**Annex A – Terms of Reference (ToR)**

**Maintenance and Repair Services for Electric Vehicles (EVs), including Supply of Spare Parts**

**1. Background and Objective**

UNHCR seeks qualified service providers to maintain and repair its fleet of electric vehicles (EVs) in Jordan. The objective is to ensure safe, reliable, and cost-effective operations through preventive maintenance, corrective repairs, emergency support, and the supply of original or approved alternative spare parts in line with manufacturer recommendations.

**2. Fleet Overview**

The current fleet includes:

|  |  |  |
| --- | --- | --- |
| **Make / Model** | **Model Year** | **Quantity** |
| Skywell ET5 EV | 2023 | 7 |
| MG ZS EV | 2022 | 4 |
| Hyundai Kona EV | 2021 | 3 |

**3. Scope of Services**

Preventive Maintenance: Establish and follow a routine maintenance plan in line with manufacturer recommendations, covering battery condition monitoring, inspection of thermal systems, and regular software updates.

Corrective Repairs: Diagnose and repair mechanical, electrical, and electronic faults using approved procedures and tools.

Software/Firmware Updates: Keep vehicle systems updated to manufacturer-approved versions and document update history.

Battery Care: Perform regular battery diagnostics, manage thermal systems, and ensure safe handling, storage, and environmentally responsible disposal of defective batteries.

Emergency Support: The service provider is expected to be capable to provide 24/7 Towing and roadside assistance services when required.

Reporting and invoicing: Prior to execution of complex repairs, the service provider must provide UNHCR with detailed Act of Defects for review and approval. The service provider is required to submit Invoices detailing works performed, parts replaced, warranty actions, and recurring issues within three business days upon the services provision. Separate recommendations to prevent repeat failures shall also be included.

**4. Spare Parts Requirements**

Original Parts: Prioritize manufacturer-original spare parts to maintain safety, performance, and warranty compliance.

Alternative Parts: When originals are temporarily unavailable or discontinued, propose alternatives that meet or exceed OEM specifications. **Alternatives must be used only upon prior written approval from UNHCR.**

Supplier Obligations for Alternatives: Provide proof of unavailability, technical documentation/certifications, compatibility notes, and pricing for both original (if historically available) and proposed alternative parts.

**5. Workshop Requirements**

Location & Accessibility: Operate a fully functional workshop within Amman, accessible by main road.

Facilities: Dedicated EV service bays ensuring safe vehicle entry and internal movement.

Equipment: High voltage (HV) insulated tools, battery diagnostic/repair tools, lifting equipment compatible with EV chassis, and thermal management diagnostic tools.

Safety Protocols: Implement HV safety procedures including lockout/tagout, insulated PPE, safety signage, fire suppression suitable for EV incidents, and isolation areas for battery-related work.

**6. Team Capacity and Qualifications**

Provide the number of qualified technicians/engineers dedicated to EV services.

Technicians must possess appropriate qualifications for working on electric vehicles and undergo regular training to ensure their skills remain current and aligned with industry standards.

Submit CVs and proof of qualifications/certifications with the bid.

**7. Warranty**

UNHCR recognizes that warranty coverage varies with parts and repair types. The minimum expected warranty terms are tiered as follows:

The Service Provider warrants that all maintenance, repair services, workmanship, and replacement parts provided under this Contract shall be new original parts (unless alternative parts were approved in writing by UNHCR) of good quality, free from defects in material and workmanship, and fully compliant with the Original Equipment Manufacturer (OEM) specifications and applicable industry standards for electric vehicles.

UNHCR recognizes that warranty coverage varies with parts and repair types. The minimum expected warranty terms are tiered as follows:

* OEM Parts and Standard Repairs: **Minimum 12 months or 20,000 km** (whichever comes first), covering both parts and labor.
* Approved Alternative Parts and Associated Labor: **Minimum 6 months or 10,000 km** (whichever comes first), covering both parts and labor.
* Software/Firmware Updates: Covered for **3 months** against defects introduced during service (e.g., improper configuration), excluding manufacturer bugs subsequently addressed by OEM.

Exclusions: Wear-and-tear items as per OEM definitions, misuse/accident damage, and unauthorized modifications.

Warranty Administration: Bidders shall include a written warranty policy with claim process, turnaround targets, and contact

**8. Insurance**

Maintain valid insurance coverage for all vehicles while in the workshop, including fire, electrical hazards, and accidental damage. Proof of insurance must be submitted with the bid.

**9. Environmental and Safety Compliance**

The service provider shall adopt eco-friendly practices by recycling parts where feasible and ensuring the proper disposal of hazardous materials such as batteries and coolants. All operations must comply with applicable regulations and standards governing the handling, storage, and transport of electric vehicle batteries. Additionally, the provider must maintain up-to-date Material Safety Data Sheets (MSDS) for all chemicals used and ensure that staff are adequately trained in their safe handling and application.

**11. Inspection and Compliance**

As a part of Technical Evaluation, UNHCR may conduct workshop inspections to verify compliance with technical and operational requirements. Inspection will review location/accessibility, tools/equipment, service bay layout, technician qualifications, and safety measures. Findings may influence the technical evaluation and award decision.

**12. Bidder Submission Requirements**

As a part of Technical Offer, the bidder is required to submit the following documents:

* Valid commercial registration/business certificate in Jordan.
* Valid Vocational license.
* Bank account certificate with the registered company name issued by a bank not earlier then 2 months before the date of bid submission.
* Evidence of a minimum of 3 years of experience in EV maintenance and repair.
* Workshop address and profile description, including photos (optional) and list of critical EV-specific tools/equipment.
* Insurance certificate(s) covering vehicles while in workshop.
* Warranty policy detailing coverage, exclusions, and claim process.
* Statement of availability of emergency response plan and contact details.

**13. Pricing Structure**

Financial Offer shall cover the following components:

* Labor rates (standard hours and emergency call-out).
* Diagnostic fees (standard and HV battery diagnostics).
* Parts pricing (OEM and approved alternatives) with discount structure, if applicable.
* Towing and roadside assistance charges, if offered.
* Any service packages (e.g., preventive maintenance bundles).

**14. Contract Term and Payment**

Initial contract term is 24 months, with the possibility of extension for another 12 months subject to performance and funding situation.

Invoicing: On case basis, accompanied by service report and approved maintenance request forms issued by UNHCR. Payment terms: Net 45 days from receipt of correct invoice and acceptance of services.

**15. Ethical Standards and Confidentiality**

The service provider shall fully adhere to the UN Supplier Code of Conduct and maintain strict compliance with anti-fraud and anti-corruption standards. Additionally, all UNHCR data and vehicle-related information must be treated as confidential and shall not be disclosed to any third party without prior written consent from UNHCR.

**16. Evaluation Criteria**

Bids will be technically assessed on a Pass/Fail criterion as below:

* Valid commercial registration in Jordan submitted.
* Valid Vocational license submitted.
* Bank certificate with a bank account registered on a company name issued by a bank not earlier then 2 months before the date of bid submission (no personal accounts accepted) submitted.
* Workshop located within Amman and operational.
* Workshop address and profile description, including photos (optional), with evidence of a minimum 3 years’ experience in EV maintenance/repair submitted.
* Proof of insurance covering vehicles while in workshop (including fire and electrical hazards) submitted.
* Evidence of availability of EV-specific tools/equipment (HV insulated tools, battery diagnostics, lifting equipment, thermal management tools) submitted.
* Written warranty policy with claim process, turnaround targets, and contact points.
* Outcomes of the inspection visit by UNHCR (if applicable).