

Terms of Reference

Repair and Maintenance Services Contract

BACKGROUND

UNICEF, ROSA seeks a suitable maintenance contractor to provide repair and maintenance services set in the scope of work below.

TASK OBJECTIVES

The objective of this contract is to obtain the services from a reputed, experienced, and qualified contractor who can provide efficient repair and maintenance services to UNICEF, ROSA's leased property as set below in the scope of work.

SCOPE OF WORK

1. The contractor shall provide repair, maintenance and installation services for the following work in the UNICEF, ROSA property:

- i) Electrical System
- ii) General Maintenance
- iii) Drainage
- iv) Carpentry
- v) Plumbing
- vi) Painting
- vii) Masonry
- viii) Water tanks cleaning

WORK DETAILS

i) Electrical

Daily routine checkup of all the electrical System & appliances: 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 contracts, checking of Main Circuit Breakers (MCB's).

Maintenance of the office high voltage transformer, main electric meters, main power supply in liaison with Nepal Electric Authority.

Installation of various electrical equipment etc. where necessary.

While installing high power consumption electrical device i. e. Heater, AC, Electric boiler, the contractor should access electric current load between each electric phase to ensure electric load is equally shared in each phase to avoid accident.

Be able to repair or arrange to repair all kinds of electronic and electrical items.

Frequency of intervention : Routine checkup for all the electrical work in daily basis.

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, treatment of damp and pest control and also garden treatment, fumigation, rodent control, termite treatment and schedule servicing.

Frequency of intervention : Routine checkup for all the general maintenance work in weekly basis.

iii) 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 : Every two weeks (from June to September)

Every two months (from Jan to May and October to December)

iv) Plumbing

Installation or repair of flush, shower, repair of leakages from pipelines both internal and external, surface drains, manhole cleaning, removal of blockage in the pipelines using pressure pump if necessary etc.

- 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

Frequency of intervention : Routine checkup for all the plumbing work in daily basis.

v) **Carpentry**

Contractor 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.

Frequency of intervention : Routine checkup for all the carpentry work in weekly basis.

vi) **Painting**

Paint should be environment friendly and lead free. All painting work should be undertaken in close liaison with the Admin Section. Painting will include:

- Plastic emulsion paint
- Chapra Polishing
- Wall Distemper
- Pop Cornice
- Acrylic Emulsion Paint
- Cement Paints
- Primer Coats
- Water Proofing Paints
- Synthetic Enamel Paints
- Waterproofing Paint to expose brickwork washable distemper
- Lacquer
- Hot Bitumen Emulsion
- Polishing on brick cladding
- Plaster of Paris

Frequency of intervention : As and when required.

vii) **Masonry**

- 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...)

Frequency of intervention : As and when required.

viii) **Water tanks cleaning**

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

Frequency of intervention : Twice a year

TIME FRAME

The contract shall provide the services on the following priority basis.

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| Urgent | -100% of all reported faults, which have health and safety implication to be dealt within 2 hours of notification. |
| Essential | -100% of other minor faults to be dealt with in 2 working days. |
| Desirable | - To respond to all requests for advice and assistance on non-urgent cases within three working days. |

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.

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.

TIMELINE

The contract will commence from 1 January 2015 and will be valid for a period of 2 years upon successful completion of six months trial period. The performance will be reviewed after one year.