

**Terms of Reference**

**Tender Ref.: RFP/HCR/CXB/2024/012**

**Establishment of Frame Agreement(s) for Maintenance and Repairs of Air Conditioning Systems (ACs), including Spare parts and Consumables**

As of March 2024, currently there are a total of **211** mixed branded inverter split air conditioning systems installed in the areas of operation of UNHCR in Bangladesh. Considering upcoming establishment this year, total number of AC’s need to be counted **229 nos.** The list of ACs currently installed and being used by UNHCR in all of the locations mentioned in Article 1 of this document, broken down by type, quantity and capacity, is annexed to this document.

1. **SCOPE OF REQUIREMENTS**

The selected vendor shall supply skilled personnel required for scheduled maintenance and repairs of the AC units installed in all of the above-listed locations.

The chosen Contractor shall be responsible for the provision of the required consumables and spare parts for the contracted maintenance and repair works, ensuring the constant availability of the equipment and materials needed for quick and quality AC servicing and repairs.

* 1. AC MAINTENANCE & SUPPLY OF CONSUMABLES AND PARTS

The following activities comprise the AC Maintenance Plan and shall be carried out for every maintenance visit to each location (preventive maintenance, including on-call/ad-hoc maintenance requests). The maintenance and repair works include, but are not limited to:

* Checking motor bushings.
* Checking ground connections.
* Checking connections at the main plug.
* Checking pipes and fittings for signs of worn-out of insulation and leakage.
* Cleaning of blower and condenser fan.
* Cleaning/replacement of air filter (depending on the specifications and physical condition of the concerned filtering elements).
* Cleaning the evaporator and condenser coils.
* Checking and tightening of nuts & bolts.
* Lubricating the fan motor.
* Checking cooling efficiency.
* Basic overhauling of the A/C with chemical washing process.
* Adjusting gas/refrigerant level.

The **preventive AC maintenance** shall be done in each of the listed locations **on a six-month basis**. At the same time, additional on-call maintenance requests may be submitted to the selected service provider as required.

**Logbook** for each of the listed sites shall be prepared and provided by the Contractor and used by the vendor’s Maintenance Staff to record such information as maintenance visits, noting names of the technicians rendering the services, date and time of each visit, description of the works performed, consumables and spare parts used as well as any other information that may be of use by the Facilities Manager and/or other Maintenance Staff.

In order to expedite the on-site AC maintenance process, the Contractor shall deploy at least **two (2) expert technicians along with needed manpower** to each of the locations for every maintenance visit.

In the Financial Proposal, the vendors shall provide combined per-AC unit cost of various consumables and parts required for routine maintenance, detailing their brand names, basic specifications, and units of measure. Such may include but should not be limited to air filters, refrigerant (gas), washers, seals, grease, etc.

* 1. ON-SITE AC REPAIRS & SUPPLY OF SPARE PARTS

The number of technicians shall be suitably increased by the service provider, if necessary, in order to provide satisfactory service, ensuring the quality AC repairs are carried out in the shortest possible period.

The repair service will include replacement of faulty components by the genuine spare parts with the costs of repair and that of each of the spare parts to be reflected in the Financial Proposal as a package (total cost of items and repair works).

The vendors shall also indicate in the Financial Proposal the commonly done AC repairs as suggested below, indicating the cost of the required genuine spare parts and the repair works to be undertaken:

* Gas leak/refrigerant re-filling.
* Defective thermostat.
* Defective contactor.
* Defective transformer.
* Defective compressor.
* Defective fan motor.
* Replacement of capacitor.
* Cleaning of clogged drainpipe.
* 4-way (reversing) valve replacement
* Defective/ broken outdoor unit holder
* List any other frequently occurred failures, indicating cost of parts and labor.

*In a situation when the Contractor’s technicians are not capable to carry out a particular on-site AC repair due to its complexity and absence of the required materials and equipment, transportation of such AC unit from the installation location to the service provider’s workshop shall be done by the Contractor. In such cases the contractor shall seek UNHCR’s approval prior to the transportation.*

Units taken out of any of the aforementioned UNHCR premises for repairs at the vendor’s workshop shall be returned at the earliest but not later than 24 hours following the completion of the repair works.

1. **MISCELLANEOUS INFORMATION**

All service requests for AC, maintenance and/or repair works originating from UNHCR will be handled by a dedicated Contractor’s Single Point of Contact.

Contractor shall provide suitable transport (and security, if relevant) for its employees, and requisite tools to and from the Sites at its own expense. It shall also supply the necessary, safety works gear, clothes, materials, equipment, and sustenance allowances to its employees at its expense in order to render the services efficiently.

In the event that the maintenance works carried out by the Contractor are not adequately performed, UNHCR shall unconditionally be entitled to charge the Contractor compensatory amount corresponding to the total cost of rectifying the concerned underperformed actions through another service provider engaged by UNHCR. Such charges shall be deducted from the fees invoiced by the Contractor.

The Contractor shall be ready and capable to address any faults and emergency call-outs from UNHCR on *24/7 basis, i.e. including night time, weekends and holidays*. Response time for maintenance andrepair calloutsshall not exceed 6 **hours for Dhaka and Cox’s Bazar District and shall not exceed 72 hours for Bhasan Char** for any one of the locations and after receiving a request from UNHCR to conduct the necessary works communicated to the Contractor verbally (via phone) or in writing (through email).

At the outset, the vendor will inspect all AC units to prepare a health status report and will subsequently create and submit a maintenance schedule to UNHCR for all the AC units. Following each maintenance session, the vendor will share a brief summary report detailing the undertaken maintenance/ repair work.

1. **HEALTH AND SAFETY PLAN**

UNHCR values the application of safety protocols in all aspects of operation, therefore, the contractor shall commit to applying **Health and safety Plan** during the implementation of any task, focusing on:

* Maintain a safe and healthy working environment.
* Provide adequate control and effective communication of health and safety risks arising from work activities.
* Provide adequate information, instruction, training and supervision for employees;
* Ensure all employees are competent to do their tasks;
* Allocate clear responsibilities.
* Consult UNHCR Engineers on matters affecting the health and safety.

The Contractor may equally propose their own Health and Safety plan; below are the **“preferred”** guidelines:

* Installing warning signs, and low noise while working in the offices’ areas;
* Electrical insulated safety gear for the contractor’s staff members, which includes but should not be limited to **safety helmets, reflective vests, electric insulation gloves, work gloves, electric safety shoes, aluminum ladders, safety harness and clamps, safety glasses**);
* Provision of electrical testing devices when required such as gas pressure gage, voltage/current clamp multi-meter;
* Color-coded safety helmets: blue - for supervisors, white - for engineers, yellow - for electricians;
* Safety harness when working on high structures.

**ARTICLE 1**

**List of Air Conditioners Installed**

**in the UNHCR Areas of Operation in Bangladesh**

| **No.** | **AC Brand** | **Ton** | **AC Model** | **Quantity** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| **Cox’s Bazar Honeymoon Cottages – LOT-1a** | | | | | |
| 1 | Gree | 2 | GF-24TS410/I | 2 | Portable AC/Inverter |
| 2 | Midea Inverter | 2 | MSI-24CRN1-AF5S | 3 | Wall Mount/ Split unit inverter |
| 3 | Midea Inverter | 2 | MSE-24HRI-AG1 | 1 | Wall Mount/ Split unit inverter |
| 4 | Gree | 2 | GSH-18FV410/I | 7 | Wall Mount/ Split unit inverter |
| 5 | Vision | 1 | VAC-AXCI-3D-Elite | 1 | Wall Mount/ Split unit inverter |
| 6 | Sharp | 2 | S4NQ24K23AE | 15 | Wall Mount/ Split unit inverter |
| 7 | Midea Inverter | 1 | S4NQ24K23AE | 4 | Wall Mount/ Split unit inverter |
| 8 | Samsung | 1.5 | S4NQ24K23AE | 1 | Wall Mount/ Split unit inverter |
| 9 | GENERAL | 2 | S4NQ24K23AE | 2 | Wall Mount/ Split unit |
| 10 | LG | 2 | S4NQ24K23AE | 2 | Wall Mount/ Split unit inverter |
| 11 | LG | 2 | S4NQ24K23AE | 2 | Wall Mount/ Split unit inverter |
| 12 | GENERAL | 1.5 | AOGA18FMTAHA | 2 | Wall Mount/ Split unit |
| 13 | Gree | 2 | GSH-24FV410/I | 7 | Wall Mount/ Split unit inverter |
| 14 | Samsung | 2 | AR24TVHYDWKU | 3 | Wall Mount/ Split unit inverter |
| 15 | Vision | 2 | VAC-AXCI-3D-Elite | 1 | Wall Mount/ Split unit inverter |
| 16 | Gree | 1.5 | GS-18CT410/I | 2 | Wall Mount/ Split unit |
| 17 | Midea Inverter | 1 | MSV-12HRI | 2 | Wall Mount/ Split unit inverter |
| 18 | LG | 1 | S4NQ12JA3AC | 2 | Wall Mount /Dual Inverter |
| 19 | Vision | 2 | VAC-CXCI | 1 | Wall Mount/ Split unit inverter |
| 20 | LG | 1 | S4UQ12JA3AC | 2 | Wall Mount/ Split unit inverter |
| 21 | Samsung | 1.5 | AR18TVHYDWKW | 1 | Wall Mount/ Split unit inverter |
| 22 | Midea Inverter | 1.5 | MCA-18CRN1 | 1 | Cassette/ Ceiling mount Inverter |
| 23 | Midea Inverter | 1.5 | MCA-18CRN1 | 2 | Wall Mount/ Split unit inverter |
| 24 | Midea Inverter | 1 | MSMBBU-12HRFN8 | 3 | Wall Mount/ Split unit inverter |
| 25 | Midea Inverter | 2 | MCA-24CRN1 | 2 | Wall Mount/ Split unit inverter |
| 26 | Gree | 1 | EHS-12CRNEBU | 1 | Wall Mount/ Split unit inverter |
| 27 | LG | 2 | S4UQ24K23AD | 1 | Wall Mount/ Split unit inverter |
| 28 | Gree | 2 | GS-124CT410/I | 1 | Wall Mount/ Split unit inverter |
| 29 | LG | 1.5 | S4NQ18KL3AB | 5 | Wall Mount/ Split unit inverter |
| 30 | GENERAL | 2 | ASGA24FMTB | 1 | Wall Mount/ Split unit |
| 31 | LG | 1.5 | S4NQ18KL3AE | 1 | Wall Mount/ Split unit inverter |
| 32 | Gree | 1.5 | GS-18CT/O | 1 | Wall Mount/ Split unit inverter |
| 33 | LG | 2 | S4UQ24K23AE | 1 | Wall Mount/ Split unit inverter |
| 34 | Midea Inverter | 2 | MSMA-24CRDN1 | 1 | Wall Mount/ Split unit inverter |
| 35 | GENERAL | 1.5 | ASGA18FMTB | 1 | Wall Mount/ Split unit |
| 36 | Samsung | 1.5 | AR18TVHYDWKU | 2 | Wall Mount/ Split unit inverter |
| 37 | Gree | 1 | GSH-12FV410/I | 1 | Wall Mount/ Split unit inverter |
| 38 | Gree | 1.5 | GS-18CT410/O | 1 | Wall Mount/ Split unit inverter |
| 39 | GENERAL | 1.5 | ASGA18FMTA-A | 6 | Wall Mount/ Split unit |
| 40 | Midea Inverter | 1.5 | MS-18CRN1-AF5G | 1 | Wall Mount/ Split unit inverter |
| **Cox’s Bazar- Motel Probal – LOT-1a** | | | | | |
|  | | | | | |
| 41 | Midea Inverter | 2 | MSI-24CRN1-AF5S | 1 | Wall Mount/ Split unit inverter |
| 42 | GENERAL | 1.5 | ASGA18FMTA-A | 6 | Wall Mount/ Split unit |
| 43 | Gree | 1 | EHS-12CRNBP | 1 | Wall Mount/ Split unit inverter |
| 44 | Gree | 1 | EHS-12CRNLP | 1 | Wall Mount/ Split unit inverter |
| 45 | Gree | 2 | GS-24CT410/I | 1 | Wall Mount/ Split unit |
| **Cox’s Bazar- Prefabs – LOT-1a** | | | | | |
| 46 | GENERAL | 2 | AOGA24FMTAH | 1 | Wall Mount/ Split unit |
| 47 | Vision | 2 | VAC-CXCI-3D-Elite | 2 | Wall Mount/ Split unit inverter |
| 48 | GENERAL | 1.5 | GS 24CT410/I | 1 | Wall mount/Split unit |
| 49 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 50 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 51 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 52 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 53 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 54 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 55 | GREE | 1.5 | GS 24CT410/I | 1 | Wall mount/Split unit |
| 56 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 57 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 58 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 59 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 60 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 61 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 62 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 63 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 64 | BUTTERFLY (eco+) | 1.00 | MSRA 24CR | 1 | Wall mount/Split unit |
| 65 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 66 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 67 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 68 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 69 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 70 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 71 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 72 | GREE | 1.0 | GS 24CT410/I | 1 | Wall mount/Split unit |
| 73 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 74 | GREE | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 75 | Media (Inverter ) | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 76 | GENERAL | 1.5 | ASGA18FMTAA | 1 | Wall mount/Split unit |
| 77 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| 78 | Media (Inverter | 1.0 | GS 18CT/0 | 1 | Wall mount/Split unit |
| **Other location in Cox’s Bazar district – LOT-1b** | | | | | |
| 79 | Gree | 1.5 | GS-24CT410/1 | 4 | Wall mount/Split unit |
| 80 | Eco+ | 1.0 | Eco+RAC-12CS/1A | 3 | Wall mount/Split unit |
| 81 | Gree | 1.0 | GSH-12CT410/1 | 4 | Wall mount/Split unit |
| 82 | Gree | 1.5 | GS-18CT410/0 | 1 | Wall mount/Split unit |
| **Dhaka- UNHCR Representation Office – LOT-2** | | | | | |
| 83 | General | 2 | ASGA24AET/ASGA24FETA  /ASGA24FMTA-B/ASG24ABC-W | 11 | Wall mount/Split unit |
| 84 | General | 1.5 | ASGA18FMTB | 5 | Wall mount/Split unit |
| 85 | General | 1 | ASH12USCCW | 1 | Wall mount/Split unit |
| 86 | Vision | 2 | CXCI | 4 | Wall mount/Split unit |
| 87 | Vision | 1.5 | BXCI | 2 | Wall mount/Split unit |
| 88 | Vision | 1 | AXCI | 1 | Wall mount/Split unit |
| 89 | Chigo | 2 | 24000btu | 1 | Wall mount/Split unit |
| 90 | LG | 2 | 24000btu | 6 | Wall mount/Split unit |
| **UNHCR Bhasan Char Office/Shelter 15 – LOT-3** | | | | | |
| 91 | Samsung | 1.5 | AR18TVHYDWK1FE | 2 | Split Type |
| 92 | Samsung | 2 | AR24TVHYDWK1FE | 24 | Split Type |
| 93 | Vision | 1.5 | VAC-BXCI-3D-Elite | 2 | Split Type |
| **Total** | | | | **211** |  |

END