

## Terms of Reference (Part 2)

### AIR CONDITIONER MAINTENANCE SERVICES

#### **BACKGROUND**

The UNHCR office is located in Lac 1, Tunis. To ensure the proper and unhindered operation and function of the Air Conditioning Equipment, it is compelling that they are maintained regularly, and repaired as and when required for the benefit of the users. It is in this respect that the UNHCR is seeking an Air Conditioning maintenance company to carry out the needed maintenance and repairs if the said company meets the requirements for such a job.

#### **OBJECTIVE**

The objective of engaging a local Air Conditioning company for equipment maintenance at the UNHCR Building is to provide equipment curative and preventive maintenance support services to ensure optimal equipment functionality and minimize downtime that would occur in the event of equipment failure.

#### **SCOPE OF WORK**

The Service Provider will provide timely maintenance and fault resolution of the existing Air Conditioning equipment: **(25 split units + 91 fan coils)**

##### **1- Preventive Maintenance:**

The Supplier commits to ensuring support of the Air Conditioning maintenance by timetables adopted and agreed to by both two parties.

The service tasks of the preventive maintenance covered by this include:

- A comprehensive quarterly preventive maintenance of all the Air Conditioning equipment according to regulations and following the manufacturers' requirements. Troubleshooting, repair, and restoration of proper functioning of all the components of the Air Conditioning Units.
- A switch repair for the season changes from hot to cold and vise-versa.
- A deep annual preventive review of all the Air Conditioning equipment installations according to regulations and following the manufacturers' requirements.
- Assistance and advice in the best practice administration relating to the Air Conditioning

## Terms of Reference (Part 2)

### AIR CONDITIONER MAINTENANCE SERVICES

equipment field.

- Report to The Admin unit staff, keep the maintenance records, and enters the maintenance register the date of the visit, the tests carried out, the adjustments made, and any further details that may be required accordingly.
- Check and optimize the gas levels of air conditioning equipment.
- Tightening the electrical connections.
- Clean the Air Conditioning equipment and all its components
- Ensure the availability of the Air Conditioning equipment on a 24/7 basis.

#### **2- Curative Maintenance:**

The Supplier makes every effort to ensure the curative maintenance consisting in executing the repair works of Air Conditioning installations further to the breakdowns caused by normal use that could arise. To answer the demands of intervention, the Supplier arranges the following services:

- Hotline service for repair requests 5days a week, from 6h to 20h.
- An e-mail address for system malfunctions of all kinds to allow reporting of problems and securing effective interventions.
- For curative maintenance, the contractor should provide a list of necessary spare parts required for the smooth functioning of the electrical components.
- Next-business-day hardware replacement,
- Provide a list of spare parts and indicative prices.
- Provide a unit cost for the installation of an Air Conditioning unit.

#### **TECHNICAL CRITERIA FOR THE AIR CONDITIONING EQUIPMENT:**

Please consult the technical sheet attached to the TOR.

#### **VENDOR QUALIFICATION:**

- Local certification in the relevant area, the company should have at least 3 years of relevant experience in providing services of Air Condition.
- Provide the list of qualified Staff that would be allocated to UNHCR.
- Provide the CVs and copies of relevant certificates of the service people that would be allocated to IC and electrical repairs.
- Provide a compressive list of equipment to be used to provide the required services.

## Terms of Reference (Part 2)

### AIR CONDITIONER MAINTENANCE SERVICES

- Provide a minimum of two (2) References (contact names, e-mail addresses, and telephone numbers).
- Proven track record in rendering satisfactory services to high-end premises.
- Provide security Training certification or qualification for the company and staff.

#### **RESPONSIBILITY OF UNHCR:**

- UNHCR will provide access to the staff and a sufficient place to install the equipment.
- UNHCR Building Access will be issued by UNHCR security in accordance with UN Regulations.
- UNHCR reserves the right to deny access to any of the contractor's employees if the Administration deems it necessary.

#### **QUALITY ASSURANCE**

The Administrative Associate will monitor the contractor's performance and take appropriate actions to ensure deficiencies are properly handled

#### **DURATION OF THE CONTRACT**

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