricing schedule

Bidders must complete the pricing schedule below and provide the commercial information requested in this annex. All separately chargeable items must be identified in the offer.

A. Pricing instructions

• Quote all applicable prices in Kenya shillings (KES). Show VAT, any other applicable statutory charges and the tax-inclusive total separately.

• Indicate “included” or “not applicable” where appropriate. Do not leave fields blank. Describe any exclusions or minimum charges.

• Unit rates must identify whether staff, supervision, tools, personal protective equipment, travel, transport and routine consumables are included. State exclusions explicitly.

• Routine work, emergency attendance, labour, replacement materials and optional services must be distinguished to prevent duplicate charging.

• Indicative quantities shown are for comparing offers and do not guarantee an order volume. For items with no quantity, submit the requested unit rate. Actual services will be ordered according to MSF EA needs and authorised work orders.

B. Standard financial quotation schedule

Complete all unit rates using the stated units. All services will be ordered as required. Because no annual work quantities are specified, there is no guaranteed annual contract value; the detailed unit rates and quoted job prices will be reviewed on a like-for-like basis.

C. Commercial and implementation information

- Rate validity period and price adjustment mechanism (if proposed).
- Service commencement lead time and mobilization requirements.
- Normal working hours, emergency response coverage and overtime rates.
- Proposed payment terms, invoicing arrangements and any requested advance payment.
- Insurance and statutory compliance documentation applicable to the service.
- Exclusions, subcontracted elements, travel expenses and minimum charges.

No.	Item / service	Unit	Indicative quantity / basis	Unit rate excl. VAT (KES)	Total excl. VAT (KES)
1	Electrician – regular hours	hour	As required		
2	Plumber – regular hours	hour	As required		
3	Carpenter / joiner – regular hours	hour	As required		
4	Painter – regular hours	hour	As required		
5	General maintenance technician	hour	As required		
6	Emergency / out-of-hours labour	hour	As required		
7	Standard call-out / inspection	visit	As required		
8	Minor repairs fixed-price schedule	job	As required		
9	Supply of materials / spare parts	item	As required		
10	Material handling / procurement fee (if any)	% or fixed	As required		
11	Preventive inspection and report	visit	As required		
12	Disposal / clean-up charge	job	As required		
	Subtotal excluding VAT				
	VAT (specify rate)				
	Any other taxes / charges (itemised)				
	TOTAL INCLUSIVE OF ALL TAXES				

Annex B. Service documentation and acceptance requirements

Requirement	Evidence to be provided / acceptance standard
Scope and quantities	Provide work-order and asset/location references identifying the equipment or areas serviced, quantities and services performed.
Performance arrangements	Deliver the agreed maintenance schedule, attendance and response arrangements; report any delay or critical fault promptly.
Compliance and safety	Provide certificates and test results where applicable, follow safe-work methods and supply evidence of appropriately qualified personnel.
Commercial completeness	Apply agreed unit rates, disclose taxes and obtain written approval before any additional chargeable repair, material or labour.

Service acceptance	Submit a service or completion report detailing tasks, materials, tests, outstanding defects and corrective actions. Invoicing is subject to MSF acceptance.