

TERMS OF REFERENCE

For the Provision of Air Conditioners Maintenance Services for UNICEF Offices in Freetown and Kenema and the Warehouse at Ferry Junction, Freetown

1. BACKGROUND

UNICEF Sierra Leone has offices in Freetown - Country Office at Central Medical Stores and Warehouse at Ferry Junction and offices in Kenema. All these offices have air conditioning systems to ensure a conducive working environment for its staff members. These air conditioner units require periodic preventive maintenance. In addition, they require repairs whenever they develop faults. It is for the above reason that UNICEF would like to engage a qualified service provider to be responsible for repairing and maintaining these units to ensure they are in good working condition all the times.

2. OBJECTIVES, PURPOSE & EXPECTED RESULTS

The objective is to provide air conditioners (AC) installation and maintenance services for UNICEF Offices/Warehouses at New England, Ferry Junction and Kenema for 2 years with the possibility of an additional year's extension.

The purpose of this service is to provide a team of AC technicians to undertake regular routine preventive maintenance of existing air conditioners and install new ones so that the equipment's are always functioning properly to foster staff safety and comfort and in so doing assist in program delivery.

3. DESCRIPTION OF THE ASSIGNMENT

The specific tasks are as follows:

The service provider shall undertake the following on a quarterly basis:

1. Cleaning all Air Conditioners (both indoor and outdoor units) with appropriate chemicals and detergents.
2. Checking all moving parts and lubricate/grease them with appropriate lubricant.
3. Checking leakages (in all union connections), compressor units, inside units, topping up / filling the compressors using acceptable/environmentally friendly refrigeration gas.
4. Checking on the need to replace worn out / nonfunctional parts.
5. Making sure that water drainage from the Units is clear of blockages.
6. Produce a report on finding at the end of the preventive maintenance.

The contractor shall perform the following from time to time as may be requested by UNICEF:

1. Change positions of the Air Conditioners within the rooms and/or the building at an agreed price.
2. The contractor will do minor repairs on the Air conditioners when necessary. This service will be done as and when required.
3. This contract may include installation of any new units that may be purchased during the contract period. This will be provided at a pre-agreed price.

4. DELIVERABLES

1. All Air conditioners are always in good working conditions during the entire period of the contract.
2. All repairs are attended to within 2 hours from the time of reporting the faults.
3. Report on the status of all units produced at the end of the preventive maintenance.
4. New A/Cs installed appropriately in accordance with the manufacturer's specifications.

5. REPORTING REQUIREMENTS

The contractor will report directly to the Administrative Services Officer in the Country Office or his Officer-in-Charge. The contractor is expected to submit a quarterly report when submitting his invoice for payment. Other reports for issues needing immediate action should be submitted at once.

6. LOCATION AND DURATION

6A LOCATION

The services will cover the following locations:

1. UNICEF Country Office, Central Medical Stores, Jomo Kenyatta Road, Freetown
2. UNICEF Warehouse, Bai Bureh Road, Kissy Freetown
3. UNICEF Kenema Office, Maxwell Khobe Road, Kenema.

6B DURATION

The contract shall run for 2 years with a possibility of an additional one year's extension. The additional one year's extension will be based upon outstanding performance, with contract operating under same terms and conditions and at the sole discretion of UNICEF.

7. QUALIFICATION REQUIREMENTS

To be compliant bidder registered in Sierra Leone must provide the following mandatory documents/requirements:

1. A valid Sierra Leone business registration certificate with not less than 5 years relevant experience in servicing air conditioners; proven experience in working with international organizations in the provision of similar works.
2. A valid Sierra Leone National Revenue Tax clearance certificate.
3. A valid copy of NASSIT (National Social Security & Insurance Trust) clearance
4. Bidders are also requested to provide their United Nations Global Marketplace (UNGM) number.

Bidders who will fail to provide all documents or do not meet requirements mentioned above will be disqualified at this stage and not eligible for the technical assessment.

8. EVALUATION PROCESS AND METHODS

Bidders are expected to submit both Technical and Financial proposals (separately). The criteria for evaluation are summarized below and will be scored using a ratio between the technical and the commercial criteria of 70:30 (technical/commercial). Sum of technical and commercial will equal to 100 points.

Technical Criteria	Technical Sub-Criteria	Max. Points Obtainable
Experience and Expertise	: Professional expertise and experience as well as number of years in the business	10
	Experience in providing similar service to the following 5 categories of clients. United Nation Agencies, International NGOs, National/Local NGOs, Government ministries and departments and the private sector	5
	: Clientele base	5
	Maximum point / Total score	20

Technical and financial capacity	Qualification Requirements of Company Key personnel relevant experience and qualifications (bidders are requested to provide the CVs of their supervisors and key personnel for the contract)	5
	Relevant equipment to render services Please ensure you list equipment the company should have to be able do the work in the technical proposal. This will be verified during the site visit	5
	<i>Maximum point / Total score</i>	10
Proposed strategies and methodologies	Viability of proposed strategies & methodologies	10
	Logical flow of proposed processes and activities	5
	Alignment of the proposed work plan and approaches of implementation of the tasks with the statement of work	5
	<i>Maximum point / Total score</i>	20
Visit Sites if Applicable	Site Visit (existence, structure, financial verification, staffing, equipment etc.) Where applicable	10
	<i>Maximum point / Total score</i>	10
Overall Response	Completeness of response	7
	Overall concord between RFP requirements and proposal	3
	<i>Maximum point / Total score</i>	10
Total Technical Scores		70

8.1 Technical Evaluation Criteria

Technical offers will be scored out of **70 points**. Offers with scores less than 50 out of 70 points will be disqualified. A reference check and site visit will be conducted on companies meeting the minimum technical requirements.

8.2 Financial Proposal Structure

Please respond by filing and submitting the blank pricing schedule provided using the email address stated in the bid instructions.

Financial offers will be scored out of **30 points**. 30 points will be allocated to the lowest offers among the technical acceptable offers. All other price proposals receive scores in inverse proportion according to the following formula:

$$\text{Score for price A} = (30 * \text{Price of lowest priced proposal}) / \text{Price of proposal A}$$

8.3 Final recommendation

The contract will be awarded to the best service provider which have the highest cumulative score (technical + financial) out of 100.

9 ADMINISTRATIVE ISSUES

The following are the key administrative issues for the contractor:

1. Bidder should provide an all-inclusive cost in the financial proposal. Bidder should be reminded to factor in all cost implications for the required service / assignment.
2. In the event where contract staff member is involved in theft, cost of items will be recovered from the contract after investigations have found the contract staff culpable.
3. Service provider must register every staff with NASSIT and make the necessary monthly payments to NASSIT. UNICEF reserves the right to ask for and examine such records as and when required.
4. Adhere to minimum wages Policy (according to the Labour laws of Sierra Leone).
5. Give full contact details (name, phone number, address, email, etc.) of all staff assigned to UNICEF. The list should be updated and resent to UNICEF with a covering letter at least 24 hours before a staff change is done.

9. PROJECT MANAGEMENT

1. Contract Manager/Supervisor: Administrative Services Officer
2. Budget Owner: Deputy Representative (Operations)
3. Contract Evaluation: this shall be ongoing, but formal quarterly performance meeting will be held with the contractor and officially documented. There shall also be an end of contract evaluation.

10. PAYMENT SCHEDULE

For preventive maintenance, the payment will be quarterly; the contractor should invoice for all goods supplied and all services provided immediately after the end of the quarter and payment is 15 days net after submission of invoice. The payment must conform to the LTA Unit cost approved.

For repairs, payment is done immediately after satisfactory completion of services and subsequent submission of invoice. Payment is 15 days net after submission of invoice.