

## Request for Proposal for **Installation, Repair/Maintenance services of Cold Chain Equipment in Myanmar**

**Section in Charge:** Young Child Survival and Development

**How does the consultancy firm relate to work plan:** Improved Young Child Survival and Development (YCSD) with focus on the most vulnerable age groups -new-born by 2017 through increased coverage and quality of more evidence-based preventive and curative services for under-five children and new-born.

**Outcome reference:** Outcome 102.002 - Increased national and subnational level to provide equitable access and use of quality high impact maternal, new-born and child health (MNCH) services

**Output reference:** WBS: 102.002.017: Support MOHS in building and sustaining an efficient cold chain and immunization logistics systems (expansion/replacement plan, EVM improvement plan)

### 1. Background:

UNICEF has been supporting MOHS in building and sustaining an efficient cold chain and immunization logistics system through procurement, distribution and installation of Cold Chain Equipment. The main purpose of this assistance is to support MOHS' efforts in the rehabilitation, replacement and expansion of cold chain equipment at various levels aiming at increasing vaccine storage in preparation for introduction of new vaccines and implementation of nationwide immunization campaigns.

Over the past 3 years, more than 1,000 various types of equipment were procured which includes 399 solar refrigerators. To ensure that these refrigerators are installed and made functional, UNICEF supported recruitment of companies to support the Ministry in accelerating the implementation. Out of the 399 solar refrigerators, a total of 213 solar refrigerators have been installed and 136 remained uninstalled due to the fact that some of the areas initially earmarked for installation have been connected to the national electricity grid and hence necessitated the need to provide electrical instead of solar refrigerators.

The remaining solar refrigerators have been allocated to new places and therefore need to be installed by outsourcing mechanism through a third-party company. Due to inadequate capacity and limited number of Government employed cold chain technicians, UNICEF agreed with the Central Expanded Programme in Immunization (CEPI) in the Department of Public Health to support installation in the States/Regions where there are no full-time cold chain Technicians. Therefore, 80 solar refrigerators need to be installed by outsourced companies.

For the continuous support on cold chain equipment management in future, we would like to establish and use the Long-Term Arrangements (LTAs) for repair, maintenance and installation of refrigerators and cold rooms.

### 2. Objectives of the services:

#### General objective:

To provide support to the Central Expanded Programme of Immunization (CEPI), Ministry of Health and Sports (MOHS) in the **installation** of cold chain equipment in preparation for introduction of new vaccines and immunization campaigns.

**Specific Tasks to be accomplished:****A. Immediate Assignment**

- a) Prepare the plan and schedule for installation of cold chain equipment based on the list of equipment distributed (80 solar refrigerators) in twelve States and Regions.
- b) Technical support in the capacity building of cold chain key persons (CCKPs) at state/Region cold chain sub-depots, Township vaccine stores and RHC/UHC/SC (in case there are equipment beyond the Township level).
- c) Provide installation completion reports signed by the designated authorities at below Township, Township and State/Region Level.
- d) Construction of structure for mounting the solar panels array for the health facilities where there is no existing structure or the health facilities could not organize the structure which can delay the timely installation.

**B. Long term assignment****I. Installation of Cold Chain Equipment**

- a) Installation of the cold chain equipment based on list of equipment distribution list provided (WIC/WIF, ILR, freezers and Solar refrigerators)
- b) Capacity building of cold chain key persons at the Installation site
- c) Construction of structure for mounting the solar panels array for the health facilities where there is no existing structure or the health facilities could not organize the structure which can delay the timely installation.
- d) Provide installation completion reports signed by the designated health authorities at the installation site

**II. Repair of cold chain equipment**

- a) Review the cold chain equipment complaint information from CEPI and the reported non-functioning equipment should be attended within 14 days of reporting (WIC/WIF, ILR, freezers and Solar refrigerators).
- b) Provide regular maintenance services to the cold chain equipment at Central Cold Room and Sub-depots and requested townships (WIC/WIF, ILR, freezers and Solar refrigerators) by visiting at least twice in a year to each location.
- c) Provide complaint-based repair services to the cold chain equipment at requested townships or below township facilities within 14 days of reporting.
- d) Provide repair/maintenance service completion reports signed by the designated authorities at Township and State/Region Level.

**III. Update Cold Chain inventory in the assigned States and Regions at least one time a year****IV. Conduct temperature monitoring studies in the assigned Cold Rooms with Walk-in-Cooler and Walk-in-Freezers (Yangon, Mandalay, Magway, Taunggyi and Sittwe)**

It is estimated around 4 WIC/WIF, 40 ILR/Freezers and 50 solar fridges, to be installed on annual basis subject to need and fund's availability. There are more than 2,000 cold chain equipment installed and functioning in 330 townships across the country and the repair/maintenance services will cover all equipment.

3. Geographic Area: Seventeen States and Regions, Townships and Health Centres based on the detailed list of equipment to be installed, repaired as provided by the CEPI, State/Regional Health Department, and Township and below Township Health Authorities. To manage the cold chain complaints from States/Regions in an effective and efficient way, UNICEF may look for more than

one company to manage the following geographical areas with certain number of States and Regions.

Area 1: Kachin, Sagaing, Chin, Magway, Rakhine

Area 2: Mandalay, Nay Pyi Taw, Shan East, Shan North and Shan South, Kayah

Area 3: Yangon, Bago, Ayeyawaddy, Mon, Kayin, Tanintharyi

Area 4: Temperature mapping studies in Yangon, Mandalay, Magway, Taunggyi and Sittwe

**4. Duration (including potential extension):** Initial one year contract with possibility of extension to two years (one year each) based on contractor's performance, project need and fund availability.

**5. Arrangements and Supervision of Work:** The overall supervision will be done by UNICEF EPI Team in consultation with the Deputy Director/EPI Manager – CEPI in the Department of Public Health. The operational and logistics part of this assignment will be facilitated by UNICEF.

**6. Type of Supervision/support required from CEPI and UNICEF:** Company will receive a briefing from UNICEF and CEPI. Company may be invited to participate in the technical training or orientation workshop organized by UNICEF or CEPI whenever new technologies are introduced to Myanmar.

**7. End Product(s):** Detailed Installation completion report including the number of CCKPs oriented on the maintenance of installed equipment; completion report on refrigerators repair/maintenance services, inventory and temperature mapping report submitted by the company which is approved by the designated officials in the Township/State/Region public health department and finally authorized by the National EPI Program Manager in the Department of Public Health.

## **8. Description of assignment:**

Tasks	End Product/deliverables	Duration/ Deadline
<b>Immediate assignment</b>		
a) Installation of the cold chain equipment based on list of equipment distribution list provided (WIC/WIF, ILR, freezers and Solar refrigerators)	Report highlighting the number of solar refrigerators installed and made functional approved by the designated authorities at Township/State/Region health departments and later by the EPI Program Manager.	Installation report submitted within six weeks of acknowledgment of Purchase Order
a) Capacity building of cold chain key persons at the Installation site	Report on the number of cold chain key persons (CCKP) at health facilities below Township vaccine stores (RHC/UHC/SRHC) oriented on cold chain equipment maintenance. The report must include the number of cold chain key person trained on maintenance of	Training completion report submitted within six weeks of acknowledgment of Purchase Order

[Type here]

	installation cold chain equipment with the profile of the trained CCKP and contents of the training.	
b) Construction of structure for mounting the solar panels array for the health facilities where there is no existing structure or the health facilities could not organize the structure which can delay the timely installation.	The installation completion reports include the number of structures constructed with the photo evidence.	Installation report submitted within six weeks of acknowledgment of Purchase Order (Based on the actual number of solar structure constructed)
<b>Long term assignment</b>		
<b>Installation of solar refrigerators</b>		
<b>Tasks</b>	<b>End Product/deliverables</b>	<b>Duration/ Deadline</b>
(a) Review the cold chain equipment complaint information from CEPI and the reported non-functioning equipment should be attended within 14 days of reporting (WIC/WIF, ILR, freezers and Solar refrigerators).	Report highlighting the number of solar refrigerators installed and made functional approved by the designated authorities at Township/State/Region health departments and later by the EPI Program Manager.	Installation report submitted within six weeks of acknowledgment of Purchase Order
(b) Capacity building of cold chain key persons at the Installation site	Report on the number of cold chain key persons (CCKP) at health facilities below Township vaccine stores (RHC/UHC/SRHC) oriented on cold chain equipment maintenance. The report must include the number of cold chain key person trained on maintenance of installation cold chain equipment with the profile of the trained CCKP and contents of the training.	Training completion report submitted within six weeks of acknowledgment of Purchase Order
(c) Construction of structure for mounting the solar panels array for the health facilities where there is no existing structure or the health facilities could not organize the structure which can delay the timely installation.	The installation completion reports include the number of structures constructed with the photo evidence.	Installation report submitted within six weeks of acknowledgment of Purchase Order

[Type here]

		(Based on the actual number of solar structure constructed)
<b>Repair and maintenance services for refrigerators</b>		
<b>Tasks</b>	<b>End Product/deliverables</b>	<b>Duration/Deadline</b>
<b><u>Cold Chain Complaint Response</u></b> (a) Review the cold chain equipment complaint information from CEPI and then provide the timeline and teams who will be attending the non-functioning equipment within 14 days of reporting.	Expected arrival date to the complaint site and team member list who will be providing the services	Within one week of receiving the request
(b) Through the designated teams of cold chain engineers to ensure that they travel to cold chain facilities to repair the non-functional cold chain equipment (WIC/WIF, ILRs, Freezers and solar refrigerators) within 14 days of reporting.	Detailed reports indicating the status of equipment repaired and made functional and approved by the designated authorities at state/region and township health department and later by the EPI Program Manager.	Within two week after acknowledgement of the Purchase Order
<b><u>Regular 6 monthly maintenance</u></b> Through the designated teams of cold chain engineers to ensure that they travel 22 Sub-depots and Central cold room as well as requested townships to provide regular maintenance services by visiting at least two times in year to each cold chain equipment/facilities	Detailed reports indicating the status of equipment maintained which must be accompanied by comprehensive checklist of the maintenance service provided and it must be approved by the designated authorities at state/region and requested township health department and later by the EPI Program Manager.	Quarterly within timeline mentioned in Purchase Order
<b>Cold Chain inventory update</b>		
Update the cold chain inventory at least one time a year	The updated cold chain inventory is submitted at least one time a year approved by State/Region EPI team leader/Public Health Director	Inventory report submitted within three months of acknowledgment of Purchase Order
<b>Temperature mapping studies</b>		
Conduct temperature mapping exercise in the cold room locations (Yangon, Mandalay, Taunggyi,	Report on temperature mapping exercise and the mapping must be done in consultation with UNICEF	The study's results submitted within three months of

[Type here]

<p>Magway and Sittwe) upon request from UNICEF.</p> <p>The team needs to run the monitoring devices provided by UNICEF, and take record of the readings and prepare the report. EPI assigned engineer will provide necessary technical oversight.</p>	<p>technical expat and 'MOHS/EPI assigned engineer. <b>The final report must be certified by MOHS/EPI authorized engineers.</b></p>	<p>acknowledgment of Purchase Order</p>												
<p><b>9. Advertisement / Invitation / Request for Expression of Interest:</b></p> <p>The call for outsourcing a company will be advertised through existing local network and UNGM as well as soliciting from the existing database at UNICEF, CEPI/MOH, WHO or any other agencies.</p>														
<p><b>10. Selection process ( The proposal to be attached to TOR)</b></p> <p>Interested companies are required to complete the all necessary documents circulated with the call for proposals, answering the technical questions included and submit the financial proposal detailing the estimated budget for the installation work.</p>														
<p><b>11. Qualification and specialized knowledge/experience required for the assignment:</b></p> <p>A company with proven satisfactory track record and sufficient capacity in dealing with cold chain equipment used for vaccine storage including ice-line refrigerators, freezers and solar refrigerators installation, repair and maintenance in different locations in Myanmar especially in dealing with Walk-in-coolers, walk-in-freezers , electrical refrigerators, freezers and solar refrigerators.</p>														
<p><b>12. Evaluation Criteria ( proposal will be reviewed using the below criteria and each weight based on the score points indicated below):</b></p> <table border="1" data-bbox="318 1213 1393 1879"> <thead> <tr> <th data-bbox="318 1213 423 1255">A</th><th data-bbox="423 1213 1271 1255">Technical proposal</th><th data-bbox="1271 1213 1393 1255">Points</th></tr> </thead> <tbody> <tr> <td data-bbox="318 1255 423 1507">1</td><td data-bbox="423 1255 1271 1507"> <p>Overall Response</p> <p>1) Completeness of administrative requirement including number of years as contractor (based on registration certificate and other supporting documents on the previous work (5 marks)</p> <p>2) Completeness of technical requirements (5 marks)</p> </td><td data-bbox="1271 1255 1393 1507">10</td></tr> <tr> <td data-bbox="318 1507 423 1829">2</td><td data-bbox="423 1507 1271 1829"> <p>Experience of Company/Institution and Key Personnel</p> <p>1) Proven experience in providing similar services to Ministry of Health, other Organizations/Commercial Companies (10 marks)</p> <p>2) Team Leader (relevant experience, qualifications, certifications (10 marks)</p> <p>3) Other Key Personnel (relevant experience, qualifications, certifications (10 marks)</p> </td><td data-bbox="1271 1507 1393 1829">30</td></tr> <tr> <td data-bbox="318 1829 423 1879">3</td><td data-bbox="423 1829 1271 1879">Proposed Methodology and Approach</td><td data-bbox="1271 1829 1393 1879">30</td></tr> </tbody> </table>			A	Technical proposal	Points	1	<p>Overall Response</p> <p>1) Completeness of administrative requirement including number of years as contractor (based on registration certificate and other supporting documents on the previous work (5 marks)</p> <p>2) Completeness of technical requirements (5 marks)</p>	10	2	<p>Experience of Company/Institution and Key Personnel</p> <p>1) Proven experience in providing similar services to Ministry of Health, other Organizations/Commercial Companies (10 marks)</p> <p>2) Team Leader (relevant experience, qualifications, certifications (10 marks)</p> <p>3) Other Key Personnel (relevant experience, qualifications, certifications (10 marks)</p>	30	3	Proposed Methodology and Approach	30
A	Technical proposal	Points												
1	<p>Overall Response</p> <p>1) Completeness of administrative requirement including number of years as contractor (based on registration certificate and other supporting documents on the previous work (5 marks)</p> <p>2) Completeness of technical requirements (5 marks)</p>	10												
2	<p>Experience of Company/Institution and Key Personnel</p> <p>1) Proven experience in providing similar services to Ministry of Health, other Organizations/Commercial Companies (10 marks)</p> <p>2) Team Leader (relevant experience, qualifications, certifications (10 marks)</p> <p>3) Other Key Personnel (relevant experience, qualifications, certifications (10 marks)</p>	30												
3	Proposed Methodology and Approach	30												



	1) Description of the proposed process for installation (20 marks)	
	2) Timeframe (Adherence of the proposed timeframe and work plan to the ToR) ( 5 marks)	
	3) Potential constraints considered (5 marks)	
Total Points for Technical Proposal:		70
	Minimum point required for short listing 70% of 70 = 49 points	
B	Financial proposal	30
Aggregated total (A + B)		100

**13. Other conditions:**

- a) The company will hold full responsibility of installation of cold chain equipment and make sure that all equipment functional to the acceptable standards.
- b) In addition to installation of the cold chain equipment arrived from international orders, the company has to make sure that the protocol for handing of new equipment is developed and taught to the cold chain key person including engineers at every installation site.
- c) The latest cold chain inventory will be made available to the company as well as the detailed destinations of the installation sites and types of fridges.
- d) The arrival and distribution scheduled will be regularly updated and shared with the company.
- e) The spare parts which are not in the international order list must be supplied by the contractor and those spare parts must be of suitable and appropriate quality as recommended by UNICEF and/or CEPI.
- f) In the case the sub-depot need upgrading of the wiring system or transfer to the new locations, the company may need to provide the necessary services including expenses on wiring or labour fees to supported and it will be eligible to be reimbursed only if there is a formal request from MOHS and approval by UNICEF.
- g) The company will be provided with the required WIC/WIF equipment for installation, Once the site for installation is ready. UNICEF/MOHS will be responsible for site preparation while the company will be responsible for installation, test run. The certificate of completion will be signed by MOHS authorized cold chain engineers after going through Standard procedures on WIC/WIF installation as guided by UNICEF Supply Division (reference in the link). ([https://www.unicef.org/supply/files/WICWIF\\_Oct\\_06\\_2016.pdf](https://www.unicef.org/supply/files/WICWIF_Oct_06_2016.pdf)).
- h) The contractors, upon request, need to conduct temperature mapping according to “WHO” protocol. The contractor must have a technical person who can conduct the temperature mapping in consultation with MOHS authorized cold chain engineers who will be verifying completion of satisfactory mapping study procedures and results. The MOHS authorized cold

[Type here]

chain engineers will travel to the mapping sites and will certify the process and reports. The company will facilitate the travel of authorized cold chain engineers to visit to the mapping sites wherever necessary.

- i) The performance of the company will be assessed by the central and State/Regional teams by conducting periodic and random assessment through visit to the health facilities, cold chain complaint report from the health facilities and the functional status of the cold chain equipment in the outsourced areas

#### 14. Payment:

The company may require to pre-finance the costs related to technicians' fees and travel expenses and submit the supporting documents for reimbursements. It is suggested to agree and finalize the payment schedule during the orientation meetings. The company needs to be able to pay its technicians and also cover travel expenses and solar structure costs up front.

The proposed payments which is subject to change based on the result of briefing meetings, will be in instalments as follows:

Payment Terms	Due Date (Estimated)
<b>Immediate Assignment on installation of solar refrigerators</b>	
a) The payment will be made against the PO issued upon submission of completion report highlighting number of assigned Solar Refrigerators installed and functional.  The report must include the number of cold chain key person trained on maintenance of installation cold chain equipment with the profile of the trained CCKP and contents of the training.	Within one month based on satisfactory completion of work.
b) The cost of installation of structure will be paid at the agreed rate on actual number of construction and invoices.	Within one month based on satisfactory completion of work.
Payment Terms	Due Date (Estimated)
<b>Long Term Assignment</b>	
a) Payment of the agreed cost of installation work in the work order against the approved report ((WIC/WIF, ILR, freezers and Solar refrigerators).	Within one month based on satisfactory completion of work.
b) The cost of installation of solar structure (pole mounting) will be paid at the agreed rate on actual number of construction and invoices	Within one month based on satisfactory completion of work.
c) Payment of the agreed cost of repair work in the work order against the approved report	Within one month based on satisfactory completion of work.



d) Payment of the agreed cost of regular maintenance work in the work order against the approved report	Quarterly payment based on satisfactory completion of work.
e) Payment of the agreed cost of work on inventory update	Within one month based on satisfactory completion of work.
f) Payment of the agreed cost of work on temperature mapping studies	Within one month based on satisfactory completion of work.
<b>15. Nature of Penalty Clause to be stipulated in the contract:</b> UNICEF Myanmar reserves the right not to pay the Contractor or withhold part of the payable amount if one or more requirements established for this assignment is not met or deadline set for the accomplishment of the tasks is missed.	