UNICEF Regional Office for South Asia

Terms of Reference

[Repair and Maintenance Services to UNICEF ROSA Premises]

1. **Background/Justification:** The UNICEF Regional Office for South Asia (ROSA) is located in Lainchour, Kathmandu in a complex consisting of total 9 buildings - one main building and eight side buildings including conference hall. 7 buildings are two-storey and 2 buildings are single storey. Total no. of rooms in the office are 80 with glass partitions. The total covered area of ROSA is 12,807 square feet.

UNICEF ROSA has transformer with capacity of is 160 KVA for electricity supply through Nepal Electricity Authority. There are total 78 numbers of air-conditioners and 41 numbers of ceiling fans installed in UNICEF ROSA office in UNICEF ROSA office. ROSA Office has 2 Diesel generators sets with capacity of 250 KVA and 30 KVA.

The Bidder shall provide plumbing, sanitary and Drainage Maintenance services to entire UNICEF RoSA premises. There are total 18 toilets in the ROSA premises and 40 numbers of drainage manholes.

UNICEF ROSA office has 6 rooftop water tanks and one underground water tank.

2. **Goal / Objective:** The primary objectives of the contract is to provide efficient repair and maintenance services to UNICEF ROSA’s leased property as set below in the scope of work.

3. **Specific Tasks / Procedures to be performed:**

The contractor shall provide repair, maintenance and installation services for the following work in the UNICEF, ROSA property and to provide one full time standby staff for below tasks:

1. Electrical System
2. General Maintenance
3. Plumbing
4. Carpentry
5. Masonry
6. Painting

A. **Daily Duties of the Standby Staff**

The scope for work also includes maintaining all log books, register, schedules, checklist, monthly report and SOPs separately for each area of work. This includes maintaining log book on daily, weekly and monthly basis and report to Administrative Officer.

i) **Electrical:**

Standby staff will perform the below tasks on daily basis:

- Daily routine checkup of all the electrical System & appliances and replace defective bulbs, tube lights, parameter lights, fans, switches, sockets, plug points, short circuiting/Tripping lines, re-wiring, managing tangled wires, load balancing and any other job.
• A thorough checking up to all the electrical systems which includes cleaning of all panel junctions, tightening of all connections, checking/cleaning/greasing of all contacts, checking of Main Circuit Breakers (MCB’s).
• Checking the electric current load between each electrical phase to ensure electric load is equally shared in each phase to avoid accident while installation of various electrical equipment/device i.e. Heater, AC, UPS etc. Where necessary.
• Be able to repair or arrange to repair all kinds of electronic and electrical items.
• Liaison with Nepal Electric Authority for any minor repair & maintenance
• Maintenance of Power equipment - AC, Fan, all lights, sockets, Electricity supply distribution board (DB box) etc and kitchen equipment/appliances – Repair & maintenance for Refrigerator, Microwave, Oven, Mixer-Grinder, Electric kettle etc.

ii) General maintenance:

Daily routine checkup for all the general maintenance & repair work. The work includes maintenance of Vinyl flooring, carpeting, blinds, maintenance of carpets, operation of AC, general treatment of damp and pest control and also fumigation, rodent control, termite treatment and schedule servicing.

iii) Plumbing

Installation/repair of flush, shower, repair of leakages from pipelines both internal & external, surface drains, manhole cleaning, commode leak repair, tap, flushing cistern and removal of blockage in the pipelines using pressure pump if necessary.

• Pipe Lines (Cold and Hot water supply pipe line)
• Commode leak repair
• Wash basin/Sink leakage repair
• Tap repair & replacement
• Soil, Waste and Rainwater drainage pipe lines
• Sewer pipe
• Fixtures
• Flush, shower repair of leakages from pipe both internal and external
• Surface and rooftop drains
• Manhole cleaning
• Removal of blockage in the pipe line using pressure pump
• Testing of water quality
• Cistern repair

iv) Carpentry

Standby staff will do the Carpentry work on as & when required basis which will include:

• Repair of desk, chair, cupboards
• Aluminum/ wooden windows & door disorder
• Door Frame and Door Lock
• Sealing Doors and Windows
• Fixing frames for doors, windows with seasoned salwood
• Local made panel door shutter
• Mosquito screen window shutter
• Fixed chicken wire mesh with fly mesh
• Aluminum Skirting
• Repair of desk, chair, windows/door disorder, doorframe, door lock, sealing doors and window.

v) Masonry: Basic Masonry work

Repair & maintenance of basic masonry work as and when needed.

• Brick Works
• Fairfaced Brick Work
• Concrete Work
• Cement Plaster
• Tiling Works (Ceramic Floor Tile, Ceramic Wall tile, etc...)
• Marble Works (flooring works, granite boarder works, granite wall partition, etc...)

vi) Painting: Basic Painting Work

Painting in the offices and premises and polish on wooden furniture as and when needed.

B. Other Regular Maintenance to be provided by the Contractor

i) Water tanks cleaning

Cleaning of Roof tanks and underground water tank and testing of water quality of the Office Buildings.

UNICEF ROSA office has 6 rooftop water tanks in total of Supertop, Nepatop and Hilltake brands. Capacities of the tanks are: Tank 1500 Ltrs – 2 unit; Tank 2000 Ltrs – 1 unit; Tanks 1000 Ltrs – 4 unit.

There is one underground water tank with capacity of 14000 ltrs.

Frequency of intervention : Twice a year (March & September)

ii) Drainage

The drainage work includes cleaning of manholes, rain water drainages and rooftop rain water drainage. The contractor will be responsible for taking out the debris and cleaning of ground manholes, connection pipes & rain water drainages and to clear all the blockages. The debris from all the drainages to be thrown out from the UNICEF ROSA premises.

The cleaning work for manholes and drainages to be done on weekends or public holidays or as per the need.

Frequency of intervention : Twice a month (from June to Sept)

: Once in a two months (from Jan to May & Oct to Dec)
using one skilled worker with one helper

iii) Electrical, Plumbing, Carpentry, Masonry, Painting:

The contractor shall provide the expert services to resolve any issues related to electrical, plumbing, carpentry, masonry and painting in case the services are beyond the capacity by the stand by staff. The details of the services required are attached in Annex I.

Frequency of intervention : As and when required.
4. Charges:

Contractor shall quote the cost for:

**Flat rate basis:** The contractor shall charge to UNICEF ROSA the monthly flat rate to provide the regular and routine repair and maintenance services by the standby staff mentioned in the scope of work above. This will include the cost of one full time dedicated standby staff to be available in the ROSA office from 8 am to 6:00 pm to handle to deal with minor/major faults on a daily basis.

**Hourly rate basis:** The contractor shall charge hourly basis rate for electrical work, drainage, carpentry, and plumbing for skilled tradesman and helper for major repair and maintenance services mentioned in the scope of work.

**Per visit rate basis:** The quotes for major repair and maintenance services mentioned regarding electrical, HVAC, Drainage work, plumbing work, water tank cleaning (twice a year), roof tank, underground cleaning, and testing of water (if required) should be provided based in per visit basis for the experts as per the scope of the works.

**Unit rate basis:** The quotes for painting, carpentry and masonry should be provided in unit rate basis.

The Contractor will have a delegated authority of NPR10,000 to purchase spare parts and supplies in course of repair, if deemed necessary subject to approval by the Admin Officer beforehand. Anything above the ceiling would go through UNICEF’s standard procurement procedures. The costs of spare parts and supplies below NPR10,000/- for all maintenance works will be reimbursed on actual basis. The contractor should attach a receipt of payment made to purchase such supplies. Any replaced parts/ equipment must be verified with the Admin team for disposal.

5. **Deliverables:** To provide efficient repair and maintenance services for general maintenance, plumbing, carpentry, masonry, painting for the smooth functioning of Electrical System Painting to UNICEF ROSA’s leased property.

6. **Duration of the contract:** 1 year from the date of issuance of contract. Extendable for another one years based on requirement and satisfactory performance.

7. **Proposed Schedule for Deliverables and Payment Scheme:**

<table>
<thead>
<tr>
<th>Deliverables</th>
<th>Amount</th>
<th>Target Delivery Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment will be made on monthly basis</td>
<td>See attached list</td>
<td>The last day of the month</td>
</tr>
</tbody>
</table>

- The contract will be supervised by Admin Officer.

8. **Operating Procedures**
• The contractor shall inform Admin section and also to security room (in the event of out of office hours work) in the UNICEF, ROSA office as appropriate before carrying out the specific job.

• The contractor must ensure that all maintenance works must be conducted by a fully qualified technician each in relevant discipline and supervised by an accredited engineer in relevant field subject to the approval of UNICEF personnel.

• The contractor is expected to take the responsibilities on the installation of spare parts whether through its own qualified personnel or through the subcontracted/extended companies. Any damage caused by improper installation will be responsibility of the contractor. UNICEF PO historical records will be used to establish the value for damage spare parts that will be charged to the contractor's company.

• The contractor shall provide backup staff during absence of regular standby staff. Also, contractor shall inform the admin section of any leave/absence of standby staff in advance.

• Ensure periodical maintenance is arranged a week before scheduled time with prior information to Admin Section.

• The Standby staff shall be proactive. He shall prepare the weekly work plan & share on regular basis, report to admin section on daily basis for work progress or in case of any requirement of repair & maintenance.

• The standby staff and other contractor's staff shall be able to communicate in Basic English wherever necessary during the course of work.

• Contractor to ensure that while providing the support/service during weekdays the service does not disturb office working environment within the Office premises.

• The contractor shall submit a 100% of invoice (original copy) on monthly basis within 2 weeks for the completed work to the Admin section for verification against rates.

• Contractor shall confirm and ensure that the wages paid to their employee are in accordance with the minimum wage as per the local rules/laws of the Government of Nepal.

• Employees of Contractor/sub-contractor shall not be below the age of 18 years.

• The Contractor, Contractor staff and subcontractors are required to maintain confidentiality of UNICEF information made available or accessible to them in the course of their duties.

• UNICEF ROSA may, at its discretion, require the Contractor staff and sub-contractors to sign a non-disclosure agreement.

11. Health and Safety

• Health and Safety is paramount on the UNICEF, ROSA property. All employees of the contractor are to strictly adhere to the health and safety guidance provided. Contractor
shall take reasonable care of their staff health and safety as well as that of other persons who may be affected by their activities.

- The contractor is solely responsible for the care, protection and safety of the works, the site and all things in the work areas. All required Personal Protective Equipment (PPE) are to be provided by contractor to its employee. As minimum, boots with hard sole, a safety helmet, coverall and hand gloves are to be worn by all on site. Employees not wearing the correct PPE will be removed from the work site until such provision is made by the contractor.

- The contractor shall inform the Admin Officer of any special health and safety hazards which might invoice in the work to be performed and shall advice to UNICEF, ROSA of any precautions that ought to be taken.

- The materials/ accessories used in the repair/replace work must adhere with the Standard specifications to be used i.e. NS/ISI/or ISO standard. The contractor shall consult with Admin Officer before installing any equipment etc. in the UNICEF, ROSA property.

- The contractor shall be responsible for completing the work, to a high standard and within the required time or sooner.

12. Security

- The contractor must hold record of their staff details. To the extent required from time to time by the security manager/deputy, the contractor shall provide.
  - a list of staff showing the name and address of everyone who is involved in the performance of contractor.
  - any other information about such person, with supporting evidence, required including full details of birthplace, Nepali citizenship and police report.

- The contractor shall not without the written approval from the Admin Officer, take photograph of the whole or any part of UNICEF ROSA’s property. The contractor shall take all reasonable steps to prevent any person, other than Admin Officer from taking, publishing or otherwise circulation any such photograph with such permission.

- The contractor shall provide clear visible ID card to their worker and this should be worn at all the time during work.

- Roads and paths to be used as access by the contractor are to be left clear of construction plants, vehicles and debris at all the time. All dangerous areas are to be fenced and signs posted to warn personnel/visitors coming into compound.

13. Reporting Arrangements:

The contractor will report to the UNICEF ROSA – Admin Section for day to day repair and maintenance work and Admin Officer for approval to purchase spare parts and supplies.

14. Evaluation Criteria:

- Understanding of scope, objectives and completeness of response
- The company should have 5 years of working experience in a similar field.

- The contractor should also provide at least 3 referees details.
• The contractor shall submit its company profile which should have company registration, and tax clearance documents.

• The contractor should submit the proposal of work plan/implementation plan and schedule of activities based on daily, weekly, monthly, quarterly and yearly including plan for monitoring and quality assurance (Contractor may visit the UNICEF ROSA office if feels necessary).

• Contractor shall submit its Human Resources Engagement plan.

• The standby staff must have 3-5 years of working experience general maintenance with specific knowledge in electrical maintenance (to be proven).

• The contractor shall provide the Curriculum Vitae of standby staff and backup staff.

• Weightage for Technical proposal will be 70%. Only the technical qualified contractor that score 70% of the marks (49 out of 70 points) will be considered for the next stage of financial evaluation.

• Weightage for Financial proposal will be 30%.

15. Proposals
The service provider is invited to submit: Previous experience with undertaking similar assignments for repair and maintenance.

• Client references
• Key personnel involved: relevant experience/qualifications
• Technical proposal
• Details of the implementation plan / clear sequencing of activities
• Project management, monitoring and quality assurance process
• Financial proposal including cost breakdown for minimum wages for the gardener
## Annex 1 - Financial Proposal

<table>
<thead>
<tr>
<th>Description</th>
<th>Rate</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Monthly Charges for Standby Staff</td>
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</table>

### Hourly rate of skilled tradesman and helper for major repair and maintenance services mentioned in the scope of work

<table>
<thead>
<tr>
<th>System</th>
<th>Rate</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td><strong>Electrical System</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skilled Tradesman</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Helper</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>General maintenance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skilled Tradesman</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Helper</td>
<td></td>
<td></td>
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<tr>
<td><strong>Drainage</strong></td>
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<td></td>
</tr>
<tr>
<td>Skilled Tradesman</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Helper</td>
<td></td>
<td></td>
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<tr>
<td><strong>Plumbing</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skilled Tradesman</td>
<td></td>
<td></td>
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<tr>
<td>Helper</td>
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<td></td>
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<tr>
<td><strong>Carpentry</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skilled Tradesman</td>
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<td></td>
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<tr>
<td>Helper</td>
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</table>

### Per visit rates of the expert for major repair and maintenance services mentioned in the scope of the works (if required):

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrical</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HVAC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drainage Work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plumbing Work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water Tank Cleaning (Yearly)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roof Tank and UG tank cleaning</td>
<td></td>
<td></td>
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<tr>
<td>Testing of water</td>
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</table>

### Per Unit Rates
<table>
<thead>
<tr>
<th>Painting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plastic emulsion paint</td>
</tr>
<tr>
<td>Chapra Polishing</td>
</tr>
<tr>
<td>Wall Distemper</td>
</tr>
<tr>
<td>Pop Cornice</td>
</tr>
<tr>
<td>Acrylic Emulsion Paint</td>
</tr>
<tr>
<td>Cement Paints</td>
</tr>
<tr>
<td>Primer Coats</td>
</tr>
<tr>
<td>Water Proofing Paints</td>
</tr>
<tr>
<td>Synthetic Enamel Paints</td>
</tr>
<tr>
<td>Waterproofing Paint</td>
</tr>
<tr>
<td>Lacquer</td>
</tr>
<tr>
<td>Hot Bitumen Emulsion</td>
</tr>
<tr>
<td>Polishing on brick cladding</td>
</tr>
<tr>
<td>Plaster of Paris</td>
</tr>
<tr>
<td>Supervision per day</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Masonry</th>
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<tbody>
<tr>
<td>Brick Works</td>
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<tr>
<td>Fairfaced Brick Work</td>
</tr>
<tr>
<td>Concrete Work</td>
</tr>
<tr>
<td>Cement Plaster</td>
</tr>
<tr>
<td>Tiling Works</td>
</tr>
<tr>
<td>Marble Works</td>
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<tr>
<td>Supervision per day</td>
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</tbody>
</table>
## Annex 2 - Technical Evaluation for Repair & Maintenance Work

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>Max Points</th>
<th>Comments</th>
</tr>
</thead>
</table>

**Pass Marks 49 out of 70**

1. **OVERALL RESPONSE**
   - Responsiveness to UNICEF ROSA requirements (1)
   - Understanding of scope, objectives and completeness of response (2)
   - Overall concord between UNICEF requirements and the proposals (2)

2. **STANDARD STRATEGY/METHODOLOGY FOR EVALUATION**
   - Overall Organization of technical proposal (5)
   - Details of the work/Implementation Plan/Clear sequencing of Activity (10)
   - Monitoring and quality assurance (5)
   - HR engagement plan (5)

3. **PROPOSED TEAM**
   - Standby staff: Minimum 3-5 years of working experience in general maintenance with specific knowledge in electrical maintenance (to be proven) (20)

4. **ORGANISATIONAL EXPERIENCE**
   - Previous experience with undertaking similar assignment for repair & maintenance (10)
   - Minimum 3 years’ experience in undertaking similar assignments (5)
   - Minimum three Client references (5)

**Total Marking**