



## TERMS OF REFERENCE

### **SNV ZAMBIA Maintenance Contract** **Lusaka, Zambia**

#### **SNV Netherlands Development Organisation**

SNV is a not-for-profit international development organisation that makes a lasting difference in the lives of people living in poverty by helping them raise incomes and access basic services. We aim for premium quality and focus on only three sectors: agriculture, energy and water, sanitation and hygiene (WASH). With a long-term, local presence in over 25 countries in Asia, Africa and Latin America, we know how governments work and how relationships are built. Implementing our mission exclusively through project financing requires us to work efficiently and invest in operational excellence every day. Our team of more than 1,300 staff is the backbone of SNV.

#### **SNV Head Office**

SNV Zambia Head Office has offices in Lusaka, Kabwe, Katete, Kasama and Mazabuka.

#### **Maintenance Contract Requirements**

SNV Zambia wishes to engage in a Services and Maintenance Agreement with a suitable Consultant / Contractor to undertake and provide the following Tasks and Deliverables to ensure the availability of a functional, comfortable and safe environment for SNV Staff:

##### **Tasks**

- Monthly audits, in conjunction with the Operations Officer – Administration of all office spaces, including external buildings and storage areas, kitchen and ablutions.
- Identify items requiring repair /maintenance /replacement and /or new installation, including and not limited to:

Electrical point, fittings and extensions  
Plumbing  
Furniture e.g. tables, chairs and cabinets  
Structures, doors, locks, windows and gauzes

##### **Deliverables**

- Provision of separate quotations, within 24 hours, for items identified, reported, quoted and approved for repair /maintenance /replacement and /or installation, as specified below:

Agreed Service Rate  
Cost of materials

- Provision of works completion timeframe
- Commencement of services within 72 hours of receipt of an associated Task Order
- Adhoc 12 hour response to and associated Task Order for critical and unforeseen services and maintenance requirements

#### **Contractor Profiles**

SNV Zambia requires the submission of proof of suitable qualifications for representatives undertaking the above requirements.

**Contract Profile**

1 year Services and Maintenance Contract with the possibility of an additional 1 year extension.

**Open Call for RFQ**

Suitable Candidates to respond to the above via Smart Recruiters or Go Zambia before 30 November 2021.

**Mandatory Requirements**

<b>1</b>	Quotation	
<b>2</b>	Company profile showing directors, contact details, physical location etc	
<b>3</b>	Valid ZRA Tax Certificate	
<b>4</b>	ZRA- TPIN certificate	
<b>5</b>	Company registration/certificate of incorporation	
<b>6</b>	Minimum 3 traceable references (Copy of recent contract or Purchase Order)	

**Clarifications**

All clarification before closing date should be addressed to the following;  
[zambiaprocurement@snv.org](mailto:zambiaprocurement@snv.org)

Responses to clarification sought will be given in the shortest possible time but before the closing date.

 approved.