

ANNEX A - TERMS OF REFERENCE FOR REPAIR & MAINTENANCE OF ARMouredVEHICLES

The purpose of this Terms of Reference (TORs) is to describe the repair and maintenance requirement of armored vehicles for UNHCR Lebanon. UNHCR has determined that there is a strong need for a long-term agreement with vehicle repair and maintenance companies that are technically qualified to provide such services.

UNHCR Lebanon currently has 11 armored vehicles. The long-term agreement to be established is to cover the repair and maintenance need of 11 armored vehicles.

Objectives

UNHCR would like to enhance timely provision of repairs and maintenance of its armored vehicle fleet through.

- Providing efficient repair and maintenance service to armored vehicles, by reducing repair downtime and automating the process of capturing vehicle repair and maintenance processes.
- Provide a vehicle maintenance summary, detailing written servicing record report, listing the work done, parts and fluids used, and costs incurred on each work order.
- Ensure proper filing and documentation processes for the general vehicle correspondence files, maintained for each vehicle to facilitate tracking of expenditure and maintenance record.
- Raising workshop 'job card/work order' for each vehicle entering for inspection, service or defect rectification when the written order is received.

Scope of work

- Provision of regular A, B type maintenance as per manufacturer standards to be done in the contractor workshop.
 - i) Supply and installation of Certified Armored Glasses can be done only by technician/s certified by the AV supplier
 - ii) Supply of genuine certified armored spare-parts required for repair, routine maintenance and stock if only procured and certified by AV supplier.
 - iii) Supply of various vehicle accessories, batteries and tires with run flat.
- Provision of standard preventive maintenance services and major component overhaul repairs for a fleet of 11 armored vehicle that includes Toyota vehicles, and other models as may be the case from time to time.
- To carry out quality and comprehensive body work repairs, that includes panel beating, body alignment & spray painting of accident vehicles and minor dents.
- Respond to UNHCR's service requests in a timely manner. Provide quality control checks and ensure that the services are prompt and optimal time.

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- Provide comprehensive preventive maintenance services, remedial repair services and inspections, in compliance with manufacturer's recommendations and industry's best practices.
- Quick responses to motor vehicles rescue operations as a result of mechanical breakdowns, towing/recovery services and accident-related incidences within Lebanon area.
- Warranty of repair & maintenance within 24 months for any part.
- Replacement of armored glass (windshield, side windows) can be only done by technician/s certified by the AV supplier.
- Armored glass (sealing) can be only done by technician/s certified by the AV supplier
- Repair and maintenance of armored vehicles.
- Repair of suspension systems and brake systems.
- Repair of armored capsule, including armored doors (welding, metalwork, bodywork, mechanical work) can be only done by technician/s certified by the AV Supplier.
- Refinement of and changes to existing vehicles armored parts; can be only done by technician/s certified by the AV supplier.
- Repair and replacement of reinforced door hinge, bolt locks, mechanical systems.
- Installation or replacing the seats, and interior upholstery.
- Upholstering of the car interiors and car seats of any complexity, wide range of fabrics used for vehicles' interiors.
- Send timely invoices once maintenance and repairs are done in a satisfactory manner attaching job cards attested by UNHCR Fleet Manager.
- Maintain duly approved government permits, licenses and all other statutory as required by Lebanese government authorities for its business and personnel in accordance with the law.

(a). Standard service.

Service Schedule: Service A and Service B as per attached Annex A below.

Repair resulted in vehicle incident or any AV breakdown.

Maintenance and repair to be provided as per below:

1. **Preventive maintenance** is a schedule of planned inspection, maintenance, and service actions aimed at the prevention of breakdowns and extension of service life. Preventive maintenance activities include inspection and replacement of minor parts and consumables such as wipers, bulbs, belts, brake pads, lubrication, fluids, and filters.
2. **Minor repair** involves the repair or replacement of specific parts and components those fails or wear out and that can be replaced in a relatively short time and may need some special tools and equipment including but not limited to the following batteries, tires, electrical system components, brake system components starters, and alternators.
3. **Major repair** usually includes component or system repair needing more special tools or equipment and typically requiring more time and training including but not limited to

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replacement of suspension repair and alignment, brake system overhaul, and electrical systems, as well as accident repair and heavy bodywork.

4. **Overhaul and rehabilitation** includes extensive renewals of power train, chassis, and body systems.
5. **On-road repair** includes mobile road-call response, with on-site repairs or vehicle recovery.
6. **Inspection and handing over:** The final inspection or quality control should be carried out to ensure that repairs are done to workshop standards and to the satisfaction of the client. The must user sign on vehicle handing over format or job card when collecting the vehicle.

(b) Maintenance Records.

1. All vehicle repairs and maintenance must be recorded on a work order/job card and filed accordingly.
2. Send a scan copy of the delivery note to confirm receipt of the items received from UNHCR.
3. Service provider must have a personal file/folder for archiving systematic documents and compiled service records, referring to a detailed job card, specified works carried out, spare parts supplied and all related service and maintenance records for the respective vehicles.
4. Monthly fleet maintenance records for each vehicle to be submitted to UNHCR Fleet manager.
5. Old records and document can only be destroyed/disposed of with the approval from UNHCR.

SERVICE PROVIDERS OBLIGATIONS

1. The service provider's workshop shall be liable for any loss or damage to UNHCR vehicles whilst they are in their custody in the workshop. UNHCR does not permit cannibalization of spare parts from one vehicle to another.
2. Service provider to record and communicate to UNHCR focal person on all spare parts that are not available and what is being done to avail them at the shortest time possible.
3. Service provider to ensure genuine parts and consumables from authorized factory dealers are in stock most of the time to minimize down time and any unnecessary delays.
4. Service provider to submit a monthly report on spare parts/consumables consumed per vehicle.
5. Vehicle/ equipment's repair tracking (work order, billing or invoicing and repair estimate for major work)
6. Service provider to submit monthly reports on battery and tire consumptions, detailing the replacements periods per vehicle.
7. Report on Warranty Repairs tracking, progress and other Situational report

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8. The service Provider must seek written approval from UNHCR for any deviation from the standard repair.

UNHCR OBLIGATION:

1. UNHCR to provide annual Purchase orders to cover the scope of known services/ repairs falling under A ,B and any type of breakdown or repair, and provide additional purchase orders as a based on approved job cards / advised by the workshop.
2. UNHCR to approve all repairs and maintenance requests.
3. UNHCR to pay in a timely manner all invoices accompanied by approved Job cards as and when they are presented.

Your Service Requirements

DIESEL LIGHT VEHICLES (Vehicle Production From January 2014~)

Service Interval
5000 km

I = INSPECT

R = REPLACE

Drive belts	I	
Engine oil and oil filter ⁽¹⁾⁽²⁾	R	
Air Filter Element	I	
Cooling and heater system hoses	I	
Exhaust system and mountings	I	
Fuel tank cap, lines and connections	I	
Water Sediment Accumulator	I	
Check Fluid Levels	- Coolant	I
	- Power Steering	I
	- Brake Fluid	I
	- Clutch Fluid	I
Battery health check	I	
Air conditioning system operation	I	
Brake pedal and parking brake	I	
Front brake pads and discs	I	
Rear brake linings / Disc pads - discs / drums	I	
Brake pipes and hoses	I	
Steering wheel, linkage, rack, rubber boots	I	
Ball joint and dust cover	I	
Propeller shaft grease	I	
Wheel bearing condition (Taper Roller Brg Grease*)	I	
Front and rear suspension components	I	
Tyre condition and pressure	I	
Body and under body/chassis condition	I	
Cabin air filter	I	
Valves (sensory) ⁽³⁾	I	
Transmission fluid, hoses and connections (visual leak inspection)	I	
Drive shaft joints and boots	I	
Electrical equipment operation (lights, wipers etc)	I	
Electronic Health Check - Toyota diagnostic computer (GTS)	I	
Brake and clutch fluid (DOT3 or DOT4)	I	
Front & Rear differential fluid (if applicable)	I*	
Fuel Filter (10,000km or when filter warning light illuminates)	R	
Transfer fluid (if applicable)	I*	
Manual transmission fluid	I*	
Suspension Bushes (If Necessary) (16,000Km)	R	
Automatic transmission fluid (Only Top)	I*	
Coolant (then every 75,000 km)	R	
Air cleaner Element (20,000 Km)	R	
Brake Lining / Pad (20,000 Km - 30,000Km) based on status	R	
Clutch Plate (Only changed based on defect)	I	
Timing Belt (Then every 150,000 Km)	R	
ROAD TEST (To Verify overall performance and operation)	I	

VEHICLE AGE/YR	KM	RECOMMENDED
1	5,000	A
2	10,000	A
3	15,000	A + B
4	20,000	A
5	25,000	A
6	30,000	A + B
7	35,000	A
8	40,000	A
9	45,000	A + B
10	55,000	A
11	60,000	A
12	65,000	A + B
13		⁽⁴⁾ Repeat from top

Recommended Replacement Intervals Km (x 1000)/Years (I = Inspect)

MODEL	DIFF UNIT	MAN TRANS	AUTO TRANS	TRANS BOX
Hiace	30/2	90/6	90/6	N/A
HZJ76R	30/2	90/6	90/6	90/6
HZJ78R	30/2	90/6	90/6	90/6
HZJ79R	30/2	90/6	90/6	90/6
PRADO	30/2	90/6	90/6	90/6
V8	30/2	90/6	90/6	90/6
Coaster	30/2	90/6	90/6	N/A

Motorcycle Maintenance

Engine oil	Replaced @ 1,000 Km
Brake Pad	(3,000 Km - 3,500 Km) based on status
Sprockets	5,000 Km / based on status
Chain adjustment	Inspect at every service
Tyres	Change at 15,000 Km / Based on status
Brake Lining	(3,000 Km - 3,500 Km) based on status