



TERMS OF REFERENCE

**THE SOUTH AFRICAN HIGH COMMISSION
KAMPALA, UGANDA**

**APPOINTMENT OF A SERVICE PROVIDER FOR THE REPAIR AND MAINTENANCE OF
THE DIESEL GENERATOR AS AND WHEN REQUIRED FOR THE SOUTH AFRICAN HIGH
COMMISSION IN UGANDA FOR A PERIOD OF 2 YEAR**
(as of the commence of the contract)

1. **PURPOSE**

The purpose of this Terms of Reference (TOR) is to invite suitably qualified and experienced service provider to submit quotations or bids for the repair and maintenance of the diesel generator as and when required at the South African High Commission in Kampala, Uganda for a period of two (02) years (as of the commence of the contract).

2. **BACKGROUND / PROJECT BRIEF**

The Service Provider that will be appointed will therefore be required to repair and maintain the diesel generator as and when required in the most cost-effective manner possible.

All equipment needs to be stripped to do an evaluation and prepare a strip & repair quote for approval before the work starts. The nearest Engineering workshop will be required for overhauling of the generators.

3. **SPECIFICATIONS**

Contract period: 1 June 2025- 31 May 2027

Duration: 2 years (as of the commence of the contract)

The appointed service provider shall employ any lawful means to ensure that the generator is working and in peak condition. The required services include, but not limited to: Inspections as and when required, Servicing of the generator as and when required, Emergency breakdown maintenance as and when required. This may or may not include the supply and installation of replacement parts, depending on the service assessment and repair quote.

The scope of work includes the following items:

- Inspections as and when required
- Servicing of generators as and when required
- Emergency breakdown maintenance as and when required
- Maintenance and repairs

Maintenance Services (Work Methodology)

1. Technicians must:

- a. Conduct physical inspection of all the equipment; and
- b. Conduct the necessary tests and checks if required.

Ensure that:

- a. Staff is familiar with the operation of the system;
- b. Bring to the attention of the officer responsible, any concern pertaining to the possible malfunction of the equipment.

4. **SITE MEETINGS**

Bidders will be required to make appointments for a site visit. The period for the site visit will be from 12 – 23 May 2025. Requests for appointment must be sent to mirembem@dirco.gov.za before 23 May 2025 @ 16h00. Contractors not participating in the site inspection & failure to sign

the attendance register /certificate will be considered non – responsive to the bid and will not be considered.

5. COST ESTIMATES OR PRICING OF QUOTATIONS.

- 5.1** The bidders are required to submit quotations based on the service fee per transaction, all-inclusive of any costs associated with the service fee applicable to the repair and maintenance of the diesel generator, as and when required by the South High Commission, as outlined in the table below, as follows:

Service Category	Service fee (Per transaction)
a) Supply and delivery of service kits	
b) Supply and delivery of parts	
c) Supply and delivery of consumables	
d) Labour rates per hour	
e) Other relevant but not specified	

- Price should include all additional cost elements.
- Payment will be according to the South High Commission Payment Terms and Conditions.

NB: Bidders are required to complete the above pricing table in full for comparative purposes and the service fees per transaction quoted in the proposals should be valid for a period of three (3) months from the date of submission.

6. EVALUATION CRITERIA TO BE USED / TERMS OF CONDITIONS

- 6.1** The selection process will be evaluated in two (2) phases, as follows:

Phase 1: Responsive criteria (or Administrative Compliance)

Phase 2: Price

6.1.1 Phase 1: Responsive criteria / Administrative compliance

The minimum requirements that must be met by prospective bidders in order to pass onto the next stage of evaluation process are as follows:

- The service provider must be a registered service provider in the country of accreditation.
- At least 3 years' experience in the repair and maintenance of diesel generators, proof must be submitted in a form of company profile indicating the number of years the company has been in business.
- Acceptable track record in delivering services similar to those sought by this tender. Sufficient evidence / proof of a minimum of three (3) previous/current contracts of the same nature (high profile clients i.e. Embassies, NGO's, Banks) – please provide contactable references/testimonial letters
- Membership / affiliation with international and domestic professional and regulatory bodies (proof to be submitted).

6.1.2 Phase 2: Price evaluation

- All service providers who complied with all the administrative compliance will be evaluated on price based on the service fees per transaction as per the table in paragraph 5.1. above.

7. GENERAL CONDITIONS

- The High Commission will not be held responsible for any costs incurred by bidders in the preparation and submission of quotations.
- The High Commission shall not be held liable for any additional costs not stipulated or agreed to after the parties have concluded an agreement.
- The quotations received will be evaluated by the Mission Standing Committee.
- The High Commission is not obliged to select any of the bidder's submitting quotations.
- The proposals must be properly submitted on or before the closing date and time specified on the invitation.
- The High Commission and the successful Service Provider will jointly agree to a Service Level Agreement (SLA).
- The High Commission reserves the right to terminate or not to enter any contract thereof.

8. VALIDITY OF QUOTATIONS

- Quotations submitted should be valid for a period of at least three (3) months after the closing date.

9. FEES AND PAYMENT SCHEDULE

- All prices quoted must be stated in the local currency of the country of accreditation (UGX)
- Payment terms for the services for the duration of the contract will be agreed between the High Commission and the appointed Service Provider.

10. CONTACT PERSON AND SUBMISSION OF QUOTATIONS

Enquiries pertaining to this request can be made to Mr Gurshen Booysen at email Booyseng@dirco.gov.za or (Ms Khomotso Mpya) at email Mpyak@dirco.gov.za or Kampala.sahc@dirco.gov.za

Quotations should be delivered to Mr GG Booysen or Ms K Mpya on or before **Friday, 30 May 2025 at 12H00 (Midday)**. No late submissions shall be accepted.

11. DELIVERIES AND INVOICES

Official	Designation	Contact details
Mr GG Booysen	Corporate Services Manager	<u>Address:</u> South African High Commission Plot 15 ^a Nakasero Road Kampala Uganda Mobile: 0774 355 362 / 0775 824 550 E-mail: Kampala.sahc@dirco.gov.za Booyseng@dirco.gov.za /Mpyak@dirco.gov.za/