

# FORMAL REQUEST FOR PROPOSAL

<b>RFQ No</b>	RFQ-PIH-MON-2024- <b>0028</b>	<b>No of Pages</b>	1 - 13	<b>Date Proposal Requested</b>	13/05/20 24
<b>Location</b>	Deliver to Monrovia Office			<b>Proposal Response Date</b>	30/05/20 24

TO PROSPECTIVE SUPPLIES		ALL ADDITIONAL INQUIRIES IN RELATION TO RFQ MUST REFER TO	
<b>Supplier Name</b>		<b>Contact Person</b>	John Melvin Momoh
<b>Contact Person</b>		<b>Address</b>	Partners In Health, Sophie Road, Congo Town, Monrovia
<b>Address</b>		<b>E-mail</b>	jmomoh@pih.org
<b>E-mail</b>		<b>Telephone No.</b>	0770433610
<b>Phone (Office)</b>			

## BACKGROUND

**Partners In Health (PIH)** is a US-based nonprofit health care international organization relentlessly committed to improving the health of the poor and marginalized. PIH partners with local governments to build local capacity and works closely with impoverished communities to deliver high-quality health care, address the root causes of illness, train providers, advance research, and advocate for global policy change. Its International headquarters is in Boston, Massachusetts, United States with local Country Office at Old Sophie Road, Congo Town, Liberia.

### GOALS

**Partners In Health (PIH):** began working in Liberia at the invitation of the Ministry of Health in November 2014. The organization's goals are "to bring the benefits of modern medical to those most in need of them and to serve as an antidote to despair. The organization currently implements programs in three of the 15 Counties in Liberia - Montserrado, Maryland and Grand Gedeh with its policy and advocacy support focused on Community Health, TB/MDRTB, HIV, Maternal Health, Child Health, National Supply Chain, M&E, NCDs, and Mental Health

## OBJECTIVE

**Partners In Health (PIH);** invites your participation to submit proposal aiming at securing the **services of a well set-up garage to provide maintenance and repair services for its fleet in Monrovia, Liberia.** PIH Liberia is seeking to establish a service level agreement (SLA) with the selected service provider (garage) for the provision of preventive vehicle maintenance and repairs for PIH vehicles in Monrovia. The qualified vehicle maintenance service providers will provide periodic and ad-hoc vehicle preventive maintenance and repair services, as well as genuine spare parts (specified by the manufacturer manual) for PIH vehicles brought to its garage for works and servicing. PIH seeks a commercial solution that is professional, efficient, and cost effective in servicing, repairing, and maintaining vehicles.

## SPECIAL INSTRUCTIONS

**THIS IS NOT A PURCHASE ORDER.** Please provide a proposal in Seal bid that demonstrate your qualification for vehicle maintenance services, repairs and genuine spares required for the servicing of the vehicles (for the vehicles to be delivered to the garage, assessed, and proposal presented for repairs per the identified need).

For this kind of on-a-need (scheduled) basis service, PIH prefers for prospective vendors to provide assessment and proposal for each service requirements presented to its garage and a confirmation will be shared with the officer in charge to go ahead evident by an approved work order (ticking as approval for works and items to be supplied): You are required to share Standard Operating Procedures (SOP) on how **you have done similar services in the recent past** as part of your proposal and a list of three organizations that you have worked with in the past – your submission must be on the Supplier’s/Vendor’s legal letterhead, signed and stamped, then returned to the requester (PIH).

**(ALL SUBMISSIONS MUST CONFORM TO PARTNERS IN HEALTH TERMS AND CONDITIONS AS STATED BELOW IN THIS RFP).**

<b>Payment Terms:</b>		<b>Delivery Time:</b>		<b>Delivery Condition:</b>
<b>Quotation Validity:</b>		<b>Currency:</b>		

**Part – 1: Specifications:**

**1. SCOPE OF WORKS**

The term of reference for the provision of maintenance and repair services inclusive of the provision of available genuine spare parts within your stock for PIH Liberia vehicles are hereunder broadly categorized under five (5) broad scopes of objectives, expected outputs and their time frame upon which the frame agreement will be based:

1. Provision or prioritized regular and Ad-hoc preventive maintenance services including minor and comprehensive servicing of PIH Liberia vehicles within successful allotted time.
2. Prioritizing planned and unplanned comprehensive quality body work repairs and mechanical maintenance services, that may include panel beating, body alignment and spray painting of accident vehicles and minor dents.
3. Respond to PIH’s service requests in a timely manner. Ensuring commitment towards PIH Liberia spare parts stocks optimization, while also providing necessary genuine spare parts and quality control checks to ensure that the mechanical services unit delivers satisfactory services in prompt and optimal manner.
4. Availability of conducive location, accessibility and coverage, thus ensuring responsiveness of solutions like motor vehicle rescue/emergency and towing/recovery services operations as a result of mechanical breakdowns or accident-related incidences within and outside PIH Liberia operational area.
5. Ensure good and ongoing record management and rendering services.

**2. PREVENTIVE MAINTENANCE SERVICE**

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

Please check below the list of vehicle parts that need to be checked/replaced every time maintenance is done for a required period based on kilometer distance crossed/covered. The below requirements are for services A, B, and C. **You are welcome to provide provisions for our considerations per your experience.**

<b>Service A- 5,000 km Service checks</b>	<b>Service B- 10,000 km Service checks</b>
<ul style="list-style-type: none"> <li>● Renew engine oil</li> <li>● Clean sediment filter cartridge (not fitted on all</li> <li>● Clean Fuel Sediment bowl in case of leakage</li> <li>● Check air filters and clean if too dirty.</li> <li>● Check the air intake filter box and hoses for cracks or leaks.</li> <li>● Check water pump shaft for leaks and free play</li> <li>● Check fan belts for tightness and condition (replace as necessary)</li> <li>● Check radiator and all water hoses for leaks</li> <li>● Check/top up radiator coolant</li> <li>● Check radiator fins for blockage and clean as necessary</li> <li>● Check the exhaust system for leakage and security.</li> <li>● Check battery connections and battery tray for condition and security.</li> <li>● Check the battery is not loose, Check battery electrolyte</li> <li>● Check engine and transmission mountings for condition and security.</li> <li>● Check for oil leaks from engine and transmission.</li> <li>● Check condition and security of steering box joints and linkages.</li> <li>● Check all steering ball joints and linkages for wear</li> <li>● Check power steering fluid level</li> <li>● Check steering for abnormal noise and stiffness.</li> <li>● Check gearbox and differential drive flanges for free play.</li> <li>● Check the security of the propeller drive shaft coupling nuts and bolts.</li> <li>● Check all suspension bushings for wear and security</li> <li>● Check all suspension bolts for security.</li> <li>● Check wheel bearings for free play (with wheel jacked up) – adjust if necessary.</li> <li>● Remove wheels and check tires for cuts, bulges, uneven wear and thread depth.</li> <li>● Remove rear brake drums, wash out dust, inspect shoes for wear and drums for condition – replace shoes if necessary.</li> <li>● Inspect rear wheel brake cylinders for fluid leaks.</li> <li>● Check brake automatic adjusters for correct operation.</li> </ul>	<ul style="list-style-type: none"> <li>● Perform all 5,000 Km Checks tasks</li> <li>● Clean oil filter cap and crank case breather/Replace</li> <li>● Replace cabin air filter/ AC filter/ dependent on the weather</li> <li>● Clean and reset spark plugs (petrol engine)/ we adjust it</li> <li>● Lubricate all grease points</li> <li>● Check all transmission oil levels</li> <li>● Check all fluid levels (Brake, Clutch, windscreen</li> <li>● Lubricate with oil-can or grease; Throttle and accelerator linkages, Door locks and hinges, Bonnet and boot fastenings and locks</li> <li>● Check Fan belt tension (DO NOT OVERTIGHTEN)</li> <li>● Check Engine idling speed</li> <li>● Check Clutch and brake pedal clearances</li> <li>● Check Body and spring U-bolts</li> <li>● Check Tire pressures and wear</li> <li>● Check Wheel nuts for tightness</li> <li>● Check Prop-shaft bolts</li> <li>● Perform Wheel alignment and balancing</li> </ul> <p><b><u>Service C: 15000-20,000 km service checks.</u></b></p> <ul style="list-style-type: none"> <li>● Replace fuel filters</li> <li>● Replace air cleaner element (instead of cleaning)</li> <li>● Replace spark plugs</li> <li>● Check battery and radiator fluid levels</li> <li>● Check suspension bushes</li> <li>● Check brake, clutch and Fuel pipes</li> <li>● Reset valve clearances/ If needed</li> <li>● Check brake linings and drums</li> </ul> <p><b><u>Service D - 50,000 km service checks</u></b></p> <ul style="list-style-type: none"> <li>● Change gearbox oil (with special gearbox oil)</li> </ul>

<ul style="list-style-type: none"> <li>● Inspect front brake pads for wear, seals for leaks and front brake disks for condition.</li> <li>● Inspect all brake pipes, hoses and connections for condition and leaks.</li> <li>● Pump grease into steering knuckle joints.</li> <li>● Check free wheel operation.</li> <li>● Grease all steering grease nipples.</li> <li>● Refit wheels and check tire pressures including spare tire.</li> <li>● Check the security and operation of the handbrake.</li> <li>● Check efficiency of foot brake and handbrake by road testing.</li> <li>● Check for body vibration noises and repair as necessary.</li> <li>● Check the gearbox transmission oil level.</li> <li>● Check brake master cylinder fluid level.</li> <li>● Check clutch master cylinder fluid level.</li> <li>● Fill the windscreen washer bottle with water.</li> <li>● Check the condition of wiper blades.</li> <li>● Check the operation of horns.</li> <li>● Check all instrument gauges for correct operation.</li> <li>● Check the condition of all lights and lenses.</li> <li>● Check operation of indicator lights and hazard lights.</li> <li>● Check rear view mirrors.</li> <li>● Check operation of window controls.</li> <li>● Check the operation of all doors, bonnet and tailgate latches and locks.</li> <li>● Lubricate all door locks, hinges and check straps.</li> <li>● Check suspension shock absorbers condition and operation.</li> <li>● Check the chassis for cracks (especially around suspension mounting areas)</li> </ul>	<ul style="list-style-type: none"> <li>● Change transfer box oil (with special gearbox oil)</li> <li>● Renew front and rear differentials (with special gearbox oil)</li> <li>● Remove engine heater plugs and check for correct operation.</li> <li>● Check engine valve clearance and adjust as necessary.</li> </ul> <p><b><u>Service E - 100,000 km service checks</u></b></p> <ul style="list-style-type: none"> <li>● Renew timing belt</li> <li>● Renew injector nozzles (if engine producing black smoke) ● Renew engine coolant</li> </ul>
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### 3. PRICING OF SERVICES

As per the list of services ranking from Service Level A to Level E, please share your pricing list for each maintenance service category (A – E) in the form above (Quote for each including required spares and fluids/oils/grease + man/hours changes associated with the work to be performed). You have the choice to include or exclude **charges for assessment** (experience has shown that some service providers waive assessment fees if work is approved to be performed by its garaged or payable, if done just for assessment sake) – in this case, the choice is yours to present the case in your proposal.

Corrective or major repair/service/work not specified above in service levels A- E will be assessed on a case by case basis, specific quote shared and approved before implementation.

### 4. SPARE PARTS

Where applicable the service provider will provide spare parts for repairs when required to be replaced in vehicles; per assessment carried out and list of spares share with PIH that need to be affected.

## 5. FINANCIAL:

After all jobs are done on all PIH vehicles, the service provider will invoice PIH at the end of every service month with specific items purchased/changed where applicable plus service fee included; evidence by list of **approved service/word orders** served to the service provider.

## 6. REQUEST FOR SERVICES:

The services will be requested using Service/Work Orders duly signed by the designated PIH Officials in the management agreement as "Good for implementation". The contractor must not service any of the vehicles without receiving an APPROVED Service/Work Order from PIH.

## 7. AGREEMENT MANAGEMENT

The Contractor will be required to designate an agreement manager who will work with the designated PIH official in executing the Agreement.

## 8. LIST OF PIH VEHICLES IN MONROVIA AND HARPER

(Sample List) and or may change/updated per need.

No	Location	Vehicle ID	Item Category Description	Description	Serial ID
1	Monrovia	A65089	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTEB71J307042410
2	Monrovia	A68181	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTERB71J20F018221
3	Monrovia	A65085	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTERB71J300091679
4	Monrovia	A525714	Sedan	Toyota High Lander	JTEES43AX92128982
5	Monrovia	B1267	Bus	Toyota HIACE	JTFJK02PX05010151
6	Monrovia	A63541	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTERB71J30007784
7	Monrovia	A525716	SEDAN	Toyota High Lander	JTEES41A692146513
8	Monrovia	A525715	PICK-UP	JAC DOUBLE CABIN	LJ11PABC0PCO21657
9	Monrovia	A63542	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTEEB71J507042053
10	Monrovia	A68066	4X4 Station Wagon	Toyota Land Cruiser Prado	JTEBD9FJ90K026016
11	Monrovia	A63279	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTERB71J30F009995

12	Monrovia	A63539	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTERB71J700080071
13	Monrovia	A61705	4x4 Station Wagon	Toyota Hard Top	
14	Harper	A63530	4X4 Station Wagon	TOYOTA/HARD TOP 10 - SEATED	JTEE71J007027833
15	Harper	A65087	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTGRB71JF7019277
16	Harper	A61704	4X4 Station Wagon	Toyota Land Cruiser Ambulance	JTERB71J900077866
17	Harper	A63529	4X4 Station Wagon	Toyota Land Cruiser Double Cabin	JTEEB71J204307421
18	Harper	C-5543	Truck	Truck – 3 Ton / IVICI	ZCFB1JJ82022613056
19	Harper	C-5542	Truck	Truck -	WDB30811315234658
20	Harper	A63538	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTELB7154043060
21	Harper	A61716	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTEEB71J507026001
22	Harper	A63536	4X4 Station Wagon	Toyota Land Cruiser Double Cabin	JTEBB71J104306941
23	Harper	B1207	Bus	Toyota HIACE 15 Seated	JTFKO2P505010137
24	Harper	A65090	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTEEB71J307042441
25	Harper	A65086	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTERB71J100091745
26	Harper	A61713	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTERB71J400077922
27	Harper	A61714	4x4 Station Wagon	Toyota Land Cruiser Hard Top	JTEBB71J904301485
28	Harper	A61712	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTEEB71J207025985
29	Harper	A63280	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTERB71J30F009981

30	Harper	A67188	4X4 Station Wagon	Toyota Land Cruiser Hard Top Single Cabin	JTELB71J004328496
31	Harper	A67227	4x4 Station Wagon	Toyota Land Cruiser Hard Top	JTERB71J80F013864
32	Harper	A68260	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTERB71J60F016097
33	Harper	A65084	4X4 Station Wagon	Toyota Land Cruiser Hard Top	JTGRB71J67019382
34	Harper	A68180	4X4 Station Wagon	Toyota Land Cruiser Ambulance	JETRB71J90F018460
35	Harper	A68259	4X4 Station Wagon		JTERB71J90F016076
36	Harper	A63540	4X4 Station Wagon	Toyota Land Cruiser Prado	JTEBD9FJ90K013329
37	Harper	A526077	Double Cabin	JAC Pick UP	LJ11PA8C0PC021979
	Monrovia or Harper	TBA	Trucks	TBA	TBA

#### **4.0 TERMS AND CONDITIONS**

4.2 In order to qualify for consideration, the bidding company must not be under any form of embargo and must comply with U.S. Executive Order #13224 on Terrorist Financing which effectively prohibits transactions with persons who commit, threaten to commit or support terrorism. Any person or entity that participates in this bidding process, either as a prime or sub to the prime, must certify as part of the bid that he or it is not on the U.S. Department of Treasury Office of Foreign of Foreign Assets Control (OFAC) Specially Designated nationals (SDN) List and is eligible to participate. Any bid received by a person or entity that is found to be on the List or otherwise ineligible will be disqualified.

4.3 Partners In Health reserves the right to accept or reject any quotation, and to cancel the bidding process and reject all quotations, at any time prior to award, without thereby incurring any liability to Bidders or any obligation to inform Bidders of the grounds for Partners In Health action.

4.4 Any changes to this RFQ shall be through amendment. Copies of amendments will be furnished to all Bidders.

#### **5 ESSENTIAL REQUIREMENTS FOR ELIGIBILITY TO SUBMIT PROPOSAL**

5.2 Valid business registration certificate with Liberian Authorities.

5.3 Valid tax clearance or certificate

5.4 Have an active Bank account in Liberia in the name of the offering company

- 5.5 Accept payment for work completed, by either bank cheque or wire transfer in the name of the company only.
- 5.6 The prospective contractor shall not purchase any goods or services manufactured in the foreign policy-restricted countries of Iran, Laos, Libya, and North Korea, Sudan and Syria or supplying from these countries.
- 5.7 Company profile and Qualifications including list of staff and their qualification (with evidence of similar work done or Referrals from References with specialization on Toyota).
- 5.8 Clear physical address of the garage including the Google map;
- 5.9 Audited Financial Report (2022-2024)
- 5.10 The company must have existed at least 3 years as a business operating in Liberia and doing similar work. And share list of customers with contact details for the provision of similar service.

## **6 LANGUAGE OF THE BID**

The bids and all correspondence and documents relating to the Bid exchanged by the bidder and the Partners In Health shall be written in the **English language** and no other languages allow except accompany by an English translation of its pertinent passages.

## **7 PRICING DISCREPENCIES**

Discrepancies and errors in the Price Component of the Bid will be corrected by Partners In Health as follows:

- ✓ Where there is discrepancy between the amounts in figures and in words, the amount in words will govern
- ✓ Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the quoted unit rate will govern, unless in the opinion of Partners In Health there is an obviously gross misplacement of the decimal point in the unit rate, in which case the unit rate will be corrected and the line item total respected or corrected in accordance with this paragraph, if need be.
- ✓ The amount stated in the bid shall be adjusted by in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount, the bid will be rejected.

## **8 QUALITY AND DEFECTS**

- ✓ The Goods and the Services shall, as appropriate:
- ✓ correspond with their description in the Order and any applicable specification;
- ✓ comply with all applicable statutory and regulatory requirements;
- ✓ be of the highest quality and fit for any purposes held out by the Supplier or made known to the Supplier by the Customer;
- ✓ be free from defects in design, material, workmanship and installation; and
- ✓ be performed with the best care, skill and diligence in accordance with best practice in the Supplier's industry, profession or trade.

## **9 EVALUATION FACTORS**

- ✓ Quotations will be evaluated as described below. Partners In Health shall first evaluate mandatory factors on Acceptable/Not Acceptable basis to determine whether they meet the



stated requirements. The PROPOSAL that passes all mandatory requirements and earns the most points out of 100 will be determined to offer the best value to Partners In Health. In conducting its evaluation, Partners In Health may seek information from any source it deems appropriate to obtain or validate information regarding the Supplier's quotation.

- ✓ The Bidders should submit its best offer initially as Partners In Health intends to evaluate quotations using the evaluation factors listed below and make an award without discussions. However, Partners In Health reserves the right to conduct discussions if, following the evaluation, Partners In Health deems it necessary.”
- ✓ Potential partners will be evaluated on both technical ability and financial offers. Due to the importance we place on quality, the technical offer will weight 60% while the financial offer will carry 40%

## **Part – 2: HARRASMENT FREE WORKPLACE:**

### **SEXUAL HARRASMENT DEFINITION**

**Harassment in any form is strictly prohibited at any PIH workplace.**

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, non-verbal, or physical conduct of a sexual nature where (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment by a supervisory employee; (ii) submission to or rejection of such conduct is used by a supervisory employee as the basis for decisions that affect an individual's employment opportunities in a tangible way; or (iii) such conduct is unwelcome and severe or pervasive enough to create an intimidating, hostile, or offensive work environment for a reasonable individual. Acts that constitute sexual harassment include, but are not limited to:

- Unwanted sexual advances.
- Requests for sexual favors.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct: making or using derogatory comments, epithets, slurs, and jokes.

Such acts are often expressions of hostility designed to make another person uncomfortable, and when they come from a superior, they are an abuse of position or power.

#### **NON-PIH LIBERIA EMPLOYEES**

PIH Liberia's policy also applies to individuals who do business with PIH Liberia, who are present on PIH Liberia's premises, or who interact in a professional capacity with any PIH Liberia employee or Community Health Worker. Such persons may include clients, Patients, vendors, government personnel, board members, volunteers, donors, funders, peer partner representatives and/or members of the public. If a non-PIH employee is found to violate this policy, appropriate corrective action will be taken, including, possibly barring such persons from any future relationship with PIH Liberia.

#### **CORRUPTION PRACTICES IN THIS CONTEXT**

##### **Partners In Health strictly prohibits any corrupt practices.**

To help you identify cases of bribery and corruption, behavior which amounts to corruption includes but is not limited

to:

a) Paying or Offering a Bribe – where a person improperly offers, gives or promises any form of material benefit or other advantage, whether in cash or in kind, to another in order to influence their conduct in any way.

b) Receiving or Requesting a Bribe – where a person improperly requests, agrees to receive or accepts any form of material benefit or other advantage, whether in cash or in kind, which influences or is designed to influence the individual's conduct in any way.

c) Receiving or Paying a so-called 'Grease' or 'Facilitation' Payment – where a person improperly receives something of value from another party for performing a service or other action that they were required by their employment to do anyway.

d) Nepotism or Patronage – where a person improperly uses their employment to favor or materially benefit friends, relatives or other associates in some way. For example, through the awarding of contracts or other material advantages.

e) Embezzlement - where a person improperly uses funds, property, resources or other assets that belong to an organization or individual.

f) Receiving a so-called 'Kickback' Payment – where a person improperly receives a share of funds, a commission, material benefit or other advantage from a supplier as a result of their involvement in a corrupt bid or tender process.

g) Collusion – where a person improperly colludes with others to circumvent, undermine or otherwise ignore rules, policies or guidance.

h) Abuse of a Position of Trust – where a person improperly uses their position within their organization to materially benefit themselves or any other party.

### **Section 3: Confirmation of Bidder's Compliance**

We, the Bidder, hereby confirm compliance with:

- The required specification for the products
- Partners In Health's Terms and Conditions of Purchase/Service
- Anti-Bribery and Corruption policy
- Sexual Harassment Policy

The following documents and items are included in our bid:

- Section 1: Bidder's general business details
- Section 2: Bidder capacity
- Section 3: Pricing proposal
- *Annex:1: Supplier Registration Form*
- *[Add/insert requirement for any registration certificates if required]*

We confirm that Partner In Health may in its consideration of our offer, and subsequently, rely on the statements made herein.

**Acceptance by the Bidder:**

Signature: \_\_\_\_\_

Full Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_