

TERMS OF REFERENCE (TOR)

Framework Agreement for **General Support Services** (Stationery, Office Supplies, Vehicle Rental, Cleaning, Maintenance & other Services)

1. Background & Objectives

CARE International Sudan is seeking to engage one or more qualified, experienced, and legally registered service providers to enter into a Framework Agreement (Long-Term Agreement) for a period of (1 to 2 years). The objective is to secure reliable, high-quality, and cost-effective general support services to ensure seamless daily office operations.

2. Scope of Services

The selected service provider(s) shall provide items and services across many different categories upon request via Official Purchase Orders (PO):

Category A: Stationery and Office Supplies

- **Supply of Items:** High-quality printing paper (A4, A3), notebooks, pens, markers, folders, binders, staplers, ink/toner cartridges, and routine desktop accessories.
- **Delivery:** Delivery directly to CARE International's premises within [e.g., 24–48 hours] of order confirmation.
- **Quality Assurance:** All supplied goods must be original, unused, and compliant with requested specifications.

Category B: Vehicle Rental Services

- **Fleet Availability:** Provision of well-maintained vehicles (e.g., sedans, SUVs, 4x4s, minibuses, or cargo vans) on a daily, weekly, or monthly basis.
- **Driver & Maintenance:** Option for driver-inclusive or self-drive rentals. Drivers must possess valid driver's licenses, clean driving records, and professional conduct.
- **Safety & Insurance:** All vehicles must have comprehensive insurance, valid registration, fully functional seatbelts, spare tires, first-aid kits, and regularly serviced mechanical systems.

Category C: Cleaning and Janitorial Services

- **Routine Cleaning:** Daily cleaning of offices, meeting rooms, restrooms, kitchens, common areas, and exterior grounds.
- **Personnel & Equipment:** Provision of trained, uniform-wearing cleaning personnel, along with safe, eco-friendly cleaning chemicals and equipment (vacuums, mops, trash bins).
- **Waste Disposal:** Collection and disposal of daily office waste in compliance with local environmental standards.

Category D: Office Maintenance and Repair Services

- **Facilities Maintenance:** On-demand plumbing, electrical repairs, minor carpentry, painting, HVAC/air conditioning servicing, generator maintenance and other related maintenance for office and Guesthouse buddings related items.
- **Emergency Response:** Availability of qualified technicians within [e.g., 1–2 hours] for urgent office maintenance issues.

Category E: Painting Works:

- Interior and exterior painting of offices, guesthouses, walls, ceilings, doors, windows, and fences
- Surface preparation: scraping, filling cracks, sanding, and applying primer or sealer before painting.

Category F: Partition Installation:

- Supply and installation of office partitions, such as gypsum board on metal studs, aluminum and glass, or wood or MDF systems.
- Includes framing, insulation where required, finishing (jointing, painting), doors, and glazing.

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Category H: Blacksmithing and Metalwork:

- Fabrication and installation of steel doors, window grilles, security gates, fences, handrails, shelves, racks, and stands
- Repair and welding of existing metal items, including hinges and locks.

Category I: Ad-Hoc / Other General Services

- **Event & Admin Support:** Provision of event support (e.g., catering, furniture rental, AV equipment setup), minor relocation/moving services, or other administrative support services as mutually agreed upon.

3. Contractor Responsibilities & Key Deliverables

- **Account Manager:** Assign a dedicated Account Manager to handle order requests, coordination, invoicing, and quality control.
- **Service Level Standards:** Adhere strictly to agreed delivery timelines, service standards, and safety guidelines.
- **Replacement Policy:** Promptly replace defective stationary items, unsatisfactory cleaning staff, or malfunctioning vehicles/equipment within [e.g., 24 hours] at no extra cost.

4. Contract Duration & Pricing

- **Duration:** Initial contract of 12 months, with an option to extend for an additional 12 months subject to satisfactory performance.
- **Pricing Structure:** Rates and prices will not be fixed in advance for the entire duration of the agreement. Instead, services and supplies will be requested on an as-needed basis (upon request), and individual orders or tasks will be subject to secondary competition (mini-tenders or spot quotes) among the pre-qualified framework vendors to ensure competitive market rates at the time of order.

5. Required Qualifications & Technical Criteria

Interested bidders must submit evidence of:

- **Legal Registration:** Valid business license, tax identification, and relevant statutory registrations.
- **Experience:** Minimum of (3–5 years) of experience providing general services or facilities management to corporate or non-profit organizations.
- **References:** At least three (3) professional reference letters from current or recent clients.
- **Financial & Operational Capacity:** Capacity to fulfill large orders and manage multi-service operations simultaneously.

6. Evaluation Criteria

- **Technical Proposal (60%):** Vendor experience, staff qualification, quality control processes, and reference checks.
- **Financial Proposal (40%):** Unit rate competitiveness, cost clarity, and payment terms.

Terms & Conditions

- **Price Validity:** Proposed prices shall remain valid for a period of one month from price submission.
- **Payment Terms:** Standard payment terms are [30 days] following delivery and receipt of an accurate invoice.
- **Taxes:** All quoted prices are [Inclusive / Exclusive] of applicable taxes (VAT).

Authorized Signature:

Signed by:

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