

## TOR: Establishment of LTA contract for repair and maintenance services to water and sanitation infrastructure in West Bank.

Summary	Title	Establishment of LTA contract for repair and maintenance services to water and sanitation infrastructure in West Bank.
	Purpose	Increased Access to safe water and sanitation service through: <ul style="list-style-type: none"> <li>Restore reliable access to clean water for residents</li> <li>Rehabilitate and install wastewater networks to prevent untreated sewage from flowing in public areas</li> </ul>
	Start Date	May 2025 for one year, extendable
	Reporting to	WASH Specialist
	Expected Fees	TBD
	Budget Code/PBA No	TBD
	Project and activity codes	TBD
Background	<p>The West Bank continues to face a series of Israeli military incursions over recent years and months, resulting in widespread damage to critical infrastructure, particularly in the water and Sanitation infrastructure. These military incursions have targeted essential utilities, often leaving many communities without reliable access to safe water and sanitation services and facilities.</p> <p>Given the scale of the damage and the ongoing need for repairs, there is a pressing requirement for a long-term Agreement (LTA) with contractors to ensure timely and effective rehabilitation of the damaged WASH infrastructure. A LTA with qualified contractors would provide the necessary expertise and capacity to address the repair and restoration of key water and sanitation systems in the affected areas. These contractors would be responsible for a variety of tasks, including the rebuilding of water distribution networks and repair of damaged sewage systems all over the West Bank. The goal of this partnership would be to ensure that these repairs are done in a timely and sustainable manner, adhering to international and local standards along with UNICEF requirements and specifications.</p> <p>By securing a LTA, the rehabilitation efforts would not only address immediate infrastructure needs but also contribute to long-term resilience in the West Bank, improving access to vital water and sanitation services for affected communities and reducing the impact of future conflicts on essential services.</p> <p>The Bill of Quantities (BoQ), for the expected work activities was developed based on previous incidents, in coordination with local partners such as PWA, Municipalities, UNRWA, and other implementing partners (IPs). The BoQ is expected to cover all necessary rehabilitations and repairs for both water and sewer works. However, this LTA will not be limited to these identified activities and tasks, allowing for cost benchmarking based on similar items after studying and obtaining the necessary approvals from UNICEF prior execution through Executive Work order.</p>	

Objectives, Purpose & Expected results	Ensure timely and continuous rehabilitation of damaged WASH infrastructure in the West Bank, restoring essential water, sanitation services. The activation of this LTA will be carried out progressively across affected areas as needed.
General specifications	The Works will be carried out in accordance with the Drawings, Bill of Quantities and Technical Specifications provided under Annex B and E: Technical Documents and in accordance with all construction standards applicable in The State of Palestine (Palestinian Water Authority standards).
Description of the assignment	<p>The proposed LTA aims to alleviate WASH needs of affected people, enhance local capacity for the repair and maintenance of WASH infrastructure in the West Bank, where military incursions have caused significant damage to water and sanitation facilities.</p> <p>Due to limited government resources, recurring damages, and delays in responding to urgent needs and appeals for restoring damaged services, UNICEF plans to establish a Long-Term Agreement (LTA) with local contractors to ensure ongoing maintenance and prompt repairs to the affected water supply and sanitation systems. This LTA will ensure the continuous operation of WASH facilities and offer a rapid response mechanism for urgent repairs.</p> <p>The scope of work will encompass the repair of water and sanitation systems, including, but not limited to, water transmission lines, water distribution lines, household connections, manholes, sewer lines, and other essential components that may require immediate attention. The work will involve either the supply and installation of materials or only installation and execution using available materials from UNICEF or other sources. This will be determined based on the needs and availability outlined in the <b>Executive Work Order</b> developed by UNICEF for each specific case.</p> <p>Progress of the work will be monitored and supervised through field surveys and inspections conducted by UNICEF and/or relevant authorities, including the Palestinian Water Authority (PWA) and the Ministry of Local Government, in collaboration with municipalities in the affected target areas or any other partner assigned by UNICEF for this task.</p> <p>The LTA contract will initially be valid <b>for one year</b>, with the possibility of extension depending on circumstances. The contractor will receive official job orders from UNICEF based on technical assessments of the facilities.</p> <p>The selected contractor will be required to provide qualified staff and necessary materials to carry out repairs, ensuring all installations are restored to working condition. If the Work Order includes the supply of materials and items, the contractor will be responsible for securing approval for all materials and obtaining the necessary certifications from the relevant water authorities based on agreed standards. All repair work must be completed within the agreed-on time and specified in the Work order. If additional work and time is required, this should be reflected with work order modification and subject to UNICEF prior approval.</p> <p>The contractor will also ensure that all repaired equipment, system or network is tested for at least 12 hours to ensure satisfactory operation. Upon completion, the contractor must provide a defect-free guarantee for <b>six months</b>.</p> <p>Throughout the project, the contractor's work will be supervised by UNICEF extenders and local authorities, who will approve the final reports and invoices for the completed repairs.</p>
Deliverables	The contractor shall carry out the assigned repair and maintenance tasks upon notification by the hiring authorities, in accordance with national standards and the agreed-upon repair services outlined in the BoQ and related specifications. The repairs shall include, but are not limited to, the repair of water supply and sanitation systems and any other components related that might need immediate attention.

<p><b>Reporting requirements</b></p>	<p>The contractor shall provide a technical report for every repair and maintenance task performed. The report shall summarize the tasks completed, reach/coverage of task undertaken, the fittings and accessories used (preferably with pictures: before, during, and after the repair), and shall be submitted to the WASH Section at UNICEF along with the invoice. The report shall include the root cause of the damage, its extent, and the methodology used to repair it. The report should also highlight any lessons learned and feedback for the national entity and the operator of the WASH facility.</p> <p>The contractor/firm shall maintain a logbook documenting civil works, instructions received by authorised personnel, pipe network, electromechanical repairs, and accessory replacements. Service reports and repair details, along with spare parts change reports, shall be provided by the contractor, showing the complete repairs done on the installation. <b>Additionally, a certified work completion statement from the assigned supervisory body, as indicated in the executive Work order instructions, must be obtained to confirm the satisfactory completion of the tasks.</b></p>
<p><b>Location and Duration</b></p>	<p>The proposed LTA will cover all West Bank, Area A, B and C and Refugee camps. It shall be valid initially for <b>one year</b>, extendable, starting from the date of signature .</p>
<p><b>Qualification requirements</b></p>	<p>The Potential Bidder shall provide all the information and documentation requested in this section with its proposal. Failure to submit the information below will disqualify the Potential Bidder.</p> <p><b>Documents to be submitted in the Technical Proposal:</b></p> <ul style="list-style-type: none"> <li>- The potential bidder must be a registered construction company in The State of Palestine and have no conflict of interest to the Project. Technical Proposals shall include copies of original documents defining the constitution or legal status of the company, place of registration, and principal place of business; written power of attorney of the signatory of the Contractor to commit the Contract.</li> <li>- A statement that the company (including all members of a joint venture and Sub-Contractor) is not associated, nor has been associated in the past, directly, or indirectly, with the Project Manager or any other entity that has prepared the design, specifications, and other documents for the Project or being proposed as the Project Manager for the Contract.</li> <li>- Professional indemnity insurance.</li> <li>- The firm must be legally registered in Palestine, with valid tax clearance</li> <li>- The firm must specialize in WASH system repair and maintenance and hold at least <b>Grade A and B certification</b> in water and sanitation under the Palestinian Union classification.</li> <li>- The firm should have a proven track record of at least five (5) years of experience in similar tasks in the West Bank.</li> <li>- The firm must own the necessary equipment to carry out all repair and maintenance work, including, but not limited to, truck-mounted cranes, tools, and other essential equipment.</li> <li>- The firm must have established procedures to ensure quality control (QC), quality assurance (QA), and safety standards are met.</li> <li>- The firm should employ qualified staff and experts who are capable of performing the required tasks efficiently and in compliance with national standards.</li> </ul>
<p><b>Evaluation process and methods</b></p>	<p><b>Evaluation Criteria:</b></p> <p>The proposals will be evaluated against the Technical Evaluation Criteria (70%) and Price Proposal Evaluation Criteria (30%). The details of the Evaluation Criteria and the minimum content of the technical and financial proposal is as below.</p> <p>All technical proposals will be evaluated using the evaluation criteria as indicated below. Bidders are advised to devote chapters of their submissions to demonstrate each of the criteria and be consistent with the tasks detailed in the ToR. Bidders are advised to avoid submitting brochures and pamphlet that have no direct bearing on the requirements under this RFP.</p>



Project management	<p>The LTA contract will be managed by UNICEF, WASH Section. The contractor company shall receive the request for repair and maintenance (Executive Work order), with specific details from the WASH responsible person, in coordination with the related national entities. The UNICEF WASH team will supervise the performance of the work. Unless otherwise specified in the work order, local national entities or partners assigned by UNICEF may designate a focal person to monitor and supervise the work. Site instructions for the tasks will be outlined in the official correspondence, based on the work order description.</p> <p>For any additional work or time required to complete and maintain the service, the contractor must submit a request supported by evidence and approval from the authorized supervisor, subject to UNICEF WASH approval.</p>	
Payment Schedule	<p>The company will be paid according to the actual work done as specified in the work order and priced in the BoQ, that is provided by the financial offer. If the assigned task in the work order is not listed in the BoQ, UNICEF and the contractor will be guided by the prices in the BoQ.</p> <p>Once the work is completed according to the specifications and national standards, the contractor shall submit a completion report, approval from the authorized supervisor, and the invoice to UNICEF representatives for approval.</p> <p>The invoice should be itemized based on the agreed items in the list of repair services annexed to the LTA. It should also be accompanied by an approval letter from the relevant water authorities at the state level, confirming that the works were received satisfactorily.</p>	
Any other information	<p><b>Environmental and Social Safeguard</b></p> <p>Bidder should have and demonstrate compliance with environment safeguarding and personnel Health and Safety procedures and guidelines including protection of third party while executing the works entailed herein.</p> <p>The contractor shall take responsibility of its entire staff on site and do all the necessary to safeguard them by preventing accidents at work, injuries or even death resulting from negligence. The contractor shall take reasonable precautionary measures by supplying their team members with PPE (safety helmets, hard-toed boots, gumboots, heavy duty gloves, rubber gloves, reflector jackets, nose masks) as well as ensure that all tools and equipment are in a safe condition and ensuring that his employees adopt safe working methods as provided in the project specifications.</p> <p>The contractors team leader shall fully take responsibility of the safety and security of his/her staff and equipment throughout the construction process. With support from UNICEF, the contractor shall develop detailed safety and security plan to protect contractors' staff, tools, and equipment and material supplies from unlawful interference, sabotage or other unforeseen security incidences.</p> <p>If requires, UNICEF shall conduct training to all contractors' staff on Prevention of Sexual Exploitation and Abuse (PSEA) prior to commencement on any construction works. The contractor shall avail to its entire staff a code of conduct to be acknowledged and signed by each staff after the training. This will enforce staff conduct mitigating SEA and its impacts on beneficiaries.</p>	
Authorisation	Prepared By Requestor	Fayez Abuhelou <i>Fayez Abuhelou</i>
	Cleared by OIC Section Chief	David Bikaba <i>David Bikaba</i>
	Reviewed By Supply	Firas Haddadin <i>Firas Haddadin</i>
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