

ECHO NETWORK AFRICA FOUNDATION

Terms of Reference for Parking System maintenance at The Jennifer Riria Hub (Nakuru).

1.0 Introduction

The purpose of this document is to outline the Terms of Reference (ToR) for the maintenance of the parking system at Jennifer Riria Hub. The parking system is an essential service for the smooth operation of the hub, ensuring effective traffic management and providing a safe environment for both vehicles and pedestrians. This ToR defines the scope, responsibilities, deliverables, and timeline for the maintenance of the parking system, Parking will act as a source of revenue for the hub

2.0 Background

Echo Network Africa Foundation (ENAF) is a woman-led, women serving catalyst for development institution that works with other like-minded stakeholders to empower, position and advocate for women with a specific focus on young women, women with disabilities and women from marginalised communities.

ENAF is a membership organization whose focus is to be a catalyst for development that propels the women empowerment agenda. We achieve this by collaborating with governments (national and county) and community-based organizations, hence creating alliances to innovate and grow viable initiatives that enable women to advance their security and prosperity.

3.0 Scope of work

The maintenance of the parking system will encompass the following activities:

3.1 Preventive Maintenance

- Regular inspection of hardware (barriers, gates, ticketing machines, Paying booths, sensors, etc.).
- Software updates and patching to ensure system security and efficiency.
- Calibration of parking sensors and equipment to ensure accurate data collection.

- Cleaning and maintenance of physical infrastructure, including ticket dispensers, barriers, and signage.
- Testing of emergency systems (backup power, manual overrides, etc.).
- Ensuring integration with any other facility management systems for seamless operation.

3.2 Corrective Maintenance

- Prompt troubleshooting and repair of faulty parking system components.
- Replacement of damaged or malfunctioning parts with manufacturer-approved components.
- System resets and reconfigurations to restore normal service after failures.
- Handling of complaints and technical issues raised by users and stakeholders.

3.3 System Upgrades and Enhancements

- Implementation of system enhancements in line with emerging technology or specific needs.
- Upgrading hardware or software components as necessary.
- Recommendations for new features such as:
 - Mobile payment integration.
 - Automatic number plate recognition (ANPR).
 - Improved ticket validation and fraud prevention mechanisms.

4. Maintenance Schedule

The maintenance schedule will follow the below guidelines:

- **Routine Inspections:** Bi-weekly (every two weeks).
- **Emergency Repairs:** Response within **4 hours** of issue reporting.
- **Software Updates:** Monthly or as required.
- **Major System Reviews:** Quarterly evaluations to assess performance and suggest improvements.

5. Roles and Responsibilities

5.1 Service Provider Responsibilities

- Deploy qualified personnel for preventive and corrective maintenance.
- Provide the necessary tools, equipment, and materials.
- Minimize system downtime during repairs.

- Maintain open communication with Jennifer Riria Hub management.
- Submit detailed maintenance reports, including corrective actions taken.

5.2 Jennifer Riria Hub Management Responsibilities

- Ensure service providers have access to required areas.
- Report malfunctions or failures immediately.
- Appoint a designated point of contact for maintenance coordination.
- Approve major repairs or upgrades requiring additional budget allocation.

6. Performance Indicators

- **Response Time:** Maximum **4 hours** for emergency repairs.
- **System Uptime:** **99%** availability.
- **Maintenance Completion:** Adherence to the maintenance schedule.
- **User Satisfaction:** Positive feedback from stakeholders.

7. Duration of Maintenance Contract

The contract will be valid for **24 months**, with an option for renewal based on performance and mutual agreement.

8. Budget and Payment Terms

- The service provider shall submit an itemized quotation for review and approval by ENAF management.
- Payment terms shall be defined in the contract, including installment options where applicable.

9. Reporting and Communication

The service provider will provide:

- **Weekly Reports:** Activities conducted, issues identified, and corrective measures taken.
- **Incident Reports:** Emergency repairs and system downtime incidents.
- **Monthly Performance Reviews:** Overall system efficiency and improvement recommendations.

10. Confidentiality and Data Protection

Both parties shall adhere to confidentiality agreements, ensuring that all parking system data is handled in compliance with relevant data protection regulations.

11. Termination Clause

- This contract may be terminated by either party with a **30-day written notice**.
- The service provider shall complete all pending maintenance tasks before termination.
- Immediate termination may be enforced in cases of gross misconduct or failure to meet contractual obligations.

12. Deliverables Clause

a. Maintenance Services:

The service provider shall ensure the parking system remains operational and efficient by delivering:

- Preventive Maintenance
- Corrective Maintenance
- Software Maintenance & Updates
- Performance Monitoring
- Spare parts management
- 24/7 emergency support

b. Reporting and Documentation:

The Contractor shall provide the Client with detailed maintenance reports following each service visit. These reports will include:

- Work performed.
- Parts replaced or repaired.
- Issues identified and corrective actions taken.
- System performance status
- Recommendations for further improvement

13. Application Requirements

- Portfolio of previous maintenance projects.
- Qualifications and experience
- References and Case Studies

14. Conclusion

This Terms of Reference document outlines the key activities and responsibilities for the maintenance of the parking system at Jennifer Riria Hub. Adhering to these guidelines ensures the smooth and efficient operation of the system, enhancing the experience for users and maintaining the integrity of the infrastructure.

Application Process

Applicants should send their expression of interest to procurement@enafrika.org by COB 18th April 2025.

Indicate 'Parking System maintenance at Jennifer Riria Hub' in the email subject line.