**Call for the installation, calibration, servicing and repair of milk handling and testing equipment.**

**Background**

1. **SNV Netherlands Development Organisation**

SNV Netherlands Development Organisation (SNV) is an international not-for-profit development organisation founded in 1965. It provides capacity development services to nearly 2,500 organisations in 36 countries worldwide across Asia, Africa, and Latin America. SNV Uganda has been implementing The Inclusive Dairy Enterprise Project (TIDE) since October 2015 and is now in Phase 2 of the project (2020-2023). The TIDE project is funded by the Embassy of the Kingdom in the Netherlands.

1. **The Inclusive Dairy Enterprise Project Phase-2 (TIDE-2)**

TIDE -2 has two components The Inclusive Dairy Enterprise (TIDE) and the Integrated Smallholder Dairy Development Program (ISDAP). The two components (TIDE and ISDAP) are under the same contract between SNV and EKN and are merged as one project.

TIDE project focuses on the following 4 sub-components:

1. Dairy Farm Productivity: deepening knowledge and skills transfer through cooperative training & extension services, private dairy advisory, Practical Dairy Training Farms, and sustainable forage intensification (demos with improved forages and conservation methods, improved pasture and forage crop management, and feed ration formulation)
2. Milk Quality: deepening by introducing/supporting milk tracking & tracing for various food safety parameters and critical control point analysis in the entire supply chain; up-scaling Quality Based Milk Payment System, using a processor-led model.
3. Dairy Value Chain: deepening dairy value chain linkages through support to cooperatives and inclusive business models; upscaling by supporting more cooperatives in other districts to lobby for and support the diversification of the domestic market.
4. Nutrition: deepening the school milk and yoghurt project in SW Uganda by increasing nutritional effects and upscaling the approach outside the project area through e.g., social campaigns and collaboration with processors to enter this market.

ISDAP targets smallholder dairy farmers, including their farm workers in Kigezi, Ankole and Rwenzori sub-regions. In the project definition, a smallholder farmer is one having a maximum of six acres of land, which is used for mixed crop-livestock farming activities, and having between one to five dairy animals, with dairy being one of the livelihoods, in addition, to multiple cash crops like banana, coffee, tea, potatoes, vegetables, and other livestock such as pigs, goats, and chicken.

ISDAP addresses the issues specifically affecting smallholders. This includes developing dairy products within the context of farm systems, cross-utilisation of waste and by-products, access to markets and risk management.

1. **Milk quality**

Increased Milk Quality is important for food safety and nutrition for consumers of milk in and outside Uganda, including schoolchildren who consume milk in schools. Especially in export markets where food safety standards (and enforcement) may be higher than in the domestic market, it is expected that milk quality will increasingly become a key factor in successfully maintaining or growing the export-led model that is currently in force. Hence also contributing to the ability of processors to pay good prices to dairy farmers that are part of this export-led value chain and to reward them for quality milk, e.g., through grade or unit payments.

SNV will support initiatives for monitoring, stimulating, and enforcing raw milk quality in the milk supply chain, from the farmer to the consumer. SNV through the TIDE-2 project is working with DDA, processors and cooperatives to improve milk handling practices & raw milk quality and testing for specific milk quality parameters. The project will also support the embedding of basic milk quality control and assurance measures for procuring, storing, and feeding milk, yoghurt, and milk-based meals (porridges) in schools. Furthermore, the project will engage and support the Dairy Development Authority to exercise its role and mandate more effectively as a dairy sector regulator.

1. **The extension of the Quality-Based Milk Payment Pilot**

In 2018 a pilot quality-based milk payment system (QBMPS) was started. Three (3) processors and ten milk collection centres were involved. One of the key pilot successes was the equipping of ten milk collection centres with solar-powered milk analysers. Now the QBMPS has been extended to 11 processors and more than 50 milk collection centres.

In addition to more than 100 milk analysers already in the country, TIDE awarded a contract to a supplier to provide additional 30 new milk analysers. Supply of the additional analysers is expected by end of March 2023. The 30 milk analysers are to be placed at additional milk collection centres. Also, the TIDE-2 project is focusing on increased food safety in the school milk program, which will further grow the demand for milk analysers.

1. **About the call**

This call consists of six components.

1. Identification of milk collection centres (MCCs) interested in milk analysers. Note, each of the 30 milk analysers shall be offered to qualifying MCCs at a 50% matching grant.
2. Source and purchase additional supportive equipment required for the milk analyser to become operational. These may include but are not limited to a battery to provide at least 12 hours/day of electricity to the milk analyser (min 12V70AH), a solar panel (min 100 watts), a milk stirrer, a protection board for the solar panel, print unit for printing test/payment slips, light bulb (in case working at night), regulator, socket plug, operational and maintenance manuals.
3. Installation and calibration of the installed milk analyser at each of the identified MCCs
4. Training of the MCC staff on the use, and maintenance of the milk analysers
5. Regular servicing, repair, and maintenance of the milk analysers. *Note, the business case should consider the total market potential and not only the 30 installed milk analysers.*
6. Establishment of a repair, spare parts, accessories, and service centre
7. **The qualifying company shall have to meet the following initial conditions.**
8. Ability to provide professional calibration, repair, servicing, and maintenance of different types and brands of milk analysers. The interested company must have the financial and technical ability to set up a team that can support with troubleshooting, repairing, and putting to use grounded milk analysers.
9. Proven track record in calibration, repair, and servicing of milk analysers. Note, it is anticipated calibration may be conducted every two months.
10. Have a local presence in SW Uganda and the ability to enhance MCC staff’s ability and competencies on self-routine maintenance and use of milk analysers.
11. Ability to develop a sustainable business model to reach both peri-urban and rural-based MCCs. The qualifying company must provide a process flow of activities that will ensure a sustained business model.
12. Ability to establish cooperation with the different suppliers or agents and set up a shop for supplying milk analysers and related accessories to enable sourcing/supplying of the necessary spare parts/utensils /reagents/detergents/ de-mineralized water when needed by participating MCCs.

*Note, MCCs may need for utensils supply for utensils like plungers, sample cups, Milk cans, Milk buckets etc*.

1. Ability to invest additional financial, human, and physical resources to further scale its business operations that are in line with this call.
2. **Proposal evaluation.**

A committee will be formed to evaluate the proposals on different criteria and will be weighed by a grading system. The evaluation criteria include.

1. **Administrative eligibility (pass or fail)**

* Proof of firm registration in Uganda
* Valid trading licence/operating permit from any district or location in Uganda
* Tax compliance certificate from URA addressed to SNV.
* Local contact in south western Uganda for companies not resident in South western Uganda
* CVs of proposed team members including roles to be played by each.

*Companies that pass administrative eligibility will progress to technical evaluation. Those that don’t pass will be dropped.*

1. **Professional experience in similar tasks (20 points)**

The offer will be judged on:

* Proven experience in conducting similar tasks.
* Qualifications of the key staff: applying companies should include CVs of the at least two key staff. The CVs should highlight the staff’s experience in undertaking similar tasks.
* Strong networks (local, national, regional, and international) within the dairy sub-sector. Evidence of previous good working relations with the local dairy regulator (DDA or any other) is of great added advantage.
* How service can be executed for a lasting performance of the equipment.

1. **Business case development and execution (20 points)**

The offer will be judged on:

* A sustainable business model: For example.
* *how the additional 30 MCCs shall be identified.*
* *processes for ensuring that each MCCs contributes 50% of the total costs of purchase and installation of the milk analyser.*
* *how training will be planned and executed*
* *how a calibration, repair, and maintenance (service) exercise shall be executed (please note down the frequency of calibration), and the anticipated costs*
* how the routine monitoring shall be conducted. Please indicate how the business shall be sustained beyond the support to be provided by the TIDE project.
* Ability to invest own resources (esp. financial, material and human). Please indicate the different cost centres and how this will be sustained beyond the life of the project.

1. **Training and Education of staff (20 points)**

The offer will be judged on how MCC staff will be trained in the use, handling, and maintenance of the milking equipment in a proper way. *Please, indicate the cost and how sustainability will be achieved beyond the life of the project.*

1. **Complementary activities (20 points)**

During the execution of activities, the project envisages that MCCs may require additional support, for example, complementary training, spare parts, accessories, and/or linkages to other market actors. This will require that the selected service provider has a strong local presence in the project area to follow up with intermittent requests for support from the MCCs.

The service provider will also have to establish and operationalise localised spare parts/utensils /reagents/detergents centre. It is, therefore, required that the service provider provides a list of items to be included in the shop, an operational plan, budget, and processes for ensuring that the business is sustainable beyond the project life.

1. **Financial proposal (20 points)**

Interested companies should also share their financial proposal for the assignment.

*Only those that pass technical evaluation shall be subjected to the financial evaluation*

1. **SNV-TIDE innovation fund**

To aid the execution of activities under this call, the qualifying company shall sign a grant agreement with the SNV TIDE project where financial support may be allocated to support one or more of the components in section 6 and reflected in the proposal evaluation. *The final budget support amount shall depend on both the in-kind and financial contribution from the vendor.*

For any questions, please write to [ugandatenders@snv.org](mailto:ugandatenders@snv.org) indicating “clarity on installation, calibration and servicing of milk analysers” in the subject line. Questions will be received up to 21st March 2023.

1. **Procedure and contacts**

The call is issued on  **15th March 2023** and submission will close on **30th March 2023 at 18.00** hours Uganda time.

Written proposals should be sent to [**ugandatenders@snv.org**](mailto:ugandatenders@snv.org)indicating “response to call for installation and servicing of milk analysers” in the subject line.

Any reply to the request for information from any individual service providers will be sent to all invited providers and to any other that may require information to create equal opportunities.

The service provider should provide at least 3 references of clients related to the requested equipment, supplies and scope of work.

**Call disclaimer.**

*SNV reserves the right to either accept or reject any or all proposals submitted. SNV reserves the right to either increase or decrease the scope of work depending on budget availability. SNV can stop this procurement at any time without the need to give an explanation or can extend the deadline for submission once it sees fit. In case you do not hear from SNV within 3 weeks of closure of the proposal receipt date, consider yourself unsuccessful.**SNV also reserves the right to reject and cancel the call in case any illegal, corrupt, coercive or collusive practices are noticed. Late proposals will be rejected*. *Please note that viewing, downloading or otherwise using the call constitutes acceptance on your part of all the above-noted statements and conditions.*