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

ANNEX-A

Terms of Reference
For the Provision of Electricity and Generators Maintenance Services for UNHCR Sub-Office Aden and Guesthouse
RFP/SOADEN/002/22

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 Aden - Yemen, requires provision of maintenance service for the electricity and office generators in various UNHCR locations in Aden governorates to allow for better working environment for all UNHCR personnel, visitors and residents at the Guesthouse. UNHCR is in the process to identify a Service Provider for the provision of electricity and generators maintenance through a competitive bidding process and the following Terms of Reference outline the scope of services required and deliverables.

2. Scope of Work

To undertake electrical maintenance, installation of equipment/generators/pumps, and new wiring/cabling works of new electrical points in Sub-Office Aden, its external checkpoints and security prefabricated rooms.

3. Primary duties and responsibilities

a) Maintenance of the following Generators:

No.	Generator Description	Size (kVA)	Generator Location	Serial Number	Operation Time / Week	Quantity
1	PERKINS	500 KVA	UNHCR SO Aden	MGBF5083N07593C	70 Hrs - Prime	1
2	PERKINS	350 KVA	UNHCR SO Aden	TGBF5031U18170T	10 Hrs - Backup	1
3	PERKINS	130 KVA	UNHCR SO Aden	PP82576U061360C	70 Hrs - Prime	1
4	PERKINS	170 KVA	UNHCR Guesthouse - Aden	PP82576R008177B PR83526U079702G	70 Hrs - Prime	2

b) Maintenance of all electrical appliances in the office for minor repairs (inclusive of kitchen appliances and boilers), inverter batteries and devices, washing machines, water heaters/coolers, fans, lighting installed indoor and outdoor.

c) Monitoring of the power consumption in the office (especially in the summer) and reporting the results to the Admin Section.
d) Monitoring of the well balance of the 3-phase distribution for best equilibrium of the generator's load.
e) Maintenance of fuses, outlets, switches, distribution boards in the whole premises (SO Aden total area is 2,350 SQM and total Guesthouse area is 784.07 SQM).
f) Provide regular visits to check electrical loads every month to ensure safe usage of electricity to maximum prevent and reduce sudden or complete failure/damage of the office equipment and/or generators.
g) Provide a maintenance report within 5 working days upon any service done, signed by the representative of the UNHCR SO Aden Administrative Staff specifying the location where maintenance / repair was carried out.
h) To periodically (monthly) report on status of electricity used and to raise all requirement to UNHCR SO Aden Admin Unit, based on verified assessments.
i) To provide a warranty on installation of any replaced genuine electrical parts for a period of at least one year.
j) To set up a course on electricity usage to train staff to minimize consumption, and to advise the office administration on the steps needed to reduce electricity consumption.

4. Maintenance Program for Generators

a) The Service Provider is requested to submit a comprehensive **preventive maintenance plan** for each generator type listed above. This shall include any replacement parts required to properly maintain the generators. The replacement parts shall be the same brand and type as those being replaced, unless otherwise agreed with the UNHCR. The Service Provider shall list all replacement parts included in the maintenance program. It is the Service Provider's responsibility to check the models of the generators listed above.

b) **Inspection report:** showing all the works done on site, with checklist, showing all parts replaced and reason, within the same day of the inspection.

c) **Schedule:** should be shared in advance for all the preventive maintenance for each location, and if anything, need to be changed a written approval need to be given by UNHCR.

d) **Corrective Maintenance:** should be performed within maximum 3 hours response time.

e) A logbook for each generator, detailing dates and type of maintenance works carried out, total run time and any other relevant notes. This logbook to be shared with Admin unit on regular basis within 24 hours of completing the generator maintenance visit.

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

g) The Service Provider shall also submit a quotation for the replacement of spare parts that may be required outside of the predicted maintenance program. The supply and installation of these additional spare parts shall be separately priced as outlined in Annex – B2.

h) The maintenance plan shall include, but is not limited to the following works:

<u>Every 24 Service hours</u>
Control Panel - Inspect/Test
Cooling System temperature & Coolant Level

Check Engine Air Cleaner Service Indicator
Inspect Engine Air Precleaner
Clean Engine Oil Level
Check Fuel Level & filter
Check Fuel Tank Water and Sediment
Check/drain Generator Bearing Temperature
Test/Record Generator Load
Check Automatic Start/Stop
Inspect Battery Charger/Alternator
Check Electrical Connections
Check Stator Winding Temperature
Test Voltage and Frequency
Check Exhaust system Walk-Around Inspection

Every 100 Service Hours
Exercise the generator for a minimum of 30 minutes loaded to no less than one-third of the nameplate rating
Engine Speed/Timing Sensor
Clean/Inspect Engine Valve Lash
Inspect/Adjust Coolant concentration
Check Drive belt tension
Check Drain exhaust condensate Starting batteries
Check Speed Sensor
Clean/Inspect Battery Electrolyte Level
Check Cooling System Supplemental
Coolant Additive (SCA) Test
Add Engine Oil Sample
Obtain Fan Drive Bearing
Lubricate Hoses and Clamps
Inspect/Replace Radiator
Clean ATS
Test Electrical System

Every 250 Service Hours
Change oil and filter
Change coolant filter
Clean crankcase breather
Change air cleaner element
Check radiator hoses
Change fuel filters

Every 500 Service Hours
Clean cooling system
Clean Air System
Replace Air filter

NOTE: For generators with less than 30 service hours per month, these generators shall be tested every 3 months. This quarterly testing shall include for all works outlined at 24 hours and 100 hours above.

5. Company Resources

a) Service Provider to indicate type and quantities of equipment and vehicles they have for conducting general maintenance. Equipment should include:

- Air Compressor

- Service vehicle
- Oil vacuuming machine
- Welding machines
- Greasing tools
- Pressurized water-cleaning machines
- Electrical services tools and measurement equipment
- Battery Charging equipment and capacity
- Exhaust smoke testing equipment
- Crane/Truck

b) The Service Provider shall submit details of previous similar projects (at least 5) completed by the Service Provider (and for any proposed subcontractor), outlining the suitability and capacity of their operation to carry out these works. The Service Provider shall also provide details of the experience and qualifications of the key personnel proposed for the maintenance program.

c) **No subcontracting is allowed in this project.** All CVs of the key team should be sent for evaluation, should have at minimum one electrical specialist, and one mechanical specialist, that are registered as full-time staff within the supplier's name.

6. Bill Of Quantities

a) The Service Provider shall prepare a complete Bill of Quantities (BOQ) detailing all individual items necessary to carry out the preventive maintenance, as well as attaching a separate table for the expected corrective maintenance (cost per item that includes supply, installation, and any logistics/transportation costs). A sample BOQ is provided as Annex – B2 of the Tender.

b) The BOQ is separated into 2 pricing sheets for frequent maintenance + spare parts.

c) The item cost includes supply, installation, labor, logistics/transportation and waste management.

d) The Service Provider shall provide full details of all insurances and any other expenses necessary to complete the maintenance program.

7. Overall management of the service contract.

a) The Service Provider will work in close cooperation with the Admin Unit.
b) The service contract will be managed by the Admin Unit.
c) 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.
d) 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 5 technically qualified personnel.

8. 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, potentially extendable for a further two periods of one 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 needs to take into account a proper preparation of the proposal and a clear breakdown of all costs should be indicated in each location.

d) Service Provider must be a recognized legal entity (registered company or firm) in Aden - Yemen and supporting documents should be attached to the proposal.
e) The Service Provider must have capacity to conduct reliable maintenance services, for both electricity and generators;
f) The Service Provider will need to register names of workers with UNHCR Sub-Office Aden in advance for security check of persons before they will be granted access to the office.

9. 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 units 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.

10. General Conditions for the Provision of Services & UN Supplier Code of Conduct

Please note that UNHCR's General Conditions for the Provision of Services - (July 2018 version) and UN Supplier Code of Conduct will be strictly adhered to for the purposes of any future contract. Please refer to the annexes D and E enclosed in this RFP for more information.