



NOTICE OF EXPRESSION OF INTEREST FOR SERVICE AND REPAIR OF NMS MOTOR VEHICLES UNDER TENDER REFERENCE NUMBER NMS/NCONS/17-18/00016

1. The **National Medical Stores** has allocated funds to be used for service and repair of motor vehicles.
2. The Entity now invites eligible service providers to submit sealed expressions of interest for provision of *Service and Repair of NMS motor vehicles*.
3. Interested service providers should provide information demonstrating that they are eligible and possess the required qualifications to perform the services supported with relevant documentation.
4. The short listing criteria will include the following requirements and terms of reference as shown in annex 1:
 - a. A copy of valid trading licence or its equivalent;
 - b. A copy of the certificate of registration or its equivalent;
 - c. Powers of attorney that are registered with the registrar of companies in Uganda and or Notarised powers of attorney registered with the registrar of companies in Uganda.
 - d. A valid tax clearance certificate.
 - e. PPDA certificate of registration.
5. Service providers may associate with other firms in the form of a joint venture to enhance their qualifications. The form of association, where applicable, should be indicated in the Expression of Interest.
6. The detailed Terms of Reference for the provider are as shown in Annex 1 and can be obtained from the Procurement and Disposal Unit.
7. Interested eligible service providers may obtain further information at the address given below from Monday to Friday between 0800hrs to 1700hrs.

The General Manager,

National Medical Stores,

Plot4-12 Nsamizi Road,

P.O. Box 16 Entebbe –UGANDA

[Tel: 256 414 320542](tel:256414320542)

E-mail : nms.go.ug

8. Sealed Expressions of Interest must be delivered to the address above by **11:00AM** local time on 03rd February, 2017 at the address in number 6 above.

9. The notice of expression of interest is available at the Entity's website at www.nms.go.ug

10. The planned Procurement schedule (Subject to changes) is as follows:

Activity	Date
a. Publication of Notice of Expression of Interest	25 th September 2017
b. Pre-bid meeting date and time	04 th October 2017
c. Closing date for receipt of Expression of Interest	16 th October 2017
d. Evaluation of Expressions of Interest	Within 15 working days after closing date.
e. Display of shortlist	Within 2 working days after Contract Committee's approval

ACCOUNTING OFFICER

ANNEX 1



NATIONAL MEDICAL STORES

TERMS OF REFERENCE FOR EXPRESSION OF INTEREST TO SERVICE AND REPAIR NMS MOTOR VEHICLES.

1.0 BACKGROUND

National Medical Store (NMS). NMS is an autonomous government corporation established by the National Medical Stores Statute No. 12 of 1993. National Medical Stores is responsible for the procurement, storage and continuous distribution of medicines and medical supplies in a financially viable and sustainable manner.

Given the corporate objectives of NMS, one of which is to ensure the secure, safe and efficient storage and distribution of medicines and medical supplies having regard to national needs in accordance with the National Drug Policy and Authority, NMS seeks suitable service providers to provide support to the distribution function by executing the service and repair of the NMS fleet consisting of distribution trucks and other vehicles.

2.0 PURPOSE

This purpose of this assignment is to secure a formal partnership with professional service providers who shall service and repair NMS fleet motor vehicles in order to match NMS' public service levels.

3.0 OBJECTIVES OF THE ASSIGNMENT

- To ensure the timely service and repair of the NMS fleet in an efficient and economical manner meeting the highest level of quality and availability

- To ensure that the performance of vehicle service and repair is within the set standards, schedules and agreed deadlines

4.0 SCOPE OF SERVICES

This shall include the following:

4.1 Managerial Tasks

These shall be undertaken by the service provider as detailed hereunder:

- Provides a life-cycle management service and yearly budget cycle support.
- Proposes all vehicle Service & repair policy and procedures.
- Annually develops and updates all replacement schedules for the budget process in coordination with National Medical Stores Transport & Logistics Officer.
- Ensures all authorized acquisitions are delivered on schedule.
- Upon request, provide consultation on any service provided by Fleet Operations.
- Conducts use and cost analysis as needed, or upon NMS' request.
- Produces monthly and annual expense reports for NMS.
- Provides expense projections for the budget and financial planning process.
- Sets common service levels and guidelines for all fleet partners.
- In conjunction with Risk Management and EH&S, ensures that operators and drivers are well trained, qualified, and licensed appropriately.
- Sets custom service levels as needed for specific fleet units.
- Conducts annual service satisfaction surveys and reviews the survey results and performance goals with National Medical Stores fleet management Team.

4.2 Vehicle Maintenance Tasks:

These shall be undertaken by the service provider as detailed hereunder:

- Sets all Preventive Maintenance programs and completes them on schedule

- Immediately responds to all maintenance and repair needs and completes tasks within set guidelines.
- Immediately responds to service calls with staff or towing service (or the appropriate method).
- Arranges for collision repair as soon as authorized by the customer and Fleet Manager, assuming a repair vs. replacement analysis supports it.
- Maintains a minimum inventory only of parts and supplies that cannot be obtained in a short time as needed or for emergency after-hours needs.
- Schedules and completes warranty and recall tasks upon notification and need.
- Arranges for staff training, testing, and certification to keep staff updated on current technology and fleet maintenance methods and products.
- Daily status updates of completed work orders and provides electronically to management at the beginning of the next work day.
- Arranges for all authorized up-fitting activities to meet set schedules to include ancillary equipment in coordination with the (Customer).
- Arranges for all authorized fabrications & modifications to meet set schedules
- Completes all in-service prep to set standards and schedules.
- Completes all shop facility assignments on mutually-approved schedule.

4.3 Preventive Service Programs

This shall be undertaken by the service provider as detailed hereunder:

- Provider will publish all Preventive Maintenance tasks and schedules for each unit and present a copy to the Customer
- Customer will review and familiarize themselves with the Preventive Maintenance task lists
- Customer will accurately report miles at each fuelling stop, or report number of days each unit is used annually.

- Customer will notify provider when all Preventive Maintenance is due.
- Customer will schedule Preventive Maintenance with the Provider's shop and help in ensuring Preventive Maintenance is completed.
- Provider and customer mutually agree on who completes these tasks.
- Provider is ultimately responsible for completing all Preventive Maintenance and resetting schedules.

4.4 Service Calls & Towing

This shall be undertaken by the service provider as detailed hereunder:

- Provider will immediately respond on-site with staff, towing service, or other appropriate methods upon notification from the Customer of a need.
- Customer will remain with the unit until Provider arrives on site.
- Customer will provide all known information pertaining to the incident.
- Provider will deliver unit to the appropriate shop for diagnosis and corrective action and inform the customer of job time and cost estimates.
- Customer will arrange for transportation of their staff, but provider will assist if needed.

4.5 Collision Repair

This shall be undertaken by the service provider as detailed hereunder:

- NMS will report immediately to Fleet Manager and/or Fleet Operations of the service provider any collisions, damages, and needs for body repair service.
- Customer will complete all reporting requirements within 24 hours of incident.
- Provider will recover the damaged unit and process.
- Units unable to be driven will be towed or hauled to the providers shop or appropriate body shop(s) and 3 repair estimates will be obtained if the city contracted service provider cannot perform the repair.

- Units able to be driven will be sent to the city contracted body shop for repair estimates and 3 repair estimates will be obtained if the city contracted service provider cannot perform the repair.
- Customers will transport vehicles able to be driven.
- Repairs will be scheduled only when authorized by the Risk Manager and a repair vs. replacement analysis has been done.
- Provider will inspect and approve all repairs.

4.6 Repair versus Replacement Analysis

- Provider will perform a cost analysis for each incident to determine if repairing or replacing a damaged unit is the best method overall.
- Customer will help this process by determining the need and urgency of the damaged unit.

4.7 Modifications, Fabrications and Improvements

This shall be undertaken by the service provider as detailed hereunder:

- No modifications, fabrications, or improvements will be done to any fleet unit without authorization from National Medical Stores
- Providers and Customers will follow the same process for authorization and completion of approved work requests.
- The process requires a good drawing of the work, a good cost estimate, how the task will be completed, the funding source, and a list of the benefits and purpose and what happens if the task is not approved. This information will be scheduled for completion only after approval from the Customer's Administrator, followed by approval from the Provider's Administrator.
- Provider may add expenses to the cost of the project if additional administrative time is required to complete the work.

5.0 SERVICE PROVIDER ELIGIBILITY

The service provider that shall be determined to be qualified to provide the service shall be required to fulfil the following eligibility criteria including, but not limited to:

- Garage/Service/Repair centre must be located in Uganda with a permanent address(Plot number..) for easy identification
- The premises must be fenced off to cater for general security of the vehicles while under service/repair
- Entity must be registered with PPDA and in possession of a valid certificate for the category of service/repair.
- Must have fulfilled all registration/operation requirements; certificate of registration, VAT registration.
- Must have general insurance cover (against theft, fire and or any other damage)
- Must observe health & safety guidelines
- Service/repair centre must be pre-qualified with at least two government organisations.

5.0 REPORTING AND APPROVAL PROCEDURES

The Motor vehicle repair service provider shall be regularly appraised on their performance and must satisfy the minimum service standards. This includes, but is not limited to, Job completion lead time, service quality and consistency and provider responsiveness among others. All reporting under this agreement shall be addressed to the General Manager of NMS, unless otherwise advised.

6.0 CLIENT CONTRIBUTION

National Medical Stores shall play her role to ensure the successful execution of the assignment as follows:

- Ensure that all fleet units are operated safely and within unit design standards.

- Client shall respect and protect the fleet and not misuse or abuse vehicles and equipment
- Reports utilization as required.
- Refuels and enters correct odometer readings for each unit properly.
- Immediately report breakdowns or maintenance needs and informs Provider of expectations or priorities on the need for return to service.
- Completes driver/operator checklist and maintenance inspection requirements.
- Completes other maintenance assignments to set standards as discussed with and approved by the Provider.
- Provides input to Provider on all management and maintenance issues and tasks.
- Completes and returns all annual customer satisfaction survey forms accurately.
- Transport departmental vehicles or equipment to assigned service/repair centre
- Maintain the cleanliness of each unit inside and out.
- Checks and maintains the safety equipment installed or provided in each unit.
- Report collisions and damage immediately to Fleet Manager and Provider, coordinate with Risk/Safety and complete required reports accurately and turn in within 24 hours of occurrences.
- Minimize engine idle time whenever possible, pursuant to Administrative Regulation.
- Complete written request forms for all modifications or improvements proposed; submit to Provider and receive approval from designated departmental administrators before any proposed work is done

- NMS will work with the Fleet Manager, Fleet Operations to provide specifications changes (approved by designated departmental administrator) to Provider on any unit scheduled for replacement at least 6 months prior to the spec writing and bidding process.
- Customer will not request major changes and deviations during the bidding process, especially those that will delay the acquisition schedules.

7.0 EXPECTED OUTPUTS

The best evaluated service providers shall be expected to enter into Service Level Agreements with the client to provide the service and repair of NMS fleet motor vehicles as and when required for a 36 months period.

8.0 NMS FLEET COMPOSITION

This is as shown below: