

Terms Of Reference Part (1)

ELEVATOR MAINTENANCE AND REPAIR SERVICES

Introduction:

The UNHCR office is located at the Lac 1, Tunis. The building has two elevators that convey staff, guests, and partners to the 4 floors of the Riva Building. To ensure the proper and unhindered operation and function of the two elevators, it is compelling that they are maintained regularly, and repaired as and when required for the safety of the users of the elevators. It is in this respect that the UNHCR is seeking an elevator maintenance company to carry out the needed maintenance and repairs if the said company meets the requirements for such a job.

Objective:

The agencies seek to contract a Company/Individual that will provide periodic repairs and maintenance service of the elevators to always ensure their smooth operation and safety. To this end, the contractor will be expected to perform the following as per the scope of work:

Scope of work:

The UNHCR agency seeks to contract a company that will provide periodic repairs and maintenance service of the elevators to always ensure their smooth operation and safety. To this end, the contractor will be expected to perform the following:

No	Name of works	Frequency
1. Inspection and maintenance of elevators		
	Make monthly inspections and monthly maintenance, in accordance with the manufacturer's instructions. To perform all mandatory work in time, in accordance with the standards for the operation of elevators in the UNHCR building.	monthly
	Appointment of a responsible supervisor to control the quality of work, discipline, and timeliness of the services provided by the Contractor's employees in the UNHCR building	constantly
	Testing knowledge of fire safety, safety, and labor protections in the workplace	annually
	Appointment of a responsible officer for the maintenance of passenger elevators in UNHCR building, with at least 3 years of experience in the industry	Contractor's order to appoint
	Availability of a team on duty for urgent repair works	On request
	Execution of all works listed in the Terms of Reference	According to TOR
	Confirmation of the availability of a Certificate with an electrical safety permit: • for the elevator operator of the electrical safety	annually

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• for electromechanics	
Confirmation of training conducted by the Contractor on Occupational Safety and Health, Fire, Industrial and Electrical Safety (extract from the logbook signed by the Contractor's employees responsible for the maintenance of the UNHCR building).	annually
Compliance with the requirements of the legislation of the UNHCR, rules, and regulations, and protection of the environment.	constantly
Mandatory use of personal protective equipment (masks, gloves) by the Contractor's employees in accordance with the recommendations, for the duration of the contract.	constantly
Record keeping on the works in the logbook	daily
2. Emergency maintenance of elevators	
Emergency maintenance of elevators - at the request of the Customer - UN Common Premises Office. 2.1. Eliminate emergency claims on any given day by the emergency services. 2.2. Arrive at the Customer's facility to fix the equipment malfunctions on call: - on weekdays - within 1 (One) hour, from the moment of the call. - on weekends and holidays - for 2 (Two) hours, from the moment of the call.	On request of UNHCR
3. Documentation and compliance with technical safety requirements	
Periodic technical examination of the elevator equipment, with the entry of confirmation in the equipment passport	annually
Storage of passports of elevators, making necessary changes in them, and full responsibility for their safety.	constantly
To inform UNHCR of all changes in technical safety rules for the operation of elevators.	constantly
5. Scheduled and unscheduled repair works	
Elimination by the Contractor at his own expense of all elevator malfunctions resulting from improper maintenance.	constantly
Overhaul, dismantling, and installation of elevators that have served their standard service life, as well as restoration work in the event of deliberate damage, theft of elevator equipment, or violation of operating conditions on the part of the Customer.	In coordination with the UNHCR Admin team
To participate in the commission for drafting the act of equipment failure, to determine the cause and repair costs.	In coordination with the UNHCR Admin team

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General Information:

ELEVATOR 1 and 2: 06 Levels-06 Stops HYUNDAI-	
Type/model	Automatic with the electronic transaction without local Machinery- HYUNDAI
Use	Passenger
No. of Units	One (1)
Capacity	630 kgs/8 person each
Speed	1m/s
Course	16m
No. of stops/openings	6 levels- 6 stops/ SS, MEZ, PDC,1,2,3
Gaines Dimension	1800*2000mm
Alimentation	380v-50HZ-Triphase
Material	Inox Miroite Decore/Brosse
All necessary technical aspects are attached in a separate file	

SERVICE SCHEDULE:

All regular services will be conducted during regular working hours, Monday to Friday from 7:00 a.m. to 6:30 p.m. and Saturday, when necessary, with no extra cost to UNHCR.

RESPONSIBILITY OF THE CONTRACTOR:

1. The contractor shall diligently undertake, perform, and complete all preventive and routine maintenance including all material labor, supervision, tools, supplies, and all the expenses necessary to provide service, preventive maintenance, inspections, adjustments, testing as set forth in the Scope of Works to the satisfaction.
2. The contractor shall check and ensure that the elevator performance parameters are satisfactory per manufacturers Rectification and conformance to safety codes and standards.
3. The contractor shall use a structured maintenance management program to deliver high-quality service tailored to the specific units' needs.
4. The contractor is required to perform preventive maintenance and emergency repair to keep the equipment properly adjusted and in safe operating condition by regularly and systematically inspecting, adjusting, cleaning, lubricating, testing, repairing (if required), or replacing (if required) the equipment, including but not limited to:
 - a. Machine gears, worms, bearings, breaks, motor, motor brushes, motor windings (field and armature), commutators, rotating elements, coils, contracts, resistors, magnet frames.
 - b. Controller- contracts, resistors, Central Processing Unit (CPU), solid-state components.

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- c. Selector relay printed circuit boards, silicon-controlled rectifier (SCR) ' controls, condensers, transformers, contacts lead, timers.
 - d. Mainline disconnects.
 - e. Emergency lighting.
 - f. Billing air-condition.
 - g. Governor- Sheaves assembly, governor rope tension sheave assembly, bearings, contacts, jaws, safeties weight.
 - h. Ropes- hoisting, compensation (maybe chained), governor equalize hoisting ropes, tensions.
 - i. switches, seals, and packing. Hostway lighting, limit switches, vanes
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- 5. The Contractor is responsible for maintaining the elevator as required by wear and tear of normal elevator usage: Traveling cables, Fixtures- position indicators, operating panels. Door equipment- operators, clutches interlocks, hangers, safety edges, electric eyes, rollers, astragals, auxiliary door-closing devices.
 - 6. The Contractor shall maintain a work log in the machine room that lists required maintenance actions, time intervals, and notations indicating the work done.
 - 7. The Contractor shall furnish tools, equipment, lubricants, and cleaning supplies required for the work.
 - 8. The Contractor shall include the maintenance of removable panels, door panels, light diffusers, hung ceilings handrails, fans ladders, support, beams, flooring, frames, sills door frames, cover plates, mainline power disconnect, controller, breakers and feeders, emergency power supply, batteries, and fire smoke detectors.
 - 9. The Contractor shall identify any intermittent or potential machine problems
 - 10. The Contractor shall submit a Monthly inspection Report with findings and recommendations.
 - 11. The Contractor shall take the best efforts to maintain the machine in proper operating condition.
 - 12. The Contractor shall faithfully perform the services in accordance with standards of care, skill, training, diligence, and judgment provided by highly competent individuals.
 - 13. Maintenance service, adjustments, and callback service shall be available from Monday to Friday 7:00 am to 6:30 pm (including Saturdays and holidays, if needed) in case of breakdowns, disorderly operations, or malfunctioning of the equipment without additional cost to the UNHCR. Response time for trouble calls shall be within one (1) hour from the time-of-service call.
 - 14. The Contractor shall dispatch a technician immediately on an emergency case such as entrapment in the elevator. Response time for emergency trouble calls shall be less than one (1) hour from the time was service calls. Response time for non-emergency requests shall as well within two (2) hours.
 - 15. The Contractor shall advise the UNHCR Admin Team of all defective and worn-out parts to be replaced, of the cost of the replacement parts, works done and the specified downtime to be undertaken to put the equipment into normal running condition. The Contractor will carry out such repair worn upon written approval by the Administrative Service.
 - 16. All tools, implements, and consumables necessary for Preventive Maintenance shall be provided by the Contractor.
 - 17. The Contractor must submit certificates (and any changes thereafter) of insurance showing Contractor coverage for liability for bodily injury, workers.
 - 18. The Contractor shall submit the periodic maintenance and trouble call report based on records.
 - 19. if for any reason, the elevator should be out of service for more than two (2) hours, the contractor shall notify the Administration Focal point when the equipment was taken out of service for proper

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and safe operation. Sufficient signage shall be placed at each opening (where applicable) notifying the employees and guests that the equipment is being serviced.

Guaranteed Spare Parts:

Should there be a need to correct system failure by reasonable wear of parts; the Contractor shall replace the defective parts at no cost. When the spare parts are not available, similar and/or better replacement parts shall be provided, after written approval by the focal point of the UNHCR Admin Unit.

Qualification requirements to the Supplier:

A company/organization duly registered in Tunisia and meeting the following requirements:

- Have at least 3 years of experience in the field of maintenance of elevator equipment of buildings/structures.
- Have recommendation letters from previous clients (min. 2 should be presented).
- Have a National Certificate from VERITAS Control Office, ISO certificate if possible
- Have personnel for regular maintenance and repair (1 elevator operator with minimum 3 years of experience in the industry, and 1 electrician with 3 years of experience)
- Have operational personnel for emergency maintenance (written confirmation).
- Appointed responsible supervisor to control the quality of work, discipline, and timeliness of the services provided by Supplier's employees in the UNHCR building.
- Confirmation of the availability of uniform and necessary tools to properly maintain the UNHCR Building.
- Provision of personal protective equipment (masks, gloves) to the Supplier's employees during the COVID19 pandemic in accordance with WHO recommendations, for the duration of the contract.

DURATION OF THE CONTRACT

Two (2) years potentially extendible for an additional period of one (1) year.

MR NEIFAR FATHI
PROJET : IMMEUBLE EL BISTROT SIS A LES BERGES DU LAC - TUNIS
CARACTERISTIQUES TECHNIQUES
02 Ascenseurs 06Niveaux - 06 Stops HYUNDAI de Charge 630 kg 08 personnes

<u>Désignation</u>	<u>Caractéristiques Techniques</u>
Type	Electrique Automatique à traction électrique Sans Local Machinerie
Moteur	HYUNDAI GEARLESS
Charge et capacité	630 kg - 8 personnes
Vitesse	1 m/s Avec la technologie Variation de Fréquence
Course	16 m
Stops - Services	6 Niveaux - 6 Stops (Une faces de service) SS, MEZ, RDC, 1, 2, 3
Dimension Gaine	1800 x 2000 mm
Hauteur sous dalle	4000 mm
Alimentation	380 v - 50 Hz - Triphasé
Profondeur de la cuvette	1500 mm
Opérations	Collective sélective montée descente de type Duplex
Équipements en cabine model SP-05	Panneaux de commande modèle OPP D564 A avec affichage, boutons lumineux Type 64 + Ventilateur + Main courante en Inox type 01C sur un coté + Alarme Gong sonore + Interphone + Bouton d'ouverture et fermeture des portes
Boîte à bouton palière	HIP-D821 avec bouton Lumineux de type 21
Cabine	Finition : Inox Miroité Décoré Dim : 1100 x 1400 x 2100 mm
Passage libre	Ouverture Centrale 800 x 2100 (mm)
Finition porte cabine	Inox Miroité Décoré
Finition portes palières	Inox Brossé

