TERMS OF REFERENCE (TOR)

WASTE MANAGEMENT SERVICES

1. TOR Information

Procuring Entity	Médecins Sans Frontières – Eastern Africa (MSF EA), Nairobi, Kenya
Requesting Unit	Facilities Unit, MSF Eastern Africa
Contract / Assignment Duration	Expected 12 months; effective date to be specified in the contract
Type of Engagement	Waste collection, transportation, recycling, treatment and disposal services
Service Locations	MSF EA premises identified in the RFP and contract site schedule

2. Background

MSF Eastern Africa requires safe and reliable collection, handling, transport and final treatment or disposal of waste generated at its premises. Services cover general waste, recyclables, organic waste, e-waste and other specifically authorised waste streams, as applicable to the contracted sites.

Service delivery must ensure reliable scheduled collections, prompt handling of missed collections and incidents, and traceable records of waste transfer and final treatment, recovery or disposal.

3. Objective of the TOR

To define service standards for selecting a qualified waste management provider that can collect and transport MSF EA waste, support appropriate segregation, and provide traceable evidence of authorised recycling, treatment or disposal.

4. Specific Objectives

1. Secure regular and verifiable collections at the agreed sites and frequency.
2. Ensure separate, safe management of waste streams with suitable containers, personnel and vehicles.
3. Document waste quantities, transfers and final destinations using appropriate supporting records.
4. Establish clear reporting, complaint handling and corrective-action procedures.
5. Obtain transparent and comparable rates for regular and additional services.

5. Scope of Services

The services will cover the MSF EA premises and waste categories identified in the RFP and subsequent agreement. Site-specific volumes, bin sizes and collection frequencies will be set out in the applicable site schedule. Bidders must identify any exclusions or requirements for separately authorised waste streams.

Category	Description of service	Applicability
General	Regular collection, weighing, loading, transport and authorised disposal.	Core – sites and volume in kilograms
Recyclables	Separate collection, recovery and evidence of authorised recycler or destination.	Where generated with MSF approval
Organic	Separate collection and suitable treatment/recovery/disposal.	Where generated
E-waste	Controlled collection and evidence of authorised downstream handling.	On request / separate quotation

Category	Description of service	Applicability
Regulated	Special handling, documentation and authorised treatment/disposal.	Only when specifically agreed & approved by MSF
Healthcare	Requires a separate approved technical scope and appropriate authorisations.	Excluded unless expressly included

Upon written request from MSF EA, the Service Provider will be expected to perform the services below within the agreed scope:

1. Collection scheduling: Agree collection days and times for each site; provide a missed-collection response and a process for urgent call-outs.
2. Waste bins and containers: Identify bin type, size, ownership, cleaning, placement, labels and replacement obligations.
3. Segregation: Keep incompatible streams separate, ensure safe loading and prevent contamination during storage and transport.
4. Transport: Provide suitable vehicles, trained crews and protective equipment, and declare any subcontracted transport arrangements.
5. Disposal and recycling: Use appropriate authorised facilities, disclose destinations and provide a traceable record of transfer and final treatment where applicable.
6. Quantity verification: Record collection date, location, waste category, weight or agreed measurement unit, and receiving destination.
7. Incident management: Contain and report spills, unsafe handling, unplanned disposal changes and material service disruptions.
8. Billing: Provide itemised invoices linked to collection records and agreed prices; obtain written approval for additional services.

6. Waste Collection and Operational Requirements

The following operational requirements apply to the relevant waste streams and sites. Collection frequencies, expected volumes and response deadlines will be set out in the RFP site/service schedules and confirmed in the contract.

Requirement	Minimum Standard	Applies to
Collection schedule	Documented route and collection plan for each site; process for additional and urgent collection.	All locations
Containers and segregation	Suitable labelled containers, agreed capacity, cleaning and replacement; separation by waste stream.	Relevant streams
Collection slip	Date, location, category, quantity/measurement basis, responsible crew and collection reference.	Each pickup
Vehicles and personnel	Appropriate vehicles, trained personnel, PPE and safe loading practices.	All collections
Transport/transfer	Relevant legal approvals and chain-of-custody or transfer documents where required.	Applicable streams
Final destination	Declared lawful treatment, recycling or disposal facility; verifiable acceptance evidence.	Applicable streams
Service recovery	Escalation contact, missed-pickup remedy, complaint log and corrective action.	All services

7. Safety, Environmental and Health Requirements

Providers must comply with applicable Kenyan environmental and occupational safety requirements for each waste category and activity offered, and provide the licences, approvals and supporting documents required by law.

Requirement	Minimum Standard	Applies to
Permits and authorised facilities	Relevant current licences/approvals for collection, transport and final treatment or disposal; declare subcontractors.	Applicable services
Waste handling safety	Safe lifting, PPE, hazard identification and compatible waste segregation.	All collections
Spill and incident response	Written containment, notification, clean-up and investigation arrangements.	All services
Hazardous waste controls	No collection or transport without the appropriate special authorisations and agreed procedures.	If included
Environmental controls	No illegal dumping or uncontrolled burning; favour suitable lawful recovery where feasible.	All streams
Traceability and confidentiality	Protect MSF records; retain service and treatment evidence for agreed audit and verification purposes.	All services

8. Expected Deliverables

No.	Deliverable	Description / Minimum Requirement	Due Date / Timeline
1	Mobilisation plan	Site register, waste streams, bins, route calendar, contacts and escalation procedure.	Before service commencement
2	Routine collection	Collection according to agreed schedule with dated and signed collection evidence.	Each scheduled collection
3	Transfer / treatment proof	Relevant waste destination and treatment/recycling/disposal documents linked to collections.	Each applicable movement; deadline – 1 week
4	Service performance report	Collections, quantities by stream, missed visits, incidents, disposal routes and actions.	Monthly; due date – 10th of the following month
5	Incident report	Immediate alert and written follow-up describing causes and corrective action.	Notification immediate; written deadline – 24 hours
6	Itemised invoice	Agreed unit rates, confirmed quantities, approved extras and tax details.	Agreed billing cycle

9. Requirements of the Service Provider

- Provide applicable company registration, tax and waste-management licences/permits.
- Demonstrate relevant experience in collection and lawful disposal or recovery of the offered waste categories.
- Use trained personnel, suitable vehicles, containers, protective equipment and safe handling procedures.
- Declare all transfer, recycling, treatment or disposal facilities and subcontractors proposed.
- Maintain relevant liability or other insurance where legally required or contractually agreed.
- Supply verifiable collection records, downstream treatment evidence and itemised invoices.
- Provide a named supervisor, emergency contact and complaint-resolution process.

10. Reporting and Coordination

The provider will coordinate collection schedules and operational issues with the nominated MSF Facilities representative. Procurement will manage contractual matters and agreed changes; Finance will verify payment documentation.

Safety, environmental or major service failures must be promptly escalated to the designated MSF contact with a written follow-up under the contractually agreed timeline.

11. Deliverable Review and Acceptance

Facilities will verify waste collections and relevant supporting records against the schedule. Missing collections, incorrect handling, unsupported quantities or absent required destination evidence must be corrected or addressed under the agreed remedies.

Acceptance of services must be documented separately from submission of an invoice. Any additional charges require prior MSF approval.

12. Proposal / Bid Submission Requirements

Bidders shall submit the following documents as part of their proposals, as applicable to the services offered:

- Company profile and relevant legal, environmental and tax compliance documents.
- Technical plan for each proposed waste stream, collection method, segregation, staffing and equipment.
- Declared treatment and disposal facilities with applicable approvals and subcontractor information.
- Proposed collection timetable, emergency contact details and service-recovery arrangements.
- Sample collection record, waste transfer document, treatment evidence and monthly report.
- References for comparable services and details of any material contract exclusions.
- Completed financial price schedule, identifying all mandatory charges and taxes.

13. Evaluation Criteria

MSF EA will undertake preliminary compliance screening, a technical assessment against the stated 100-point criteria and a comparative financial assessment. Detailed qualification thresholds, if any, and the award method will be stated in the RFP and applied consistently to all bidders.

13.1 Preliminary / Mandatory Evaluation

No.	Mandatory Requirement	Evidence Required	Evaluation (Pass/Fail)
1	Registration and legal capacity	Company registration and relevant operating permits.	Pass / Fail
2	Waste authorisations	Relevant licences for the particular waste streams and treatment routes.	Pass / Fail
3	Operational capacity	Appropriate collection resources and ability to serve the named MSF locations.	Pass / Fail
4	Safe operating procedures	Documented handling, segregation and incident procedures.	Pass / Fail
5	Price schedule completeness	Complete rates and clear identification of exclusions/taxes.	Pass / Fail

13.2 Technical Evaluation

No.	Technical Criterion	Guiding Notes / Evidence	Maximum Points
1	Collection approach and reliability	Scheduling, rescheduling, missed-pickup remedy, capacity and continuity.	25

No.	Technical Criterion	Guiding Notes / Evidence	Maximum Points
2	Waste segregation and transport	Stream separation, crew capacity, vehicles, bins and handling controls.	20
3	Authorised treatment and traceability	Declared destinations, lawful authorisations, transfer and disposal evidence.	25
4	Safety and environmental management	PPE, spill response, training, reporting and compliance controls.	15
5	Reporting and service management	Records, contacts, complaints, invoice reconciliation and response.	10
6	Relevant experience and references	Comparable contracts and independently verifiable performance.	5
	TOTAL		100

The technical assessment comprises six criteria with a combined maximum of 100 points. Mandatory requirements must also be met. Any applicable technical qualification threshold will be defined in the RFP.

13.3 Financial Assessment – Standard Pricing Schedule

All bidders must quote against the common pricing schedule below for the services they offer. The financial assessment will compare complete prices using the same sites, waste streams, estimated quantities and charge assumptions for all comparable bids, as set out in the RFP. Optional or separately authorised services will be assessed separately from the core collection service.

No.	Service / Cost Component	Unit / Comparison Quantity	Unit Rate / Charge
A1	Regular general waste collection	Per collection; 48 collections for comparison only	Bidder to quote
A2	Recyclable waste collection	Per collection / kilogram; quote unit basis and rate	Bidder to quote
A3	Organic waste collection	Per collection / kilogram; quote unit basis and rate	Bidder to quote
A4	E-waste collection and destination	Per collection / kilogram; optional service	Bidder to quote
A5	Hazardous waste transport/treatment	Per waste stream / kilogram; optional service	Bidder to quote
A6	Bin / container supply, hire or cleaning	Per bin/unit per month; state capacity and service included	Bidder to quote
A7	Extra / emergency collection	Per call-out; 3 call-outs for comparison only	Bidder to quote
A8	Other mandatory transport/treatment charges	Specify the basis and amount of each mandatory charge	Bidder to quote

Bidders must disclose the quotation currency, applicable taxes, transport and treatment charges, minimum fees, price validity, exclusions and other conditions. Quantities shown for comparison do not constitute a guaranteed purchase volume; the RFP will define the applicable evaluation assumptions.