

SECTION XVI A – SERVICE LEVEL AGREEMENT FORM



Kenya Power

SERVICE LEVEL AGREEMENT

**FOR MOTOR VEHICLE/FLEET UNITS REPAIRS,
MAINTENANCE AND RELATED SERVICES**

(INSERT NAME SERVICE PROVIDER)

DATE: _____

1) DEFINITION AND INTERPRETATION

In this service level agreement, the following definitions and interpretations apply:

- i) "Estimated Delivery Date/Duration" refers to a date or duration mutually agreed between the Service Provider and KPLC or stated by a service provider on the quotation for a requested service by which the service is to be fulfilled upon receipt by the service provider of authority to fulfil the request from KPLC.
- ii) "Dispute" means a disagreement registered under clause 13 of this SLA.
- iii) "Services" means KPLC fleet related repairs/maintenance or spare parts supply requested by KPLC.
- iv) "monies" means invoiced monetary compensation for services rendered invoiced by the Service Provider.
- v) "work" means the provision of any Services.

2) SERVICE LEVEL AGREEMENT (SLA) COMMITMENT

- i) The Service Provider and KPLC agree that this Service Level Agreement (SLA) shall apply to the supply of all Services provided by the Service Provider to KPLC and that this SLA supersedes any prior arrangements or any other terms previously used or communicated between KPLC by the Service Provider.
- ii) The Service Provider agrees and acknowledges that they are bound by this SLA when transacting with KPLC under the corresponding contract.

3) PROCEDURE FOR SERVICE REQUISITION

- i) KPLC shall initiate a service requisition through a "request for quote for services to be rendered"
- ii) Upon receipt of a request for quotation, the service provider shall prepare a scope of required repairs/maintenance based on
 - a) The defects listed on the request
- iii) A thorough inspection of the fleet unit as per the applicable standard KPLC service schedule checklists attached to this SLA document as **appendices II (a), (b) (c) and (d)**. *By default, 'service A and D' checklists shall apply for motor vehicles and motor cycles respectively unless otherwise stated on the request for quote for services to be rendered.*
 - a) Any other defects identified by the service provider upon the inspection.
- iv) Upon preparation of the scope, the service provider shall prepare and submit to KPLC an itemised quotation for attending to the identified defects in the format attached as **appendix I** of this SLA.

- v) The Service Provider commits to submit a quotation upon request at the earliest opportunity but not later than the below timelines or in the case of a tender as per the timelines provided in the tender document.
- | | |
|----------------------------------|-----------|
| a) Minor repairs/Routine Service | - 2 days |
| b) Minor repairs | - 7 days |
| c) Plant/equipment repairs | - 7 days |
| d) Major/Extensive repairs | - 14 days |
- vi) The service provider commits to quote for 1st quality or genuine replacement spare parts at all times and the labour rate shall reflect the estimated labour hours for each item multiplied by the labour rate contained in the corresponding contract. Spare parts of questionable quality shall not be accepted.
- vii) The quotation shall remain valid for acceptance by KPLC for a period of three (3) calendar months after the date of Quotation. This period is considered the price validity period.
- viii) The price quoted for any works includes all freight, transportation, shipping, insurance, packaging, crating or casing, storage handling, demurrage, delivery, or similar charges and any tax that may be payable or chargeable in respect of the undertaking of any work. The price shall not subject to change within the 3-months price validity period.
- ix) The service provider shall state the estimated service delivery duration on the quotation document. The duration timing shall commence upon authorisation to fulfil required services.
- x) Upon receipt of the quotation, KPLC shall evaluate both the scope and the pricing for each item and if satisfied may authorise carrying out of the entire or part of the scope of work quoted for and issue a corresponding official purchase order. Alternatively, KPLC may choose to initiate negotiations on both items as it may deem necessary and the results of such negotiations shall form the agreed scope and pricing for the job.
- xi) If the Service Provider, during execution of authorised scope of repairs or upon further investigation, establishes that there are additional repairs required, the same shall be communicated to KPLC as a supplementary quotation. KPLC may authorise or decline to authorise execution of such additional repairs. Where authorised, the additional scope shall be included in the official purchase order or may be requisitioned by a separate purchase order.

4) EXECUTION OF REQUESTED REPAIR/MAINTENANCE

- i) The Estimated Delivery Date/Time shall be the date agreed between KPLC and the Service Provider that the repairs/maintenance shall be expected to have been completed, tested, commissioned and made ready for collection or delivery. The agreed Estimated Delivery Time shall be clearly indicated and recorded prior to work commencement.
- ii) The Service Provider shall endeavour to complete the work at the earliest opportunity despite the agreed Estimated Delivery Date/Time.
- iii) The Service Provider shall be liable for any loss, damage or other liability (whether in contract, tort and whether in law or in equity or otherwise) directly or indirectly arising from the work not being undertaken or delivered by the Estimated Delivery Date/Time, for any reason deemed unsatisfactory. KPLC may enforce this by liquidating the contract's performance bond.
- iv) KPLC may with agreement of the Service Provider request delivery of the works in instalments or periodically. In that event, the Service Provider may separately invoice KPLC for each delivery separately or as agreed.

5) VARIATION OR CANCELLATION OF ORDERS

- i) If the Service Provider decides not to execute a requisitioned service upon receipt of an official purchase order KPLC may at its discretion if it deems the reasons unjustified demand for compensation for any loss, damage or expenses incurred by in relation to the cancelled job including but not limited to salvage and towing fees.
- ii) The supplier shall be required to request in writing for extension of repair duration in cases where unforeseen circumstances delay execution of the works. KPLC shall reserve the right to terminate any request for repairs and recover the affected fleet unit where the requested repairs are not executed within the agreed duration.

6) PROPERTY/ASSET RISK

- i) KPLC property/assets/vehicles at the Service Provider's premises shall be at the risk (including for loss, damage or deterioration) of the Supplier.
- ii) Any property of KPLC in the possession or control of the Service Provider shall be at their risk.

7) WARRANTIES AND GOODS AND SERVICES AVAILABILITY

- i) The Service Provider shall warrant to undertake requisitioned works with due care, skill, professionalism and according to generally acceptable industry standards and practices.
- ii) The service provider shall warrant services against premature failure associated with use of substandard replacement spare parts or workmanship.

- iii) To the extent permitted by law, all express or implied warranties, representations, terms and conditions other than those expressly contained in the quotation, purchase order and/or any other communication related to particular jobs are expressly included in this service level agreement.
- iv) Where there is a conflict between any term of this service level agreement and any term of any quotation or purchase order, the terms of the latest agreement will prevail.

8) FULFILLMENT OF SERVICE REQUEST

- i) Upon successful completion of a service/maintenance request, the service provider shall advise KPLC to collect the fleet unit.
- ii) The service provider and the KPLC officer collecting the fleet unit shall jointly inspect the works on the subject fleet unit against the requested scope and if necessary perform a test drive to confirm completeness of the repairs/maintenance job.
- iii) The service provider shall issue a delivery note which shall be signed by the KPLC office collecting or receiving the vehicle.
- iv) Any parts removed and/or replaced on a KPLC fleet unit remain the property of KPLC and shall be delivered or handed back with the vehicle upon its release by the service provider after completion of the repair/maintenance job.
- v) The service provider shall fill the standard KPLC fleet repairs/maintenance services inspection and acceptance report document detailing all the repairs carried out and release the original copy to the officer collecting or receiving the subject fleet unit. The KPLC officer shall sign the document before at this stage such that the retained book copy shall bear the details of the officer.

9) DEFECTIVE GOODS AND SERVICES

- i) KPLC is entitled to reject any services not delivered to the expected standards within thirty (30) days after delivery and request the supplier to undertake corrective action or issue a credit note to the extent of the unsatisfactory service against the corresponding invoice if already issued.
- ii) KPLC shall notify the Service Provider in writing to the extent to which the services do not comply with the terms and conditions of the Purchase Order or the expected standards.
- iii) The Service Provider shall remedy the unsatisfactory services within thirty (30) days at no additional costs to KPLC.
- iv) Failure to remedy reported unsatisfactory services shall constitute a dispute and be subject to arbitration and may lead to cancellation of the Purchase Order by KPLC.

10) AUTHORITY IN RESPECT OF VEHICLE HANDLING

KPLC entrusts the Service Provider to act in a professional manner and to do everything that they consider desirable or necessary to undertake the works in respect of KPLC's fleet unit including, but not limited to: -

- i) Entering KPLC's vehicle as per requested work.
- ii) Test driving KPLC's vehicle (including the driving the KPLC's vehicle to location/s outside and within the premises controlled by the Service Provider.
- iii) The service provider shall ensure that a fleet unit meets all statutory conditions before the unit is operated on a public road.
- iv) Undertaking any diagnostic testing as The Supplier considers appropriate.
- v) KPLC acknowledges that the Service Provider may sub-contract any part of the work required pursuant to this service level agreement. Sub-contracting must be communicated to and agreed in writing by KPLC prior to the work.
- vi) The Service Provider shall take responsibility for any claims including but not limited to legal expenses, demands, actions and proceedings that may be brought against KPLC or any of its employees or agents arising out of any act of omission or commission by the service provider or any of their employees or agents arising from the use or driving of a KPLC's fleet unit while it is in their possession.

11) PAYMENT AND THE SUPPLIER ACCOUNT MANAGEMENT

- i) The supplier shall issue individual invoices for services rendered against each purchase order upon successful fulfilment of the corresponding service/maintenance requisition.
- ii) KPLC will settle invoices for the work undertaken as per the general terms as outlined in the contract between KPLC and the Service Provider.
- iii) KPLC and the Service Provider will constantly monitor the statements of accounts in order to maintain the credit limits as may be agreed with the Supplier and as per contract.
- iv) The Service Provider shall formally write to KPLC giving a notice of at least 30 days before taking any action that may interrupt continuity of service delivery on account of outstanding unsettled account.

12) GENERAL

- i) KPLC may, in its discretion, exercise or not exercise any right or entitlement pursuant to this service level agreement or may insist or not insist upon strict performance of any provisions of this service level agreement. Failure by KPLC to exercise any right or entitlement or to insist upon strict performance does not imply a waiver of any particular items of this service level agreement, unless KPLC agrees to such waiver in writing.

- ii) If KPLC exercises a partial right or entitlement, that does not preclude any further or whole exercise of that right or entitlement.
- iii) If any part of this service level agreement or any related document is or becomes void or enforceable, it is agreed that part is severed so that the remaining parts which are not void or enforceable remain in full force and effect.

13) DISPUTE RESOLUTION

- i) A Party must not commence any court or arbitration proceedings relating to a Dispute unless it first complies with this clause except where a Party seeks urgent relief.
- ii) A Party claiming that a Dispute has arisen under this service level agreement must give written notice to the other Party giving reasonable details of the nature of the Dispute (Notice) so as to follow the channels as detailed in the contract.
- iii) On receipt of that Notice by the other Party, the Parties must endeavour in good faith and within fourteen (14) days to respond or resolve the Dispute.

Signed for and on behalf of the Service Provider:

Name _____

Designation: _____

Rubber stamp/Official seal _____

Signed for and on behalf of Kenya Power & lighting Company Plc:

Name _____

Designation: _____

Rubber stamp/Official seal _____

Appendix I: Sample Quotation Template

DATE: _____							
QUOTATION FOR REPAIR OF KXX XXXX							
	Description	Quantity	Parts		Labour		Total line Item
			Unit Price	Total Parts	Unit Price	Total Labour	
1	Oil filter	1	500.00	500.00	-	-	500.00
2	Engine Oil	4	800.00	3,200.00	-	-	3,200.00
3	Air filter	1	2,000.00	2,000.00	-	-	2,000.00
4	Service labour	1	-	-	1,000.00	1,000.00	1,000.00
6	Replace blown headlamp	1	5,000.00	5,000.00	-	-	5,000.00
5	Front brake pads replacement	1	6,500.00	6,500.00	1,000.00	1,000.00	7,500.00
7	Rear brake Adjustment	1	-	-	900.00	900.00	900.00
8				-		-	-
9				-		-	-
10				-		-	-
11				-		-	-
12				-		-	-
				-		-	-
	Sub Total			17,200.00		2,900.00	
	Discount (Parts 10%)			(1,720.00)		0	
	Net Total pre VAT			15,480.00		2,900.00	18,380.00
	14% VAT						2,573.20
	Total VAT Inclusive						20,953.20

APPENDIX II, (a)

KENYA POWER MOTOR VEHICLE SERVICE - CHECK LIST				
KP SERVICE A - EVERY 5,000 KMS				
ENGINE COMPARTMENT		STATUS	ACTION	COMMENT
1	Replace engine oil			
2	Replace oil filter (Genuine parts only)			
3	Check & clean air filter/element			
4	Check & Clean aircon/pollen element/filter			
5	Inspect pre-fuel filter			
6	Inspect idle speed and acceleration			
7	Inspect for any damages to fuel tank cap and fuel line			
8	Inspect damage to or looseness in exhaust pipe,exhaust brake			
9	Inspect cooling and heater system, hoses and Clamps, radiator, radiator cap, expansion tank			
10	Inspect damage to air intake ducts and hoses			
11	Inspect battery acid level, cables and terminals (remedy as necessary)			
12	Inspect tension and condition of drive belts			
13	Inspect clutch fluid level(Top up if necessary)			
14	Inspect brake system fluid leaks & level (Top up if necessary)			
15	Inspect power steering oil leaks and fluid level(Top up if necessary)			
16	Inspect power steering system hoses & mountings (looseness/damage)			
17	Inspect steering wheel free play			
18	Check front and rear crankshaft/camshaft seal leakages			
OTHER SYSTEMS				
1	Inspect condition of tyres and tyre pressures(indicate pressure below)			
2	Inspect for wheel alignment related tyre wear			
3	Inspect wheel cylinders, wheel bearings, swivel bearings, drive shafts			
4	Inspect CV joints, ball joints, tie rod ends, shock absorbers, springs, dust boots			
5	Inspect all suspension and shock bushes			
6	Check gear box, transfer & diff unit oil (Top up if necessary)			
7	Inspect front /rear differential oil(Top up if necessary)			
8	Inspect propeller shaft ,splines,universal joints,bearings and centre bearing (Lubricate where necessary)			
9	Lubricate King pins			
10	Inspect exhaust system mountings			
11	Inspect foot brake operation,free travel and pedal bush			
12	Inspect clutch operation,free travel and pedal bush			
13	Inspect hand brake cable operation and ratchet			
14	Inspect handbrake shoe linings and drums for wear			
15	Inspect brake pipes,hoses and cables			
16	Inspect front and rear brake pads and discs or drums and linings			
17	Grease chassis points and all grease nipples			
18	Grease "U" joints			
19	Inspect steering linkages			
20	Tighten all suspension and chassis bolts			
21	Inspect body work for signs and rust			
22	Inspect engine, G/Box and body mountings			
23	Inspect gear lever and knob for looseness			
24	Tighten wheel nuts and bolts			
25	Grease wheel hub bearings			
26	Inspect condition of seats			
ELECTRICAL				
1	Inspect all Gauges/instruments, lights and switches and harness			
2	Inspect wiper blades and windscreen washers (Remedy as necessary)			
EXPECTED STATUS - OK, DEFECTIVE, REPLACE AT NEXT SERVICE (RNS)				
EXPECTED ACTIONS - OK, Replaced, Topped up, Adjusted, Quoted				
EXPECTED COMMENTS - OK, PENDING				
TYRE PRESSURE CHECKS		Actual (psi)	Corrected (psi)	GOOD/WORN
1	FR Tyre pressure (PSI)			
2	FL Tyre pressure (PSI)			
3	RR Tyre pressure (PSI)			
4	RLTyre pressure (PSI)			
5	Spare tyre (S) pressure (PSI)			

APPENDIX II, (b)

KENYA POWER MOTOR VEHICLE SERVICE - CHECK LIST				
SERVICE B - EVERY 10,000 KMS				
ENGINE COMPARTMENT		STATUS	ACTION	COMMENT
1	Replace engine oil			
2	Replace oil filter (Genuine parts only)			
3	Replace fuel filter (Genuine parts only)			
4	Replace air filter/element (Genuine parts only)			
5	Replace spark plugs (Petrol vehicles) - (Genuine parts only)			
6	Check & Clean aircon/pollen element/filter (Replace if necessary)			
7	Inspect pre-fuel filter			
8	Inspect idle speed and acceleration			
9	Inspect for any damages to fuel tank cap and fuel line			
10	Inspect damage to or looseness in exhaust pipe,exhaust brake			
	Inspect cooling and heater system, hoses and Clamps, radiator, radiator			
11	cap, expansion tank			
12	Inspect damage to air intake ducts and hoses			
13	Inspect battery acid level, cables and terminals (remedy as necessary)			
14	Inspect tension and condition of drive belts			
15	Inspect brake system fluid leaks & level (Top up if necessary)			
16	Inspect power steering oil leaks and fluid level(Top up if necessary)			
17	Inspect power steering system hoses & mountings (looseness/damage)			
18	Inspect clutch fluid level(Top up if necessary.)			
19	Inspect steering wheel free play			
20	Inspect front and rear crankshaft/camshaft seal leakages			
OTHER SYSTEMS				
1	Inspect wheel cylinders, wheel bearings, swivel bearings, drive shafts			
	Inspect CV joints, ball joints, tie rod ends, shock absorbers, springs,			
2	dust boots			
3	Check all suspension and shock bushes			
4	Inspect condition of tyres and tyre pressures(indicate pressure below)			
5	Inspect for wheel alignment related tyre wear			
6	Carry out a tyre rotation			
7	Inspect gear box and transfer oil(Top up if necessary)			
8	Inspect front /rear differential oil(Top up if necessary)			
	Inspect propeller shaft splines,universal joints,bearings and centre			
9	bearing (Lubricate where nessessary)			
10	Lubricate King pins			
11	Inspect exhaust system mountings			
12	Inspect foot brake operation,free travel and pedal bush			
13	Inspect clutch operation,free travel and pedal bush			
14	Inspect hand brake cable operation and ratchet			
15	Inspect handbrake shoe linings and drums for wear			
16	Inspect brake pipes,hoses and cables			
	Inspect front and rear brake pads and discs or drums and			
17	linings(Replace if necessary)			
18	Grease chassis points and all grease nipples			
19	Grease "U" joints			
20	Inspect steering linkages			
21	Tighten all suspension and chassis bolts			
22	Inspect body work for signs and rust			
23	Inspect engine, G/Box and body mountings(Change if necessary)			
24	Inspect gear lever and knob for looseness			
25	Grease wheel hub bearings			
26	Inspect condition of seats			
27	Tighten wheel nuts and bolts			
ELECTRICAL				
1	Inspect all Gauges/instruments, lights and switches and harness			
2	Inspect wiper blades and windscreen washers (remedy as necessary)			
EXPECTED STATUS - OK, DEFECTIVE, REPLACE AT NEXT SERVICE (RNS)				
EXPECTED ACTIONS - OK, Replaced, Topped up, Adjusted, Quoted				
EXPECTED COMMENTS - OK, PENDING				
TYRE PRESSURE CHECKS		Actual (psi)	Corrected (psi)	GOOD/WORN
1	FR Tyre pressure (PSI)			
2	FL Tyre pressure (PSI)			
3	RR Tyre pressure (PSI)			
4	RL Tyre pressure (PSI)			
5	Spare tyre (S) pressure (PSI)			

APPENDIX II, (d)

KENYA POWER MOTOR VEHICLE SERVICE - CHECK LIST				
KP MOTOR CYCLE SERVICE - EVERY 5,000 KMS				
ITEM	ACTION	STATUS	ACTION	COMMENT
1	Spark plug	Check condition, Clean or replace if necessary		
2	Air filter	Clean, Replace if necessary		
3	Carburetor	Check idle speed/starter operation. Adjust if necessary		
4	Fuel line	Check fuel hose for cracks and damage. Replace if necessary		
5	Transmission oil	Check oil level/oil leakage, correct if necessary. Replace every 24,000 (16,000) or 24 months. Warm engine before draining.		
6	Autolube pump	Check operation, Adjust if necessary. Bleed the air		
7	Front brake (Disc)	Check operation/fluid leakage. Correct if necessary		
8	Front brake (Drum)	Check operation, Adjust if necessary.		
9	Rear brake	Check operation, Adjust if necessary.		
10	Clutch	Check operation, Adjust if necessary.		
11	Rear arm pivot	Check rear arm assembly for looseness. Moderately repack every 24,000 (16,000) or 24 months.		
12	Wheels	Check balance (wobbling)/damage/runout/spoke tightness. Replace if necessary.		
13	Wheel Bearings	Check bearing assembly for looseness/damage. Replace if damaged.		
14	Steering (swing arm) Be	Check bearing assembly for looseness. Moderately repack every 24,000 (16,000) or 24 months.		
15	Front forks	Check operational/oil leakage. Replace if necessary.		
16	Rear Shock absorber	Check operational/oil leakage. Replace if necessary.		
17	Drive chain & Sprockets	Check chain slack/alignment. Adjust if necessary, Clean and lube.		
18	Sprockets	Check condition of sprockets. Quote for replacement as necessary.		
19	Fittings/Fasteners	Check all chassis fittings and fasteners. Correct if necessary.		
20	Battery	Check specific gravity. Check that the breather pipe is working properly. Correct if necessary.		
21	Electricals	Check operation of head light, brake light, direction indicators		
22	Mirrors	Check condition of side mirrors and mirror holders		
23	Lubrication	Lubricate levers (clutch & brake), cables (clutch, brake, speedo, rev counter & accelerator)		
24	Exhaust system	Check clogging, decarbonize if necessary		
EXPECTED STATUS - OK, DEFECTIVE, REPLACE AT NEXT				
EXPECTED ACTIONS - OK, Replaced, Topped up, Adjusted,				
EXPECTED COMMENTS - OK, PENDING				
TYRE PRESSURE CHECKS		Actual (psi)	Corrected	GOOD/WORN
1	Front Tyre pressure (PSI)			
2	Rear Tyre pressure (PSI)			

SECTION XVII A - PERFORMANCE SECURITY FORM (BANK GUARANTEE)

(To Be Submitted On Bank's Letterhead)

Date:

To:

The Kenya Power & Lighting Company Limited,
Stima Plaza,
Kolobot Road, Parklands,
P.O Box 30099 – 00100,
Nairobi, Kenya.

WHEREAS.....(hereinafter called “the Supplier”) has undertaken, in pursuance of your Tender Number.....(*reference number of the Tender*) and its Tender dated(*insert Supplier's date of Tender taken from the Tender Form*) to supply(*description of the goods*) (hereinafter called “the Contract);

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a bank guarantee by an acceptable bank for the sum specified therein as security for compliance of the Supplier's performance obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Supplier a guarantee;

THEREFORE, WE HEREBY AFFIRM that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total sum of..... (*amount of the guarantee in words and figures*) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of (*amount of guarantee*) as aforesaid, without you needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....20....

EITHER

SEALED with the)
COMMON SEAL)
of the said **BANK**)
)

SECTION XVII B - PERFORMANCE SECURITY (LC)

Mandatory Conditions that should appear on the Performance Security (LC).

Form of Documentary credit - "Irrevocable Standby"

Applicable rules - "Must be UCP Latest Version" i.e. UCP 600 (2007 REVISION) ICC Publication No. 600.

Place of expiry - At the counters of the advising bank.

The SBLC should be available – "By Payment"

Drafts should be payable at - "SIGHT"

Documents required -

1. Beneficiary's signed and dated statement demanding for payment under the letter of credit no..... (Insert LC No.) as.....(Name of Applicant) (hereinafter called the "Supplier") indicating that the "Supplier" has defaulted in the performance and adherence to and performance of the contract between the Beneficiary and the Supplier.
2. The Original Letter of Credit and all amendments, if any.

Additional Conditions -

1. All charges levied by any bank that is party to this documentary credit are for the account of the Applicant.
2. (Include) that there should be no conditions requiring compliance with the specific regulations or a particular country's laws and regulations.

Charges - All bank charges are for the account of the Applicant.

Confirmation instructions – (See notes below)

NOTES TO SUPPLIERS AND BANKS

1. *Please note that should the Performance Security (LC) omit any of the above conditions the LC shall not be accepted and shall be rejected by KPLC. For the avoidance of doubt, such rejection will be treated as non-submission of the LC where such LC is required in the tender and Contract.*
2. *KPLC may seek authentication of the Performance Security (LC) from the issuing bank. It is the responsibility of the Supplier to sensitize its issuing bank on the need to respond directly and expeditiously to queries from KPLC. The period for response shall not exceed three (3) days from the date of KPLC's query. Should there be no conclusive response by the Bank*

within this period, such Supplier's Performance Security (LC) may be deemed as invalid and the Contract nullified.

- 3. The issuing bank should address its response or communication regarding the bond to KPLC at the following e-mail address – "guarantees@kplc.co.ke"*
- 4. All Guarantees issued by foreign banks must be confirmed by a local bank in Kenya.*

SECTION XVIII – SUBCONTRACTORS**(INFORMATION TO BE PROVIDED BY THE TENDERER)**

As per the requirements of Clause 7.23 of General Conditions of Contract, following is a list of subcontractors and the portions of the Work to be subcontracted:

No.	Subcontractor	Address	Brief Description of the Works to be Subcontracted	% works subcontracted

SECTION XIX - PREVIOUS EXPERIENCE WITH SIMILAR WORK**(INFORMATION TO BE PROVIDED BY THE TENDERER)**

As required by Section 3.13.3(d) of the Instructions to Tenderers, following is a list of work that the Tenderer has previously performed which is similar to that described in the Request for Proposal:

No.	Description	Customer Name & Contacts	Date of Supply

SECTION XX - SUPPLIER EVALUATION FORM

(This form is for information only and not to be filled in by any bidder. It is for official use by KPLC to evaluate performance of Suppliers during the contract period)

Name of Firm.....Date.....

Category of Product/Service (e.g. Conductors)

Period of evaluation.....

1. COST OF SERVICE/PRODUCT	Rating guidelines			Supplier Score	Procurement Score	User Score	Comments	Totals
	Did the vendor assist in or advice on ways of reducing the costs?	YES:4	PARTIALLY:2	NO: 0				10
	How closely did your final costs correspond to your expectation at the beginning of the project/tender?	YES:2	PARTIALLY:1	NO: 0				10.00%
	Did the company stick to the agreed transation/contract rates?	YES:4	PARTIALLY:2	NO: 0				
								Totals
2.ON TIME DELIVERY OF PRODUCT OR SERVICE	Did the vendor perform work in compliance with contract terms and agreements?	YES:6	PARTIALLY:3	NO: 0				10
	Was the vendor prompt and effective in correction of situations and conditions?	YES:2	PARTIALLY:1	NO: 0				10.00%
	Are you able to track service level agreements and determine duration of incidents from the vendor?	YES:2	PARTIALLY:1	NO: 0				
3. FLEXIBILITY TO RESPOND TO UNEXPECTED DEMAND OF SERVICE	Rating guidelines							Totals
	Was the vendor willing to change their product/service on special needs?	YES:6	PARTIALLY:3	NO: 0				6
								6.00%
4. QUALITY	Rating guidelines							Totals
	When performing their duties, was there - rework or returns caused by non conformance to quality?	NO:6	PARTIALLY:3	YES: 0				14
	Was the quality of service delivered equal to KPLC minimum requirements?	YES:8	PARTIALLY:4	NO:0				14.00%
5.RESPONSIVENESS	Rating guidelines							Totals
	Was the vendor well responsive to information requests, issues, or problems that arose in the course of service?	YES:2	PARTIALLY:1	NO: 0				14
	Was the vendor open to feedback on low quality of service levels and willing to act on this?	YES:6	PARTIALLY:3	NO: 0				14.00%
	Is it easy to reach staff members of suppliers in case of a request or query? (are communication channels clear?)	YES:6	PARTIALLY:3	NO: 0				
6. CUSTOMER SUPPORT	Rating guidelines							Totals
	Did the vendor offer effective customer support?	YES:10	PARTIALLY:4	NO: 0				18
	In case of reported problems/issues, were there follow ups by the vendor to ensure the problem is fully resolved during support?	YES:8	PARTIALLY:4	NO: 0				18.00%
7. COMMUNICATION SKILLS	Rating guidelines							Totals
	Are you satisfied with the attitude, courtesy, and professionalism of this vendor's staff? Written or spoken?	YES:2	PARTIALLY:1	NO: 0				6
	Are the vendor's staff well equipped	YES:4	PARTIALLY:2	NO: 0				6.00%

TENDER DOCUMENT FOR 3YEAR CONTRACTS FOR THIRD PARTY GARAGES FOR SUPPLY OF TRANSPORT FLEET UNITS REPAIRS AND MAINTENANCE SERVICES - SEPTEMBER 2020 (SOUTH NYANZA REGION)

	and skilled in handling requests / issues? Are you rotated too much among staff on an issue?						
8. DOCUMENTATION AND ACCOUNTING							Totals
	Rating guidelines						
	Are you satisfied with how the Vendor presents documentation (invoices & licenses etc.) when required to do so, to necessitate finalization of contract renewals and payments?	YES:6	PARTIALLY:3	NO: 0			10
	Was problem documentation (incident reports) presented promptly by the vendor and was it complete?	YES:4	PARTIALLY:2	NO: 0			10.00%
9. VALUE ADD							Totals
	Did the vendor go over and above in optimizing service delivery process for effective services delivery?	YES:6	PARTIALLY:3	NO: 0			12
	Did the vendor go over and above and offer training or knowledge to assist with better systems support?	YES:6	PARTIALLY:3	NO: 0			12.00%
							Totals
							Score:
Totals							100.0
Maximum Score							100.00%
VENDOR'S TOTAL SCORE							
VENDOR'S PERCENTAGE SCORE							
ISSUES FOR FOLLOW UP -							
Evaluation Done by:		Name	Department				Date
Checked/Validated by							

Score in Percentage %

PERFORMANCE LEVEL DEFINATION;

- ≥75% - KP1 GREEN
- 50% - KP2 AMBER
- 25% - KP3 YELLOW
- ≥25% - KP4 RED

RATING: 75% - V Good, 50% - Good, 25% - Fair, Below 25% - Poor

RECOMMENDATION

		Status	Tick as appropriate
1	Grant supplier preferred status	KP1	
2	Work with supplier or develop and improve supplier	KP2 & KP3	
3	Abandon / switch suppliers	KP4	

Name:.....Sign:.....Date:.....
 Name:.....Sign:.....Date:.....
 Name:.....Sign:.....Date:.....

SECTION XIX - THE TECHNICAL SPECIFICATIONS**SECTION XXI - GUARANTEED TECHNICAL PARTICULARS (GTPs)**

The Guaranteed Technical Particulars describe the basic requirements for goods and services to be procured and provided. In addition to the information and documentation in the Tender Document regarding the technical aspects of this tender, all Tenderers shall comply with the following -

Note:

The Tenderer shall submit these Guaranteed Technical Particulars (GTPs) completed, signed and stamped. In submitting the GTPs, cross-references should be made to the documents submitted.

PART A - GENERAL REQUIREMENTS

No	Descriptions	KPLC Requirements	Tenderer's Offer (Yes /No/Other)	
1.	Upon contract award, the tenderer shall commit to quote for and fit only genuine or 1 st quality replacement spare parts during service/maintenance requests.	Yes (Mandatory)		
2.	The tenderer shall commit to offer quality services and workmanship.	Yes (Mandatory)		
3.	The tenderer shall commit to open up awarded job's repair processes to evaluation and monitoring by the procuring entity's authorized personnel.	Yes (Mandatory)		
4.	In the event of poor workmanship or non-compliance with the specifications, the Kenya Power & Lighting Company PLC reserves the right to reject such uncompliant services or goods. The tenderer will make good any deficiencies, shortfalls or poor workmanship at their cost.	Yes (Mandatory)		
5.	Attach schedule of tenderer's branches in the country for firms with multiple outlets. Only listed outlets will be considered. List attached.	Yes/No		

PART B – DETAILED TECHNICAL SPECIFICATIONS (DTS)

i) DTS - FLEET REPAIRS & MAINTENANCE SERVICES

A) FLEET REPAIRS & MAINTENANCE SERVICE PROVIDERS (GARAGES) - DTS			
NAME OF FIRM: _____		TOWN: _____	
CONTACT PERSON: _____		TEL NO: _____	
COUNTY: _____		KP DEPOT _____	
Item Description	Required	Tenderer's offer	
1	Perimeter wall - Masonary	Yes/No	
	Perimeter wall - Timber	Yes/No	
	Perimeter wall - Iron Sheet	Yes/No	
	Perimeter wall - Other	Yes/No	
2	Engineering shop space in square metres	State shop floor area in square metres	
3	Security guards - Night	Yes/No	
	Security guards - Shared	Yes/No	
	Security guards - Day	Yes/No	
4	Alarm system	Yes/No	
	Electric Fence	Yes/No	
5	Fire fighting equipment - Water	Yes/No	
	Fire fighting equipment - Powder	Yes/No	
6	Tool boxes & general hand tools	Attach schedule	
7	Trolley jacks	Attach schedule	
8	Safety stands	Attach schedule	
9	Greasing equipment - High pressure >3500psi	Yes/No	
	Greasing equipment - Others	Yes/No	
10	Inspection ramp/pit. Permanent or makeshift?	Indicate	
11	Electricians	Attach schedule & profiles	
12	Mechanics/Technicians	Attach schedule	
13	Other tools & equipment (Evaluators to assess facility)	Attach schedule	
14	Panel Beating painting equipment (body jack, body files, hammers, grinders)	Attach schedule	
15	Spray painting equipment (Air compressors, spray gun, gas masks, spray booths)	Attach schedule	
16	Spray painters	Attach schedule & profiles	
17	Panel beaters	Attach schedule & profiles	
18	Welders	Attach schedule & profiles	
19	Arc welding Machine	Yes/No	
20	Gas welding equipment	Yes/No	
21	Units overhaul experience, evidence of previous work	Attach documentary evidence	
22	Functional Engine removal/installation hoist/crane	Yes/No	
23	Torgue Wrench (check state)	Yes/No	
24	Gearbox/diff unit trolley	Yes/No	
25	Engine test bench	Yes/No	

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ii) DTS – HYDRAULIC/PNEUMATIC SYSTEMS R&M SERVICES

PLANT HYDRAULIC/PNEUMATIC SYSTEMS R&M SERVICE PROVIDERS - DTS			
NAME OF FIRM: _____		TOWN: _____	
CONTACT PERSON: _____		TEL NO: _____	
COUNTY: _____		KP DEPOT _____	
	Item Description	Required	Tenderer's offer
(i)	Premises/Security/Safety		
1	Perimeter wall - Masonary	Yes/No	
	Perimeter wall - Timber	Yes/No	
	Perimeter wall - Iron Sheet	Yes/No	
	Perimeter wall - Other	Yes/No	
2	Engineering shop space in square metres	State shop floor area in square	
3	Security guards - Night	Yes/No	
	Security guards - Shared	Yes/No	
	Security guards - Day	Yes/No	
4	Alarm system	Yes/No	
	Electric Fence	Yes/No	
5	Fire fighting equipment - Water	Yes/No	
	Fire fighting equipment - Powder	Yes/No	
6	Hose cutting machine	Hydraulic/manual/ None	
7	Hose crimping machine	Hydraulic/manual/ None	
8	Steel pipe bending machine	Yes/No	
9	Hydraulic assembly test bench	Yes/No	
10	Flaring tool kit	Yes/No	
11	Bench vice	Yes/No	
12	Welding equipment	Yes/No	
13	Greasing equipment (high pressure = 2, others= 1)	High pressure/other	
14	Plant/Mechanical toolboxes	Yes/No	
15	Strategic stocks of hoses, pipes and fittings	Yes/No	
16	Plant electricians	Attach schedule &	
17	Plant technicians/Mechanics	profiles	

iii) DTS – ENGINEERING/MACHINING SERVICES

ENGINEERING SERVICES - DETAILED TECHNICAL SPECIFICATIONS (DTS)			
NAME OF FIRM:		TOWN:	
CONTACT PERSON:		TEL NO:	
	Item Description	KPLC Requirement	Tenderer's Offer
1	Masonry walled enclosed engineering shop with steel doors	Yes (Mandatory)	
2	Engineering shop space in square metres	State shop floor area in square metres	
3	Security guards - Night	Yes/No	
	Security guards - Day	Yes/No	
	Security guards - Shared	Yes/No	
4	Alarm system	Yes/No	
	CCTV System	Yes/No	
5	Fire fighting equipment - Water	Yes/No	
	Fire fighting equipment - Powder	Yes/No	
6	Multipurpose lathe machine	Auto/other/none	
7	Milling machine	Auto/other/none	
8	Surface grinder	Auto/other/none	
9	Engine cylinder boring equipment	Auto/other/none	
10	Crankshaft journal rebuilding equipment	Auto/other/none	
11	Shaping machine	Auto/other/none	
12	Crankshaft grinding equipment	Auto/other/none	
13	Con rod aligning equipment	Auto/other/none	
14	Engine line bore equipment	Auto/other/none	
15	Valve grinding equipment	Auto/other/none	
16	Cylinder head re-facing equipment	Auto/other/none	
17	Multipurpose drilling equipment	Auto/other/none	
18	Heavy duty press	Auto/other/none	
19	Cylinder head pressure testing equipment	Auto/other/none	
20	Engine block pressure testing equipment	Auto/other/none	
21	Steam cleaner	Yes/No	
22	Welding equipment	Yes/No	
23	Feeler Gauge	Yes/No	
24	Micrometer Srew gauge	Yes/No	
25	Vernier Calipers	Yes/No	
26	Bench grinder	Yes/No	
27	Cut-off Saws	Yes/No	
28	Other Equipment/Machines	Attach list	
29	Machinists/Technicians (Engineering Degree/Diploma =6, craft =4, trade test =2, not certified=1) - Scoring to be based on 5 most qualified.	Attach schedule & Profiles	

APPENDIX I

County	Depot	Required suppliers - Maximum Number (Tick against depot of interest)			
		Motor vehicle Garages	Tick	Motor cycle Garages	Tick
KISII	KISII	5		2	
	KIAMOKAMA	2		1	
	SUNKA	2		1	
	MAGENA	2		1	
NYAMIRA	KEROKA	2		1	
	NYAMIRA	2		1	
	NYANGUSU	2		1	
HOMA BAY	HOMABAY	3		1	
	KENDU BAY	2		1	
	OYUGIS	2		1	
	MBITA	2		1	
	MFANGANO	2		1	
MIGORI	MIGORI	3		1	
	KEHANCHA	2		1	
	SORI	2		1	
	AWENDO	2		1	
	RONGO	2		1	
Maximum number of targeted service providers		39		18	

APPENDIX II, (a)

KENYA POWER MOTOR VEHICLE SERVICE - CHECK LIST				
KP SERVICE A - EVERY 5,000 KMS				
	ENGINE COMPARTMENT	STATUS	ACTION	COMMENT
1	Replace engine oil			
2	Replace oil filter (Genuine parts only)			
3	Check & clean air filter/element			
4	Check & Clean aircon/pollen element/filter			
5	Inspect pre-fuel filter			
6	Inspect idle speed and acceleration			
7	Inspect for any damages to fuel tank cap and fuel line			
8	Inspect damage to or looseness in exhaust pipe, exhaust brake			
9	Inspect cooling and heater system, hoses and Clamps, radiator, radiator cap, expansion tank			
10	Inspect damage to air intake ducts and hoses			
11	Inspect battery acid level, cables and terminals (remedy as necessary)			
12	Inspect tension and condition of drive belts			
13	Inspect clutch fluid level (Top up if necessary)			
14	Inspect brake system fluid leaks & level (Top up if necessary)			
15	Inspect power steering oil leaks and fluid level (Top up if necessary)			
16	Inspect power steering system hoses & mountings (looseness/damage)			
17	Inspect steering wheel free play			
18	Check front and rear crankshaft/camshaft seal leakages			
	OTHER SYSTEMS			
1	Inspect condition of tyres and tyre pressures (indicate pressure below)			
2	Inspect for wheel alignment related tyre wear			
3	Inspect wheel cylinders, wheel bearings, swivel bearings, drive shafts			
4	Inspect CV joints, ball joints, tie rod ends, shock absorbers, springs, dust boots			
5	Inspect all suspension and shock bushes			
6	Check gear box, transfer & diff unit oil (Top up if necessary)			
7	Inspect front/rear differential oil (Top up if necessary)			
8	Inspect propeller shaft, splines, universal joints, bearings and centre bearing (Lubricate where necessary)			
9	Lubricate King pins			
10	Inspect exhaust system mountings			
11	Inspect foot brake operation, free travel and pedal bush			
12	Inspect clutch operation, free travel and pedal bush			
13	Inspect hand brake cable operation and ratchet			
14	Inspect handbrake shoe linings and drums for wear			
15	Inspect brake pipes, hoses and cables			
16	Inspect front and rear brake pads and discs or drums and linings			
17	Grease chassis points and all grease nipples			
18	Grease "U" joints			
19	Inspect steering linkages			
20	Tighten all suspension and chassis bolts			
21	Inspect body work for signs and rust			
22	Inspect engine, G/Box and body mountings			
23	Inspect gear lever and knob for looseness			
24	Tighten wheel nuts and bolts			
25	Grease wheel hub bearings			
26	Inspect condition of seats			
	ELECTRICAL			
1	Inspect all Gauges/instruments, lights and switches and harness			
2	Inspect wiper blades and windscreen washers (Remedy as necessary)			
	EXPECTED STATUS - OK, DEFECTIVE, REPLACE AT NEXT SERVICE (RNS)			
	EXPECTED ACTIONS - OK, Replaced, Topped up, Adjusted, Quoted			
	EXPECTED COMMENTS - OK, PENDING			
	TYRE PRESSURE CHECKS	Actual (psi)	Corrected (psi)	GOOD/WORN
1	FR Tyre pressure (PSI)			
2	FL Tyre pressure (PSI)			
3	RR Tyre pressure (PSI)			
4	RL Tyre pressure (PSI)			
5	Spare tyre (S) pressure (PSI)			

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APPENDIX II, (b)

KENYA POWER MOTOR VEHICLE SERVICE - CHECK LIST				
SERVICE B - EVERY 10,000 KMS				
ENGINE COMPARTMENT		STATUS	ACTION	COMMENT
1	Replace engine oil			
2	Replace oil filter (Genuine parts only)			
3	Replace fuel filter (Genuine parts only)			
4	Replace air filter/element (Genuine parts only)			
5	Replace spark plugs (Petrol vehicles) - (Genuine parts only)			
6	Check & Clean aircon/pollen element/filter (Replace if necessary)			
7	Inspect pre-fuel filter			
8	Inspect idle speed and acceleration			
9	Inspect for any damages to fuel tank cap and fuel line			
10	Inspect damage to or looseness in exhaust pipe, exhaust brake			
11	Inspect cooling and heater system, hoses and Clamps, radiator, radiator cap, expansion tank			
12	Inspect damage to air intake ducts and hoses			
13	Inspect battery acid level, cables and terminals (remedy as necessary)			
14	Inspect tension and condition of drive belts			
15	Inspect brake system fluid leaks & level (Top up if necessary)			
16	Inspect power steering oil leaks and fluid level (Top up if necessary)			
17	Inspect power steering system hoses & mountings (looseness/damage)			
18	Inspect clutch fluid level (Top up if necessary)			
19	Inspect steering wheel free play			
20	Inspect front and rear crankshaft/camshaft seal leakages			
OTHER SYSTEMS				
1	Inspect wheel cylinders, wheel bearings, swivel bearings, drive shafts			
2	Inspect CV joints, ball joints, tie rod ends, shock absorbers, springs, dust boots			
3	Check all suspension and shock bushes			
4	Inspect condition of tyres and tyre pressures (indicate pressure below)			
5	Inspect for wheel alignment related tyre wear			
6	Carry out a tyre rotation			
7	Inspect gear box and transfer oil (Top up if necessary)			
8	Inspect front /rear differential oil (Top up if necessary)			
9	Inspect propeller shaft, splines, universal joints, bearings and centre bearing (Lubricate where necessary)			
10	Lubricate King pins			
11	Inspect exhaust system mountings			
12	Inspect foot brake operation, free travel and pedal bush			
13	Inspect clutch operation, free travel and pedal bush			
14	Inspect hand brake cable operation and ratchet			
15	Inspect handbrake shoe linings and drums for wear			
16	Inspect brake pipes, hoses and cables			
17	Inspect front and rear brake pads and discs or drums and linings (Replace if necessary)			
18	Grease chassis points and all grease nipples			
19	Grease "U" joints			
20	Inspect steering linkages			
21	Tighten all suspension and chassis bolts			
22	Inspect body work for signs and rust			
23	Inspect engine, G/Box and body mountings (Change if necessary)			
24	Inspect gear lever and knob for looseness			
25	Grease wheel hub bearings			
26	Inspect condition of seats			
27	Tighten wheel nuts and bolts			
ELECTRICAL				
1	Inspect all Gauges/instruments, lights and switches and harness			
2	Inspect wiper blades and windscreen washers (remedy as necessary)			
EXPECTED STATUS - OK, DEFECTIVE, REPLACE AT NEXT SERVICE (RNS)				
EXPECTED ACTIONS - OK, Replaced, Topped up, Adjusted, Quoted				
EXPECTED COMMENTS - OK, PENDING				
TYRE PRESSURE CHECKS		Actual (psi)	Corrected (psi)	GOOD/WORN
1	FR Tyre pressure (PSI)			
2	FL Tyre pressure (PSI)			
3	RR Tyre pressure (PSI)			
4	RL Tyre pressure (PSI)			
5	Spare tyre (S) pressure (PSI)			

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APPENDIX H (c)

KENYA POWER MOTOR VEHICLE SERVICE - CHECK LIST				
KPLC SERVICE C - 40,000 KMS				
	ENGINE COMPARTMENT	STATUS	ACTION	COMMENT
1	Replace engine oil			
2	Replace oil filter (Genuine parts only)			
3	Replace fuel filter (Genuine parts only)			
4	Replace air filter/element (Genuine parts only)			
5	Replace spark plugs (Petrol vehicles) - (Genuine parts only)			
6	Replace aircon-cleaner/pollen element/filter			
7	Replace pre-fuel filter			
8	Inspect idle speed and acceleration			
9	Inspect damageness to fuel tank cap and fuel line			
10	Inspect damage to or looseness in exhaust pipe,exhaust brake			
	Inspect cooling and heater system, hoses and Clamps, radiator,			
11	radiator cap, expansion tank			
12	Inspect damage to air intake ducts and hoses			
13	Inspect tightness and condition of radiator hoses			
14	Inspect battery acid level, cables and terminals (remedy as necessary)			
15	Replace drive belts - (Genuine parts only)			
16	Drain & Replace clutch fluid			
17	Drain & Replace power steering fluid level			
	Inspect cooling and heater system, hoses and Clamps, radiator,			
18	radiator cap, expansion tank			
19	Drain & Replace brake fluid			
20	Drain & Replace Radiator coolant (organic coolant only)			
21	Inspect steering wheel free play			
22	Inspect wheel alignment			
23	Inspect front and rear crankshaft/camshaft seal leakages			
24	Inspect looseness/damage to power steering system mountings			
	OTHER SYSTEMS			
1	Service wheel cylinders, wheel bearings, swivel bearings, drive shafts			
	Inspect CV joints, ball joints, tie rod ends, shock absorbers, springs,			
2	dust boots			
3	Check all suspension and shock bushes			
	Inspect condition of tyres and tyre pressures(indicate pressure			
4	below)			
5	Inspect for wheel alignment related tyre wear			
6	Carry out a tyre rotation			
7	Inspect engine and body mountings(Charge if necessary)			
8	Drain & Change gear box and transfer oil			
9	Drain & Change front and rear differential oil			
	Inspect propeller shaft ,splines,universal joints,bearings and centre			
10	bearing (Lubricate as necessary)			
11	Lubricate King pins			
12	Inspect exhaust system mountings			
13	Inspect foot brake operation,free travel and pedal bush			
14	Inspect clutch operation,free travel and pedal bush			
15	Inspect hand brake operation and ratchet			
16	Inspect handbrake shoe linings and drums for wear			
17	Inspect brake pipes, hoses and cables			
	Inspect front and rear brake pads and discs or drums and			
18	linings(Replace if necessary)			
19	Grease chassis points and all grease nipples			
20	Grease "U" joints			
21	Inspect steering linkages			
22	Tighten all suspension and chassis bolts			
23	Inspect body work for signs and rust			
24	Inspect engine, G/Box and body mountings			
25	Inspect gear lever and knob for looseness			
26	Tighten wheel nuts and bolts			
27	Grease wheel hub bearings			
28	Inspect condition of seats			
	ELECTRICAL			
1	Inspect all Gauges/instruments, lights and switches and harness			
2	Inspect wiper blades and windscreen washers (remedy as necessary)			
	EXPECTED STATUS - OK, DEFECTIVE, REPLACE AT NEXT SERVICE (RNS)			
	EXPECTED ACTIONS - OK, Replaced, Topped up, Adjusted, Quoted			
	EXPECTED COMMENTS - OK, PENDING			
	TYRE PRESSURE CHECKS	Actual (psi)	Corrected (psi)	GOOD/WORN
1	FR Tyre pressure (PSI)			
2	FL Tyre pressure (PSI)			
3	RR Tyre pressure (PSI)			
4	RL Tyre pressure (PSI)			
5	Spare tyre (S) pressure (PSI)			

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APPENDIX II, (d)

KENYA POWER MOTOR VEHICLE SERVICE - CHECK LIST				
KP MOTOR CYCLE SERVICE - EVERY 5,000 KMS				
ITEM	ACTION	STATUS	ACTION	COMMENT
1	Spark plug	Check condition. Clean or replace if necessary		
2	Air filter	Clean, Replace if necessary		
3	Carburetor	Check idle speed/starter operation. Adjust if necessary		
4	Fuel line	Check fuel hose for cracks and damage. Replace if necessary		
5	Transmission oil	Check oil level/oil leakage, correct if necessary. Replace every 24,000 (16,000) or 24 months. Warm engine before draining.		
6	Autolube pump	Check operation, Adjust if necessary. Bleed the air		
7	Front brake (Disc)	Check operation/fluid leakage. Correct if necessary		
8	Front brake (Drum)	Check operation, Adjust if necessary.		
9	Rear brake	Check operation, Adjust if necessary.		
10	Clutch	Check operation, Adjust if necessary.		
11	Rear arm pivot	Check rear arm assembly for looseness. Moderately repack every 24,000 (16,000) or 24 months.		
12	Wheels	Check balance (wobbling)/damage/runout/spoke tightness. Replace if necessary.		
13	Wheel Bearings	Check bearing assembly for looseness/damage. Replace if damaged.		
14	Steering (swing arm) Be	Check bearing assembly for looseness. Moderately repack every 24,000 (16,000) or 24 months.		
15	Front forks	Check operational/oil leakage. Replace if necessary		
16	Rear Shock absorber	Check operational/oil leakage. Replace if necessary.		
17	Drive chain & Sprockets	Check chain slack/alignment. Adjust if necessary, Clean and lube.		
18	Sprockets	Check condition of sprockets. Quote for replacement as necessary.		
19	Fittings/Fasteners	Check all chassis fittings and fasteners. Correct if necessary.		
20	Battery	Check specific gravity. Check that the breather pipe is working properly. Correct if necessary.		
21	Electricals	Check operation of head light, brake light, direction indicators		
22	Mirrors	Check condition of side mirrors and mirror holders		
23	Lubrication	Lubricate levers (clutch & brake), cables (clutch, brake, speedo, rev counter & accelerator)		
24	Exhaust system	Check clogging, decarbonize if necessary		
		EXPECTED STATUS - OK, DEFECTIVE, REPLACE AT NEXT		
		EXPECTED ACTIONS - OK, Replaced, Topped up, Adjusted,		
		EXPECTED COMMENTS - OK, PENDING		
		TYRE PRESSURE CHECKS	Actual (psi)	Corrected (GOOD/WORN)
1		Front Tyre pressure (PSI)		
2		Rear Tyre pressure (PSI)		

