

REQUEST FOR PROPOSAL (RFP): No. RFP/2023/004

FOR THE ESTABLISHMENT

OF FRAME AGREEMENT(S) FOR THE PROVISION OF

PERIODIC MAINTENANCE AND REPAIRS OF ELECTRICAL GENERATORS

1. GENERAL INFORMATION

UNHCR invites eligible Service Providers to submit sealed offers for maintenance and repair of diesel electrical generators installed in its Offices in Lebanon. The selected supplier(s) will be awarded UNHCR Frame Agreement(s) (FA) valid for two years with the possibility of extension for one year period, subject to the quality performance of the selected company during the contract duration period and taking into consideration the respect of the same terms, conditions and prices as set forth in the initial FA and fulfilling other agreed requirements.

2. SCOPE OF SERVICES REQUIRED

The scope includes maintenance and repair services of various generators located throughout Lebanon. Annex B provides the list of the generators as well as its location, however, be noted that more generators can be added throughout the year and should be covered in the frame agreement. The successful vendor will be responsible for providing labour, supervision, materials, equipment, relocation, transportation, and service necessary to perform high quality work.

3. PURPOSE

The scheduled generator maintenance and repairs specified in this document aims at keeping the equipment installed in UNHCR Lebanon Offices at their optimum level and to prevent occurrence of unexpected faults, thereby maintaining maximum uptime for the equipment.

4. MAINTENANCE

The contractor is responsible for ensuring that all maintenance tasks are timely performed. These tasks include corrective maintenance (CM), monthly inspections, and annual preventative maintenance (PM), and quality control inspections to keep each generator in proper working condition. The contractor in coordination with the UNHCR Property Management team, determines the most efficient and effective methods for accomplishing all maintenance tasks.

All preventative and corrective maintenance and monthly inspections shall be documented in a maintenance booklet by the contractor.

The maintenance procedure and the schedule should be performed in accordance with the Manufacturer Service Manual.

The contractor should ensure that his/her staff is trained and qualified to operate the equipment and perform the requested maintenance and repair to the extent necessary to fulfil the requirements contained herein.

a. Monthly Inspections

Monthly inspections of all Generator systems are required. A Monthly Inspection Report (annex C) shall be filled out by the Vendor designee and kept on file at the UNHCR site. A copy of each checklist shall be sent to the UNHCR Property Management upon completion.

b. Annual Preventative Maintenance

Preventive maintenance (PM) aims to maintain the equipment in satisfactory operating condition by providing systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major defects. It includes also tests, measurements, adjustments, and parts replacement, performed specifically to prevent faults from occurring.

The PM and inspection outlined in the Annex D shall be accomplished in accordance with the Manufacturer Service Manual or at least once per year. The contractor shall fill out the Annual Inspection Checklist (Annex D) to record the service. The contractor should also proceed with a resistive load bank and synchronisation tests.

All preventative maintenance must be completed within 2 months from contract award.

c. Corrective Maintenance

Corrective maintenance aims to identify, isolate, and rectify a fault so that the failed asset can be restored to an operational condition within the tolerances or limits established for in-service operations.

All corrective maintenance shall be recorded in a Maintenance Book of the affected machine upon restoring service.

Each visit shall be attended between 8:30 am to 15:00 pm on the same day. The Contractor must ensure that all maintenance works are carried out at a time, which shall have minimal disturbance to the respective UNHCR Lebanon Offices.

In the event that the maintenance works carried out by the Contractor are not adequately performed, UNHCR shall *non-negotiably* be entitled to charge the Contractor liquidated damages by reducing the fee payable to the Contractor for the conducted works.

MAINTENANCE DELIVERABLES

- A sticker on each generator showing date of service and next due date of service shall visibly be shown on each unit.
- Upon completion of monthly inspection, the Vendor designee shall prepare an Inspection Report (annex C).



- Upon completion of the annual preventative maintenance, the contractor shall fill out the Annual Inspection Checklist (annex D)
- When preceding with a corrective maintenance the Contractor shall prepare a Service Report, indicating in the report the unit's serial number; hours run, make and model of the unit and the type of the failure and how it was addressed.

UNHCR technical personnel shall not certify nor endorse the Contractors' service reports if the above procedures have not been complied nor adhered to.

5. RESPONSABILITIES

- The firm shall engage all the men, tools, materials and plants required for the work. The firm shall engage their own conveyance for transporting the men and materials, tools and plants required for the work from the firm's site to the maintenance/repair site to be attended and back.
- UNHCR will not be responsible for any loss or damage to the men/ materials, tools and plants engaged by the firm for the work. The Contractor will be kept liable for any damage to UNHCR's property during the work.
- During the workdays from 8:00 to 17:00, the contractor must commit to a response time not exceeding 2 hours. During non-working hours, weekends and holidays the contractor must commit to a response time of 4 hours. In this document, the response time is defined as the time required by the contractor to be on-site to initiate the incident/problem resolution process.
- If the Power Generator suffers a technical outage or an unforeseen malfunctioning, and if the generators could not be repaired within 4 hours, the Vendor should provide alternative equipment while the Power Generator is in repair. The contractor must commit to resolve or to provide a workaround to the technical issue within 24 hours.
- All service requests will be submitted by telephone, email or Fax by the UNHCR designated person.
- Vendor shall provide telephone number of such hot line with operator who is available 24 hours 7 days a week.

6. PRICING AND COST INFORMATION

The contractor should provide a detailed description and itemized cost of all the services proposed. This should include cost for annual maintenance for each generator, hourly rates for additional service needs, and parts pricing mark-up percentage. It shall be noted in the cost description, what if any fees are not included in the service package including option for additional warranty, and whether or not they are considered recurring.

The quote shall reflect labour, including travel time and transport required, and cost of spare parts/consumables, if required.

Monthly inspections and corrective maintenance (CM) pricing should be hourly (or visit) based.

Preventative maintenance (PM) pricing should be by generator and show the following itemized services:

- Standard PM as per annex D
- Replacement of all air filters
- Oil Change
- Load bank and synchronisation testing

The cost for the generator repairs will be determined after the Contractor's assessment and presentation of a quotation indicating the costs of labour (including handling and transportation of the Genset) and spare parts. It will be subject to approval by authorized UNHCR after benchmark against the average local market costs for similar goods and services.

Unless specified otherwise, the replacement of any spare parts, not foreseen, but required for the delivery of the requested services is subject to UNHCR's approval.

The prices shall be quoted in accordance with the attached Financial Proposal Form (annex E).

7. Warranty

The warranty period for contractor provided materials shall be for a period of one year after completion of the installation or within the manufacturer's warranty, whichever is the later period. In the event contractor supplied parts fail and are under warranty, the contractor will be responsible for replacement. UNHCR will not be responsible for any additional cost to repair new equipment or parts that are still under warranty.

8. MISCELLANEOUS INFORMATION

- During the fulfilment of contract, no additional costs shall be incurred by UNHCR-Lebanon with regard to the operations of the generators maintained by the contractor to function properly, except for the cases of mechanical hardware failures, when UNHCR-Lebanon will bear the cost of replacement.
- Contractor shall provide suitable transport and security for its employees, and requisite tools to and from the Sites at its own expense. It shall also supply the necessary, safety clothes, materials, equipment, and sustenance allowances to its employees at its expense in order to render the services efficiently.
- All consumables such as distilled water, lube oil, grease, filters and other spare parts will be supplied by the Contractor and inspected by authorized UNHCR technical staff prior to their installation on a given generator.
- All consumables and spare parts should either be genuine or certified compatible by the engine's manufacturer.
- The Contractor shall provide all test equipment, tools, ladders, personnel lifts, etc., as needed.

9. Annexes:

- List of UNHCR generators broken down by location (annex B)
- Sample of monthly inspection report (annex C)
- Sample of annual inspection checklist (annex D)
- Financial proposal form (annex E)