TERMS OF REFERENCE (TOR)

REVERSE OSMOSIS (RO) AND ULTRAFILTRATION (UF) SYSTEMS MAINTENANCE SERVICES

1. TOR Information

Procuring Entity	Médecins Sans Frontières – Eastern Africa (MSF EA), Nairobi, Kenya
Requesting Unit	Facilities Unit
Contract / Assignment Duration	Planned commencement: January 2027. Contract duration and effective dates will be stated in the service agreement.
Type of Engagement	Preventive and corrective maintenance for RO and UF water-treatment systems
Service Locations	MSF EA premises and RO/UF assets identified in the equipment and location schedule issued with the RFP.

2. Background

MSF Eastern Africa operates reverse osmosis (RO) and ultrafiltration (UF) water-treatment equipment that requires planned maintenance, monitoring and reliable corrective support to maintain safe, uninterrupted operation.

The service will cover routine and major preventive maintenance, inspection and replacement of approved filters and consumables, corrective maintenance, and periodic recording of water-tank pressure and other relevant operating measurements.

3. Objective of the TOR

To define a verifiable preventive and corrective maintenance service for MSF EA RO/UF water-treatment systems, covering equipment condition, filter care, system performance, pressure checks, incident response and documented completion.

4. Specific Objectives

1. Maintain RO/UF equipment according to approved planned servicing and manufacturer-appropriate methods.
2. Identify and respond to breakdowns or declining performance within agreed timeframes.
3. Verify and record tank pressure and relevant system measurements using suitable instruments.
4. Control the supply and fitting of compatible filters, consumables and other replacement parts.
5. Maintain asset histories, service evidence and clear charges for planned and unplanned works.

5. Scope of Services

The services shall cover the RO/UF units, storage tanks and associated components identified in the equipment and location schedule provided with the RFP. The provider shall include the agreed preventive tasks and separately identify any chargeable spare parts, consumables or corrective repairs.

Service Category	Description	Frequency / Trigger
Minor service	Routine inspection, condition checks, testing, cleaning and recorded readings.	Routine checks every 2 months; 3 minor-only visits annually.

Service Category	Description	Frequency / Trigger
Major service	More extensive planned servicing and component review as agreed.	Every 4 months; 3 major visits annually, including routine checks.
Filters / parts	Inspection and timely replacement with compatible approved components.	As required by condition and the agreed replacement schedule.
Corrective	Diagnosis, safe repair and post-work testing of defects or failures.	Upon authorised call-out
Pressure check	Check tank pressure, record reading and assess appropriate corrective action.	At each scheduled preventive visit; six sets of readings annually.
Records	Maintain visit reports, readings, part changes, faults and recommendations.	Each service

Upon written request from MSF EA, the Service Provider will be expected to perform the services below within the agreed scope:

1. Planned maintenance: Inspect the nominated RO/UF assets against an approved checklist and record the work undertaken.
2. Minor and major servicing: Define tasks and parts for each level and avoid double billing when the service intervals overlap.
3. Filter management: Inspect, replace and identify filter/consumable parts by specification; obtain approval for chargeable replacements.
4. Water tank pressure: Measure and log pressure with suitable calibrated tools; use agreed operating ranges and escalation thresholds.
5. Corrective maintenance: Provide fault diagnosis, written scope, quotation where needed and authorised repair with functional testing.
6. Emergency service: Supply a named contact and agreed response coverage; identify any additional out-of-hours rate.
7. Safety and quality: Apply isolation, electrical and water-handling precautions and leave work areas safe and clean.
8. Documentation: Produce a visit report with asset ID, measurements, faults, replaced parts, recommendations and sign-off.

6. RO/UF Technical and Maintenance Requirements

The provider shall perform asset-specific maintenance using manufacturer-appropriate procedures, equipment identifiers and approved servicing checklists. Any proposed alternative methods or spare parts must be disclosed and approved before use.

Requirement	Minimum Standard	Applies to
Asset-specific maintenance	Use identified asset numbers, manufacturers, models and appropriate checklists.	All RO/UF units

Requirement	Minimum Standard	Applies to
Minor / major intervals	Propose documented service task sets; reconcile coinciding visit cycles.	Preventive programme
Filter / component control	Record filter type, condition, approved replacement, batch/part references and warranty.	Affected components
Pressure monitoring	Measure and document tank pressure, instrument used and any corrective recommendations.	Applicable tanks
Post-maintenance functional test	Verify relevant system operation and return to service with evidence.	Each intervention
Service history	Maintain visit, reading, parts, faults and corrective action register.	All contracted assets
Fault response	Report failures, agreed attendance time, diagnosis and follow-up actions.	Call-outs

7. Safety, Water Quality and Emergency Requirements

The provider shall follow safe maintenance and hygiene procedures for equipment in contact with water. Water-quality laboratory testing is required only if expressly included in the equipment schedule or separately authorised in writing, with the agreed test methods and acceptance limits.

Requirement	Minimum Standard	Applies to
Safe working procedure	Electrical/water isolation, PPE, access controls and competent technicians.	All works
Water-system hygiene	Clean handling of consumables and components; avoid contamination during maintenance.	Water-contact parts
Pressure safety	Appropriate gauge/pump, approved operating limits, recorded readings and escalation for unsafe values.	Applicable tanks
Emergency response	Escalation process for leaks, failure, unsafe condition or prolonged loss of service.	All contracted assets
Parts and warranty	Compatible authorised components, defective part traceability and repair warranty.	Replacement works
Testing and evidence	Document required system performance checks; laboratory water testing only if separately specified.	As contractually agreed

8. Expected Deliverables

No.	Deliverable	Description / Minimum Requirement	Due Date / Timeline
1	Mobilisation and asset baseline	Verified equipment list, condition, service calendar, contacts and agreed tasks.	At contract commencement (planned January 2027).
2	Minor preventive service	Signed checklist, readings, observed problems and actions.	Three minor-only scheduled visits annually, according to the approved maintenance calendar.
3	Major preventive service	Full checklist, component condition, replacements and post-service results.	Three major scheduled visits annually, according to the approved maintenance calendar.
4	Corrective intervention report	Fault, diagnosis, parts, labour, test results and follow-up actions.	Following authorised intervention
5	Pressure and filter record	Tank pressure and relevant measurements, filter/part IDs and replacement history.	Each relevant service

No.	Deliverable	Description / Minimum Requirement	Due Date / Timeline
6	Service performance summary	Completed and overdue services, repeat faults, open corrective work and proposals.	Quarterly, where required under the agreement.
7	Itemised invoice	Reference to accepted visits, contracted fees and approved parts/extra works.	Agreed invoicing cycle

9. Requirements of the Service Provider

- Provide company registration, relevant tax and applicable professional/safety documentation.
- Demonstrate experience and technical competence maintaining RO and UF water-treatment systems.
- Provide a named technical lead, suitably trained personnel, service tools and replacement support.
- Identify compatible filters, consumables and spare parts, including part numbers and expected availability.
- Provide calibrated or suitable instruments for recording tank pressure and other required measurements.
- Show arrangements for planned service scheduling, emergency contact, fault diagnosis and response.
- Maintain auditable equipment service reports and clearly itemised invoices; disclose subcontractors.

10. Reporting and Coordination

The provider will coordinate preventive visits and corrective interventions with the nominated MSF Facilities contact. Procurement will administer the contract and approved variations; Finance will verify invoices against service acceptance.

Critical equipment failure, unsafe readings, leaks or service interruptions shall be escalated promptly using the contact and response arrangements agreed in the contract.

11. Deliverable Review and Acceptance

Facilities will assess servicing against the approved checklist, equipment register, readings and repaired fault. The provider must demonstrate functional completion and correct deficiencies or repeat faults under agreed remedies.

A service report or documented sign-off is required before invoicing, and additional parts or corrective works must be approved in writing before chargeable work proceeds.

12. Proposal / Bid Submission Requirements

Bidders should submit the following, as applicable to the procurement:

- Supplier profile, applicable registration and technical competence evidence.
- Detailed minor/major preventive maintenance schedules and checklists by asset type.
- Proposed technician team, experience, relevant references and service location coverage.
- Fault response and emergency service proposal, hours and escalation contacts.
- Measurement procedures, tools and records for tank pressure and relevant system checks.
- List of filters/spares, brands, unit prices, warranties and any subcontracted work.
- Completed common price schedule with taxes, exclusions and terms clearly identified.

13. Evaluation Criteria

Offers will be evaluated in accordance with the mandatory, technical and financial requirements stated below and the RFP instructions. Mandatory criteria are assessed on a pass/fail basis. Technical scores total 100 points. The RFP will specify the applicable qualification threshold and award methodology.

13.1 Preliminary / Mandatory Evaluation

No.	Mandatory Requirement	Evidence Required	Evaluation (Pass/Fail)
1	Legal capacity	Registration, applicable compliance and safe operating documentation.	Pass / Fail
2	Technical competence	Evidence of RO/UF experience, competent personnel and suitable tools.	Pass / Fail
3	Service coverage	Ability to reach required sites and follow the approved maintenance calendar.	Pass / Fail
4	Service documentation	Sample reports with test/pressure readings and part changes.	Pass / Fail
5	Price schedule completeness	Transparent quotations for mandatory planned and corrective services.	Pass / Fail

13.2 Technical Evaluation

No.	Technical Criterion	Guiding Notes / Evidence	Maximum Points
1	RO/UF technical methods	Competence, correct maintenance checklists, components and servicing methods.	30
2	Preventive planning	Minor/major schedule, overlapping visit approach, spares and asset history.	20
3	Fault diagnosis and response	Troubleshooting, emergency availability, restoration and repeat faults.	20
4	Pressure, quality and safety controls	Measurement methods, safe practices, functional testing and documentation.	15
5	Service records and coordination	Reporting, asset records, acceptance, invoice traceability and contacts.	10
6	Relevant experience and references	Comparable assignments and independently verifiable performance.	5
	TOTAL		100

The technical assessment carries a maximum of 100 points. Bidders shall provide supporting evidence for each criterion; the applicable minimum qualification score and award rules will be as stated in the RFP.

13.3 Financial Assessment – Standard Pricing Schedule

Bidders shall complete the pricing schedule below against the same stated units and comparison quantities. They shall quote planned servicing, filter and consumable costs, fault call-outs and authorised repair labour separately. The asset inventory and locations will be provided in the RFP; the comparison quantities are not guaranteed purchase volumes.

No.	Service / Cost Component	Unit / Comparison Quantity	Unit Rate / Charge
A1	Minor preventive maintenance	Per approved visit / unit; qty 5	Bidder to quote
A2	Major preventive maintenance	Per approved visit / unit; qty 5	Bidder to quote
A3	Filter replacement labour	Per authorised change; qty 5	Bidder to quote
A4	Filter and consumable components	Per specified part; qty 5	Bidder to quote
A5	Tank-pressure check and record	Per visit if not included; qty 5	Bidder to quote
A6	Corrective diagnosis call-out	Per call-out; qty 4	Bidder to quote
A7	Emergency or out-of-hours attendance	Per call-out; qty 3	Bidder to quote

No.	Service / Cost Component	Unit / Comparison Quantity	Unit Rate / Charge
A8	Approved corrective repair labour	Per hour; qty 5	Bidder to quote
A9	Travel / site mobilisation if charged	Per site visit; disclose any charge and conditions (not included in the common base fee unless stated).	Bidder to quote

All bidders shall identify the quotation currency, applicable taxes, transport and other mandatory charges, price validity, warranties and exclusions. Any chargeable parts or extra work must be approved in writing by MSF EA before work starts. An unpriced mandatory item must be explicitly identified as included elsewhere or declared as a deviation.