



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

DATE: [07/09/2021]

REQUEST FOR QUOTATION: No. [KSO/ SC/RFQ/21/016]

For establishment of Frame Agreement for provision of installation, maintenance and repair services for Air Conditions

QUOTATION TO BE RECEIVED BY: [13/09/2021] COB

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

1. REQUIREMENTS

UNHCR Sub-office Kassala would like to get a service provider for installation, maintenance and repair services for Air Conditions and to receive firm offers from duly registered local companies in Sudan. The required services should be as per the ToR given in Annex A.

Find below a detailed ToR in (ANNEX A) about the require services. Your offer shall be prepared in English. In case of error in the total, UNIT price will be considered for calculation.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration. Your offer should be exclusive of all direct taxes and duties. A vendor should provide the rates for the whole requirement in Annex A.

- Currency: SGD / USD
- Unit Cost: SGD / USD without VAT

- Cost of all goods: SDG / USD

The following annexes form integral part of this request for quotation:

Annex A: Detailed TOR and Financial Offer Form

Annex B: Vendor Registration Form (June 2018 version)

Annex C: UNHCR General Terms and Conditions for Purchase of Goods (July 2018 version)

RFQ Submission

The deadline for the submission of the sealed quotations is on or before **[13/09/2021] – 16:00 hrs. SST.**

Bids to be submitted by the following address:

REQUEST FOR QUOTATION NO.: KSO/ SC/RFQ/21/016

FOR PROVISION OF INSTALLATION, MAINTENANCE AND REPAIR SERVICES FOR AIR CONDITIONS

- Will be handed over to UNHCR supply unit
- Will be collected by UNHCR or
- [By e-mail in PDF format to [sudkasupplyunit@unhcr.org].

Please be aware of fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of [5] Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in the e-mail subject field:

- RFQ/[KSO/ SC/RFQ/21/016]
- Name of your firm
- Number of e-mails that are sent (example: 1/2, 2/2)

Your quotation must be valid as least for [30] days. The standard payment term of UNHCR is net 30 days upon satisfactory delivery of goods or services and acceptance thereof by UNHCR.

Thank you for your kind attention


Syed Shabbir Hussain

Supply Officer

UNHCR Sub Office Kassala



ANNEX A:

Terms of Reference and prices for installation, maintenance and repair services for Air Conditions at UNHCR Kassala and Girba offices and vehicles.

Scope of project and standards and description:

United Nations High Commissioner for Refugees (UNHCR), Sub-Office Kassala, plans to enter into a contract for one year and possible of extension for another year subject to good performance for the provision of maintenance and repair of air conditions in two locations namely Kassala and Girba offices and UNHCR vehicles with a qualified service provider(s).

The scope of work is to provide service that include but not limited to installation, maintenance and repair services of all air conditions installed in two locations as mentioned above and UNHCR vehicles. The details of ACs with their capacities, quantities and locations are tabulated below. The supplier may wish to quote for one or more locations subject to availability and accessibility of his staff and related equipment in each location.

The scope of services covers the supply of all technician, labor, materials, tools, equipment, supervision and all operations necessary for the preventive and corrective maintenance services for the indoor and out unit of ACs and ACs of vehicles.

All necessary services and spare parts (optional) and installation works should be carried out in respect to international, national and manufacturer's standards. The service provider will provide competent technicians/ engineers to undertake repairs and installation of all common type of AC units available in UNHCR and local market.

Suppliers shall be responsible for the following scope of services and shall be the Single Point of responsibility for the end user / client officials for the entire period of the service agreement.

No.	Location	Type	Brand	Capacity	Qty
01	Kassala Sub-office	Cooling only	LG / O General	12 BTU	02
02		Cooling only	LG/ O General	18 BTU	62
03		Cooling only	LG/ O General	24 BTU	06
04		Cooling only	Samsung Stand	47 BTU	02
05		ACs of UNHCR vehicles			

No.	Location	Type	Brand	Capacity	Qty
01	Girba Field Office	Cooling only	LG / O General	12 BTU	04
02		Cooling only	LG/ O General	18 BTU	39
03		Cooling only	LG/ O General	24 BTU	03
04		ACs of UNHCR vehicles			

SERVICE PROVIDER'S SCOPE OF WORK:

The service provider shall undertake the general services of all ACs installed at both office and guesthouse locations and in the vehicles twice a year or/and as and when they are required. Also the service provide may be requested for the installation of new ACs at both locations mentioned above.

The below actions/tasks need to be carried out when performing the services.

1. Installation of new ACs

The service provider shall ensure the new ACs are installed at the locations above as per the manufacturer's standard and as per UNHCR request. The service provider shall ensure that work is carried out with full diligence and provide a final installation report. The service provider is responsible for any defects after the installation of new ACs. The service provider will be responsible to correct it at his own cost within a week's time.

2. AC Filter and Gas Maintenance

The service provider shall ensure the maintenance of filter in each air conditioning unit in each location and replace them as and when needed with a new one.

The service provider shall ensure that the gas for each AC in each location is adequately filled to provide enough cooling as per the standard.

The service provider shall ensure that the filters are replaced carefully AT LEAST every 3 months (90 days). Be careful when removing the filter to not let any dust or debris fall off and clean the area after the replacement of each filter. The service provider also ensure that the filters are fit properly in certain direction to allow for proper airflow – towards the fan. Same applies to ACs in the vehicles.

3. AC Evaporator and Condenser Coil Maintenance

The service provider shall ensure and inspect the evaporator and condenser coils for maintenance. Keep an eye out for any damage to your coils since that will inhibit their performance. If the coil has a crack or a hole, then refrigerant will leak out, rendering the AC system inoperable.

The service provider shall ensure while cleaning the condenser coil on the outdoor unit by simply spraying it down with a garden hose. Outdoor units are typically very robust and can handle getting a little wet. For condenser coil being very dirty or has built-up dirt or grime, then UNHCR recommends using an AC coil cleaner solution to aid in cleaning of the coil.

The service provider shall exercise caution while cleaning the evaporator coil in each air because of it being a little trickier since it is in a tight space which can potentially get other parts of the system wet in the process.

The service provider shall ensure that he should not need to clean the evaporator coil if there is a change of filters often.

The service provider shall also look at the AC's evaporator and condenser coils that exist to aid in heat transfer. If the fins are bent or broken then the AC's efficiency will suffer, resulting in a higher energy bill. ACs with a substantial number of bent fins, then the service provider using a fin comb is a good way to restore the shape of the coil's fins and maintain the efficiency of each AC unit.

4. AC Drain Line and Drain Pan Maintenance

The service provider shall keep looking at the AC drain line and drain pan clean as it is very important for a clean AC system. This also helps to avoid a dirty mess in or around your AC unit if not maintained properly.

The service provider shall also inspect and clean any gunk built up or any **signs of slime** inside of drain lines that is clogging and drain pan to overflow through use of appropriate tools such as a drain gun etc.

5. AC Fan & Blower Maintenance

The service provider shall ensure the AC fans are working normally and properly and blowing air throughout the offices where they are installed.

The service provider shall ensure that the fan is clean of dust and debris. The fan and motor should rotate freely. The motor body should not vibrate or move from its fixed position and properly

adjusted for longer life of belt. Ensure to inspect the fan belt and pulleys as they exist. Ensure that the belt is in good condition and not overworn. If the belt is overworn, change it immediately.

6. AC Fan Motor Oil & Lubrication

The service provider shall ensure lubricating the fan motor particularly for AC condenser fan motors as being placed usually outside and is subjected to rain, dirt, and debris. The service provide shall keep the condenser fan motor in good working condition by oiling it regularly and avoid producing a high-pitched screeching noise from a condenser fan which is a telltale sign that it needs oil. It is recommended to use Liquid Bearings 100% Synthetic Oil for lubricating fan motors – it comes with an applicator tube tip for simple, clean use.

7. AC Electrical and Controls Maintenance

The service provider shall ensure that all the loose connections are fixed properly to avoid causing equipment failure or fires. The service provider shall ensure to engage a professional to work on the air conditioner electrical maintenance whether it is for indoor or outdoor units.

The service provider shall inspect the electrical parts for any signs of **loose wires or corrosion**. The service provider shall look for weak connections causing sparks and fire, and make sure that all connections are tightened.

The service provider shall ensure the to keep the electronics clean to keep the equipment running. The service provider shall ensure cleaning or dusting-off using an air compressor to blow out any dead insects or debris from the electrical enclosure to ensures that all electrical connections are intact to prevent equipment failure or fire.

8. Check your thermostat for proper operation

The service provider shall ensure that the thermostats are working properly. The service provider shall take temperature reading for each AC to see that the temperature reading on the thermostat is accurate by comparing its reading to a portable temperature sensor.

The service provider shall also check for proper operation of any modulating valves or dampers that are part of AC system. The service provider shall ensure the valves and dampers shall open and close properly as they are controlled by thermostat.

9. Spare parts

The service provider shall inspect the spare parts for each ACs in each location and provide with detailed inspection report on the faulty ones for replacement or repair. The spare parts can be sourced or repaired after collecting quotations from the service provider or UNHCR can get them repaired or provide them for each ACs.

The service provider shall provide UNHCR with specifications or model number of the spare parts needed to be sourced from the local or international market if not available with the service provider and/or in UNHCR stock.

The service provider shall not charge UNHCR for any change of spare parts provided by UNHCR for ACs in each location.

The service provider shall present the spare parts for inspection to UNHCR after purchase and/or repair by the service provider before being replaced and/or changed.

UNHCR SCOPE OF WORK:

1. UNHCR shall provide the Contractor's personnel the necessary security passes and access to areas needed (i.e. staff office and accommodation) for the performance of the Services.
2. Contractor shall provide a detailed list of all personnel expected to work during the repair and maintenance of ACs in UNHCR offices and Guesthouses with the following:

- i. Full Name List with specific role during the project
- ii. Copies of: Active National ID for Sudanese OR Active Passports and Work Permit for non-Sudanese.
- iii. All contractor personnel should be over 18 years old.
- iv. All contractor personnel should bring their Identifications shared as mentioned in above points ii.

3. The Contractor shall have all their employees working on this project duly ensured.

4. The Contractor to acknowledge that UNHCR shall have no obligation to provide any assistance to the Contractor in performing the Services.

5. UNHCR reserves the right to review all Services performed by the Contractor under the service contract, to the extent practicable, at all reasonable places and times during the term of the contract. UNHCR shall perform such review in a manner that will not unduly hinder the performance of the Services by the Contractor. The Contractor to cooperate with all such reviews by UNHCR, at no cost or expense to UNHCR.

Duration of the Contract:

The contract initial duration will be 01 year and further extension of contract for another 01-year subject to satisfactory performance.

Service Standards:

The service provider shall provide polite, responsive, and efficient service at all times to fulfil UNHCR requirements. The service provider shall provide a dedicated telephone line and email address for passing on official communication during the working hours. The telephone response time shall be immediate and email response time shall not be more than 24 Hrs.

Official UNHCR working hours:

The official timing for UNHCR offices is from 08:30 am to 04:30 pm (Sunday to Thursday) which should be respected when carrying out the repair and maintenance work. No work should be carried out during the weekend in any location prior approval of UNHCR requesting unit.

Payment Terms:

UNHCR general policy is to pay for the performance of contractual services rendered or to process payment upon the achievement of specific milestones described in the contract. UNHCR shall process payments to the Contractor after acceptance by UNHCR of the invoices with supporting documents submitted by the Contractor upon achievement of the corresponding milestones.

To process the payment to the service provider, the service job card sheet will be filled by the representative of the service provider as and when visited for any repair and maintenance services.

The service provider will present his invoice with a copy of the job card sheet duly signed by both parties for processing of payment. No payment will be made without duly signed job card sheet by UNHCR and representative of service provider. The job card sheet is linked to payment and performance review of the service provider for the services rendered and/or spare parts repaired or replaced on the request of UNHCR requesting unit. Normal visits for inspection only do not need any requirement for job card sheet and thus no payment is made.

UNHCR will normally process payment within 30 days after receipt of such invoices and payment documentation, and acceptance of corresponding deliverables

ANNEX A- SPECIFICATION & PRICE PROPOSAL FORM
REQUEST FOR QUOTATION: No. KSO/ SC/RFQ/21/016

QUOTATION TO BE RECEIVED BY: 13 September 2021 by 15:00Hrs.

For establishment of FA for provision of installation, maintenance and repair services for Air Conditions to at UNHCR Kassala and Girba offices and vehicles.

Payment terms: Acceptance of UN payment terms (i.e. 30 days net from receipt of documents) and please click YES or NO

I agree to abide by this quote for a period of **90 days** from the date fixed for opening of the quotes in the request for quotation (RFQ) document, and it shall remain binding upon us and may be accepted at any time before the expiration of the period.

The undersigned confirms hereby acceptance of the UNHCR General Terms and Conditions for provision of Goods, including UNHCR payment terms as specified in this RFQ.

No.	Location	Type	Brand	Capacity	Qty	Cost per unit in SDG / USD	Total cost
01	Kassala Sub-office	Cooling only	LG / O General	12 BTU	02		
02		Cooling only	LG/ O General	18 BTU	62		
03		Cooling only	LG/ O General	24 BTU	06		
04		Cooling only	Samsung Stand	47 BTU	02		
05		ACs of UNHCR vehicles				11	
No.	Location	Type	Brand	Capacity	Qty		
01	Girba Field Office	Cooling only	LG / O General	12 BTU	04		
02		Cooling only	LG/ O General	18 BTU	39		
03		Cooling only	LG/ O General	24 BTU	03		
04		ACs of UNHCR vehicles				04	
Total amount							

Please include the following price information in your quote (without VAT):

DATE: _____

NAME: _____

SIGNATURE: _____

IN THE CAPACITY OF: _____

DULY AUTHORIZED TO _____

SIGN BID FOR AND ON BEHALF OF:

OFFICIAL STAMP: