UNHCR
United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

ANNEX - A

Terms of Reference
For the Provision of Air-Conditioning Installation and Maintenance Services for UNHCR Sub-Office Aden, Guesthouse and Field Office Kharaz
RFP/SOADEN/003/22

1. Background

The Office of the United Nations High Commissioner for Refugees (UNHCR) is a United Nations Agency mandated to lead and co-ordinate international action to protect refugees and resolve refugee related issues worldwide. Primary objective of the agency is to safeguard the rights and well-being of refugees. UNHCR strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another State, with the option to return home voluntarily, integrate locally or to resettle in a third country. In this context, UNHCR operation in Yemen, in close collaboration with the Government of Yemen, works with the Somali and Ethiopian refugees.

In relation to this work, UNHCR operation in Yemen, requires provision of maintenance service for the air-conditioning equipment installed in various UNHCR locations in the southern governorates of Yemen to allow better working environment for all UNHCR staff members. UNHCR is in the process to identify a Service Provider for the provision of air-conditioning maintenance through a competitive bidding process and the following Terms of Reference outline the scope of services required.

2. Scope of Work

A. General Scope of Services

1. To undertake installation and repair of all air-conditioners of various capacities/sizes, window, roof and split types that are owned by UNHCR in the following locations:

   a) Sub-Office Aden
   b) Guesthouse in Aden
   c) Kharaz camp (including Guesthouse)

2. Carry out the following task during the servicing of the air conditioners:

a) Cleaning of heat exchanger coils by flushing with water under pressure and subsequent air blasting.
b) Cleaning drain pan and drain lines, air filters and internal metal parts.
c) Lubricating all friction surfaces of blower and fan motor.
d) Greasing all screws and bolts.
e) Checking all electrical connections, power chord terminations and wall sockets.
f) Check the integrity of the thermal insulation.
g) Carry out functional tests on controls and units in accordance with the maintenance manuals of the respective make and type / model air-conditioners.
h) If required, gas charging, to check in accordance with the installation / maintenance manuals.
i) Visually inspect all internal sub-assemblies and major components.

j) Record indicator readings on temperature and humidity.
k) Clean any foreign materials and dust from internal components.
l) Thorough check-upon the accuracy and integrity of electrical connections.
m) Check-up of cables and miscellaneous materials such as nuts, bolts, screws and connectors for connection tightness and inspect for broken, damaged or burned components, and replace.
n) Vacuum clean or replace air filters, whichever is applicable.
o) Check for possible defective or worn out electrical components, and replace as deemed necessary.
p) Check for possible defective or worn out mechanical components, and replace as deemed necessary.
q) Check the normal operation of the system.
r) Observe the equipment operation for any sign of abnormality.
s) Comprehensive check-up of compressor, main fan motor and condenser fan motor units.
t) Clean and pressure wash condenser coils.
u) Return unit to operational service with normal load then verify the output.

B. Technical Support Services:

1. Service Provider's technical personnel must be available/reachable all throughout the period of contract (24/7) and their official contact numbers i.e. office telephone and mobile phone numbers, to reply to all queries on various issues, requests or inquiries that require urgent over-the-phone support.
2. On-site support shall be provided based on mutual assessment of the criticality of issues.
3. On-site technical support assistance shall be provided within three (3) hours response time support calls made during office hours and four (4) hours if after office hours or during weekends/holidays.
4. Periodically submit a summary of total technical support visits done for review/reference of UNHCR indicating all repair/maintenance requirements to enable UNHCR to grant approval for the procurement of genuine spare parts that need to be replaced.
5. Provide a maintenance report within 3 days upon any service done, signed by the representative of the UNHCR at the specific location where maintenance/repair was carried out.
6. To provide a warranty on installation of any replaced genuine spare parts for a period of at least one year.

C. Quarterly Preventive Maintenance Services (PMS)

1. Every machine shall be serviced at least once every quarter. A record of such services shall be duly acknowledged by UNHCR's appointed focal point, in charge of the location where air-conditioning maintenance were carried out.

2. The Quarterly PMS shall include at least the following services:

a. Replacement of filter if found damaged/unusable.
b. Checking selector switch, thermostat, relays, remote control etc.
c. Checking motor bushings.
d. Checking ground connections.
e. Cleaning of blower and condenser fan.
f. Cleaning the evaporator & condenser coils.
g. Checking and tightening of nuts & bolts.
h. Oiling the motors.
i. Checking of the backup electrical power outlet/MCB.
j. Checking of the drive motors and fans.
k. Over hauling of the AC, with chemical washing process.
l. Checking cooling efficiency.
m. Checking Firmness of the Supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc.

n. Replacement of any component of air conditioners (Outdoor and indoor units, inlet and outlet Pipelines, electrical connections etc.) found defective after the above checks and tests.
o. Charging of Refrigerant Gas during the period of Contract if need arises.

D. Preventive maintenance and repair schedule

Task	Biweekly	Monthly	Quarterly	6 months
Cleaning of heat exchanger coils by flushing with water under pressure and subsequent air blasting.				X
Cleaning drain pan and drain lines, air filters and internal metal parts			X	
Lubricating all friction surfaces of blower and fan motor			X	
Checking all electrical connections, power cord terminations and wall sockets	X			
Check and (if necessary) clean condenser coil	X			
Visual inspection and clean/washing of filters; replace if necessary	X			
Check the compressive strength of compressors. Carry out functional tests on controls and units.	X			
Check thermostat operation.	X			
Check Freon pressure in the system. If required, gas charging.	X			
Monthly report on status of air-condition units and to raise all requirement of spare parts that need to be replaced (based on visits conducted in the field)		X		
Full cleaning of outdoor and indoor units			X	
Repair of AC malfunctioning; include but is not limited to: A) Gas leak B) Replacement of radiator C) Replacement of capacitor D) Replacement of control unit E) Replacement of compressor F) Any other maintenance required to keep the unit functioning	When needed	When needed	When needed	When needed

3. Overall management of the service contract

a) The Service Provider will work in close cooperation with UNHCR Contract Manager/Focal Point from Sub-Office Admin Unit.
b) Visits to carryout regular maintenance/services need to be notified to UNHCR, at least three working days in advance in writing along with a work plan and details of staff.
c) The Service Provider is required to have fixed staff for the provision of services, demonstrated in a detailed list per Annex F and minimum number of 6 technically qualified personnel.

4. Guidelines and considerations

a) Based on the outcome of the competitive bidding process, UNHCR will enter into a service agreement with the selected Service Provider for a minimum period of two years with possible extension for two periods of one additional year each.
b) The Service Provider is responsible for the overall management of the services covered under the scope of the agreement.
c) The Service Provider will be paid on monthly basis.
d) The Service Provider needs to take the following into account in preparation of the proposal and a clear break down of all costs should be clearly indicated:
   1. Cost of installation per air-conditioner in each location (Window and Split Types) and applicable spare parts:

   a) Split Type: (In Sub-Office Aden, Aden Guesthouse and Kharaz) and applicable spare parts:
   - 12,000 BTU;
   - 18,000 BTU;
   - 24,000 BTU.

   b) Window Type: (Possible installations in Sub-Office Aden, Aden Guesthouse and Kharaz) and applicable spare parts:
   - 9,000 BTU;
   - 12,000 BTU;
   - 18,000 BTU;
   - 24,000 BTU.

   2. Service provider must be a recognized legal entity (registered company or firm) in Yemen and supporting documents should be attached to the proposal.

   3. The Service Provider should clearly indicate the response time to each location when called in for repair work, including weekends, holidays and nights.

5. Key Performance Indicators

a) The contract Service Performance Standards will be measured against the following key performance indicators:
b) Operational Excellence: percentage of work orders completed on scheduled date;
c) Percentage of service calls responded to within established time limits. Response time for emergency calls must be within 2 hours from the request;
d) Response time to emergency calls received;
e) Compliance with scheduled maintenance and cleaning;
f) Accurate and Timely Billing/Invoice;
g) Compliance with Contract requirement for Security, Health and Safety Regulations; and
h) Reports submitted in accordance with Contract requirements.
i) Where deficiencies are found by the UNHCR, the Service Provider shall rectify such deficiencies on the same day, unless otherwise agreed by the UNHCR representative.

6. Payments

a) UNHCR shall effect the payments by bank transfer to the bank account of the service provider.
b) The Service Provider is obligated to present a detailed monthly invoice for services provided.
c) All invoices will be paid within 30 days if sent in good order.

d) Payments are subject to certification by the respective offices that the services have been satisfactorily performed on the days/time indicated.
e) UNHCR undertakes no liability for taxes, duty or other contribution payable by the service provider.

7. General Conditions for the Provision of Services

Please note that UNHCR's General Conditions for the Provision of Services- (July 2018 version) will be strictly adhered to for the purposes of any future contract. Please refer Annex-D for more information.