**TERMS OF REFERENCE**

**FOR LONG TERM ARRANGEMENT**

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| Section: | Health and Nutrition | Date: | January 2024 |
| Title: | Cold Chain Maintenance/ Solar Fridges for Effective Vaccine Management in Lebanon | Duty station: | Beirut |
| Reporting to: | UNICEF Health and Nutrition | Contract type: | LTA |
| Duration: | 3 years renewable for 2 additional years | Start date: | 01 January, 2024 |

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| **Section** | **Content** |
| **Background** | UNICEF supports the Ministry of Public Health in Lebanon with achieving its immunization goals, with an increased focus on the vaccine. Cold Chain and Logistics (CCL) system. In view of the imminent arrival of COVID-19 vaccines in the country and the need to strengthen routine immunization, an Effective Vaccine Management Assessment (EVMA) was conducted in Q1 2021 by a team of trained EVM country managers and assessors. The one of the main recommendations of EVM is to Identify Cold Chain equipment replacement needs, indicating preferred models and type of power source (electric, solar, etc.). The economic and fuel crisis in country, has created acute shortages of electricity supply in country leading to challenges in maintaining functional cold chain and continuation of immunization services at EPI point (PHCs/Dispensaries). To address the power crisis and mitigate the impact on public health services specially immunization, UNICEF replaced vaccine refrigerators in EPI points with WHO PQRS and most of them being solar refrigerators; in addition, UNICEF supplied all public EPI points with Remote Temperature Monitoring devices and digitalized the cold chain maintenance request. Also, UNICEF installed solarized cold rooms across the country, in addition to solarizing district offices and central drug warehouse.  UNICEF has been supporting MoPH in the maintenance of cold chain equipment used for safe storage of vaccines in all public EPI points and in the preventive maintenance of the solar systems installed . In 2024, UNICEF will continue providing this support through a third-party organization. |
| **Purpose and Objectives** | To ensure cold chain functionality and assure the quality of vaccines across all MoPH network PHCCs, dispensaries, and UNRWA clinics through equipment repair and maintenance, as well as capacity building of MoPH and UNRWA staff at central and peripheral levels on cold chain equipment maintenance. UNICEF has been supporting MoPH in the maintenance of cold chain equipment in PHCs nationally through a service provider. UNICEF aims to continue the work with MoPH and UNRWA to ensure that both organizations can self-sustain the cold chain system. This will be accomplished through cold chain rehabilitation when and where needed. Ensuring a functional cold chain and building capacity for MoPH and UNRWA in cold chain system maintenance will include the following key activities: a) Ensuring the proper functioning of the cold chain equipment (such as: refrigerator,RTMDs) for safe vaccine storage at public health facilities, through regular and on-call inspection and maintenance across Lebanon, and to keep it performing at its optimal sustainable manner.b) Maintain regular inspection and maintenance plan, including on-call visits for a minimum of more than 800 public EPI points, i.e. dispensaries, Primary Health Care Centers, UNRWA clinics, MoPH Qadaa offices, cold rooms, UNHCR vaccination sites, national borders’ vaccination sites, and other sites to be identified) and rehabilitation of cold chain equipment as needed. c) preventive maintenance as well as on call visits for solar systems installed. |
| **Purpose of LTA and Scope of work** | The purpose of the contract is to provide, in close collaboration with UNICEF, MoPH and UNRWA as partners, the inspection and maintenance of all cold chain equipment and solar system across Lebanon in the supported health facilities.  The contract during will provide in particular:  ➢ Regular inspection and maintenance of all fridges and cold rooms all over Lebanon  ➢ Urgent maintenance services and on-call fix upon request of the Ministry of Public Health and UNRWA within a maximum of 48 hours from the request time.  ➢ Submission of written inspection and maintenance report upon every visit and provide monthly report to UNICEF and MoPH on maintenance progress and challenges.  ➢ Provide additional information as required to UNICEF and MoPH.  ➢ Participate in monthly progress review meetings with MoPH and UNICEF  ➢ Establish and update cold chain inventory database , in consultation with UNICEF, MoPH and UNWRA.  ➢ Effective planning for and implementation of rehabilitation for cold chain equipment, and replacement of any item in case of damage or malfunctioning.   * Preventive maintenance for solar systems, including cleaning panels, top up batteries with water and checking the functionality of the system   ➢ Inspection to cover (but not limited to) the following components and accessories:  - Solar photovoltaic panels - Check-up for cracks, malfunction, disconnection.  - Connection between panel pins and cable terminals - Check-up for looseness or disconnection.  - Panel output voltage - Check-up of value if within normal operation range.  - Cables connecting panels and controller - Check-up for disconnection.  - Connection between panels cable terminals and controller pins - Check-up for looseness or disconnection.  - Panel voltage at controller pins - Check-up of value if within normal operation range.  - Solar charge controller - Check-up for malfunction  - Solar charge controller indications - Check-up of indications if error free.  - Battery bank - Check-up for gas or liquid emissions.  - Connection between cable terminals and batteries - Check-up for looseness or disconnection.  - Batteries voltage - Check-up of value if within normal operation range.  - Cables connecting batteries and controller - Check-up for disconnection.  - Fuse un batteries cable - Check-up for malfunction or absence  -Connection between batteries cable and controller pins - Check-up for looseness or disconnection.  - Battery bank voltage at controller pins - Check-up of value if within normal operation range.  - Connection between load cable and controller pins - Check-up for looseness or disconnection.  - Load output voltage at controller pins - Check-up of value if within normal operation range.  - Cables connecting fridge and controller - Check-up for disconnection.  - Fuse in load cable - Check-up for malfunction or absence.  - Connection between cable terminals and fridge - Check-up for looseness or disconnection.  - Voltage at fridge input - Check-up of value if within normal operation range.  - Fridge - Check-up for malfunction.  - Fridge screen - Check-up of indications if error free  ➢ Maintenance to cover (but not limited to) the following:  If any of the inspected components or accessories show a damage, defect, or a malfunction, the technical team will take action and fix the problem on the spot, if possible, or set a plan to fix it.  The Ministry of Public Health and UNRWA, and UNICEF must be notified of the situation and of the list of items needed for the repair, in addition to the cost of these items, in case they are not available within the spare parts procured by UNICEF. In case additional cost will be needed, the company should get the approval from UNICEF before proceeding with any procurement |
| **Responsibilities** | Responsibilities:   * Regular Visits for CCE(cold chain equipments) * On Call Visits for CCE * Installation of Cold Chain equipments * Transportation of CCE * On Call Maintenance of Solarization System * Preventive Maintenance of Solarization System * Installation and transportation of Cold Rooms |
| **Timing** | The contractor shall acknowledge that time is of essence and it shall use its best endeavors to abide by the delivery periods that will be specified in contract.  The duration of the LTA shall be 3 years renewable for 2 additional years based on office needs, satisfactory performance and market price. |
| **Reporting requirements** | The reports should be submitted to UNICEF electronically  - Inception Report including the plan of action and timeline for conducting the inspection and maintenance of the fridges, should be presented**.**  - Inspection and maintenance reports should be submitted on monthly basis  - Maintenance reports should be submitted detailing the spare parts replaced if needed |
| **Qualification Requirements** | **Technical Evaluation Criteria:**  ***Service Providers are encouraged to ensure they meet the below requested evaluation and qualification criteria***  ***Technical evaluation is composed of 60 points***  ***Minimum successful score for the technical evaluation is 42 points***  Proven track record in cold chain maintenance and inspection (solar fridge, cold rooms), maintenance and repairs with large scale organizations 20 points (reference letters for previous work to be shared- 10 points per satisfactory letter of reference up to 20 points)  Preferably minimum of 5 years’ experience in inspection, cold chain maintenance and repair (10 points- 5 points for the first 5 years of experience, one point for each additional year of experience up to 10 points).  - Demonstrated ability to cover all areas across Lebanon without any constraints.10 points –Company to provide report on the number of technicians and backup when needed with documents proving their projects with different locations.  - Team composed of minimum two focal points having preferably a minimum of 5 years’ experience in inspection, maintenance, and repair of solar fridges (10 points- 5 points per profile of focal point assigned for the project).  - submit a brief outline of what they would include in the cold chain maintenance guidelines and job aids that would be handed over to MOPH and UNRWA for capacity building and embedding of the good practice (10 points).  **Financial Evaluation Criteria:**  *Only bidders obtaining the minimum pass mark in the technical evaluation (42 points) will be considered for the financial evaluation.*  *Service Providers should fill the attached table for calculation of the financial evaluation.*  *Financial evaluation is composed of 40 points. The lowest financial offer will obtain 40 points.*  **Price proposal:**  Price proposal should be submitted based on the attached form. |
| **Administrative issue** | The supplier’s performance will be closely monitored.  A formal monitoring and review system shall be put in place for each site in order that:  UNICEF assesses the extent to which the contractor has met agreed performance indicators (e.g. quality, delivery lead time, etc.). |
| **Terms of Payment** | All payment must be subject to the deliverable specified in the contract and satisfactory performance.  The price should include all costs (including labor). |