

**TERMS OF REFERENCE (TORS) FOR FIRE EXTINGUISHER SERVICE AND
MAINTENANCE OF FIRE SAFETY EQUIPMENT AND SYSTEMS
RFQ No: 2022/SOP/SCU/RFQ/033**

1. General Description, scope of works:

- a. The services provided are limited to the specific equipment (hereinafter referred to as 'Fire extinguishers, Fire Alarm and water sprinkler systems, Fire points, Fire sign boards) specified in our Request for Quotations (RFQ) documents.
- b. Scope of work include monthly visits to all UNHCR sites, check all the equipment regardless of their status, compiling a list of expired extinguishers, non-functional fire alarm detectors/panels and sprinkler water system accessories.
- c. Maintain proper record (Excel sheet) of all the equipment with identification numbering of fire extinguishers/alarm system including smoke/heat detectors indicating their installation spots/locations.
- d. To have capacity for responding to, and resolving all sorts of scenarios, situations related to fire safety equipment (such as false alarms activation, any sort of malfunction/fault of any equipment), within 30mins to 01 hour.
- e. To be able to deliver training on use of fire extinguishers, fire alarm system, Sprinkler system to UNHCR staff and Security guards during the monthly inspection visits; prior coordination on such trainings with the UNHCR security unit will be necessary.
- f. The work should be performed in a planned manner to meet the schedules.
- g. Work shall be carried out even on Sundays and holidays (If urgency arises) with prior coordination with UNHCR supply and security unit.
- h. The Vendor shall ensure that his workmen execute the work in a safe manner. And pose no liability on UNHCR
- i. The vendor will need to treat all the information about UNHCR facilities as "CONFIDENTIAL" and shall not share any details, information whatsoever, with any other person, entity without prior Witten permission from UNHCR management.

2. Responsibilities of the contractor types of interventions (troubleshooting, repair, routine maintenance, record keeping etc)

- a. The vendor will have to visit on monthly basis all UNHCR sites/locations (UNHCR office, Guest house, Warehouse/VRC at Azakhail, Nowshera and both filed location situated at Kohat and Haripur).
- b. The vendor will have to carry out refilling of fire extinguishers in a phased manner, meaning; leaving on-site enough number of fire extinguishers to cater for any emergency requirement.
- c. The vendor will make a proper record of all the equipment, including fire extinguishers, Fire alarm system, smoke and heat detectors, sprinkler system for each location. The format for record keeping will be agreed with security unit and vendor.
- d. The vendor will ensure to mark the fire extinguishers with a weatherproof marking material which can be pasted on the fire extinguishers identifying the make & type content, re-fill, expiry of the fire extinguisher, and weight of the Fire Extinguisher.
- e. The vendor will ensure the numbering of each fire equipment (Fire extinguishers, fire alarm panels, smoke detectors along with their location for each facility).
- f. The vendor will ensure wall mounting of fire extinguishers with a good quality user friendly hook(s) – where needed.

- g. The vendor will be required to map all the installations as advised by the requesting unit.
- h. After the visit, a monthly inspection report should be shared by the vendor showing all the facilities with the status of all fire equipment and recommendations -if any. The monthly report should be furnished to security and supply unit one day after the visit to all the facilities is completed.
- i. The vendor will carry out Routine Inspections of fire equipment/ system within a month period in all locations and will report to concerned which will include short expiry, non-functional items and other suggestions/recommendations basing on the on-ground facts duly justified, which can be helpful in improvement of fire equipment and systems, thereby enhancing the early warning and response systems against fire, or repairs.
- j. Elements of servicing and maintenance that are included within the scope of the routine inspection, and that incur no additional cost to UNHCR and will be carried out by the technician without prior authorization. However, before visiting any of UNHCR site the vendor will have to inform the concerned personnel in advance to share the information of the visit with concerned staff at each location.
- k. Works not included within the scope of the Routine Inspection or that incur additional charge, will only be carried out with UNHCR authorization or the authorization of the person concerned before initiating that work.
- l. Inspection of the equipment may determine that items are unserviceable and require replacement. These units will be deemed 'condemned' by the servicing technician in writing mentioning the reason of condemnation and, must not be used from then on. The items no more functional will need to be returned to UNHCR if they are replaced with a new one. On subsequent service visits, the vendor will inspect all those units that have been replaced previously.
- m. The vendor shall be responsible to provide / replace requested equipment/ parts of equipment which are Quality assured and in line with the Fire protection association of Pakistan FPAP, and approved Building codes of Pakistan (BCP). In absence of the item in both FPAP and BCP, National Fire Protection Association (NFPA) standards should be followed.

3. Section describing the minimum qualification/certification of the firm and key staff member.

- a. The firm should have a certified technical person with at least 2-5 years relevant experience.
- b. The vendor should be a member of Fire protection association of Pakistan (FPAP).
- c. The vendor should have relevant experience with other organizations and be able to produce a proof of it. May it be a certificate, contact agreement etc)
- d. The vendor will provide training to all security personnel at each location for all 3 shifts, preferably during the inspection visits.
- e. The vendor will be provided with uninterrupted access, or access within a reasonable timescale upon request, to all areas of the property where the equipment connected to your system is installed and all areas afforded protection by its installation; and you agree to provide or bear the cost of hiring any specialist access equipment, specialist ladders or scaffolding required to complete the Routine Inspection or any other servicing.
- f. Vendor will need to repair our system within 5 working days of our request for us to do so and always within Normal Working Hours. However, in case of emergency the vendor will have to visit all our sites **immediately**.
- g. Emergency Response:

The vendor will be asked to visit any of our premises and investigate the issue of fire equipment on emergency basis. The vendor will have to respond immediately without delays and make efforts to resolve the issue and keep the system operational and submit a written report of the situation/incident with suggestions/recommendations.

UNHCR OFFICE	
FIRE EXTINGUISHERS	
Dcp 6kg	10
Dcp 8kg	20
Dcp 12kg	7
Dcp 25kg	5
Co2 5kg	1
Total	43
FIRE ALARM PANNELS	3
Smoke Detectors	54

UNHCR GUEST HOUSE	
FIRE EXTINGUISHERS	
4.5KG	12
8KG	7
CO2 6KG	12
CO2 5KG	3
DCP 25	1
DCP 12KG	1
Total	36
FIRE ALARM PANNELS	3
Smoke Detectors	24
Water Sprinkler system	1

UNHCR WAREHOUSE	
FIRE EXTINGUISHERS	
Co2	1
Dcp 6	5
Dcp 8	17
Dcp 12	13
Dcp 50	5
Afff 50	24
Total	65
Fire Alarm Panel	1
Smoke Detectors	77

UNHCR VRC	
FIRE EXTINGUISHERS	
Dcp 25kg	5
DCP 50kg	7
Afff 50	12
Dcp 6	5
Dcp 8	8
Dcp 12	35
Total	70
Fire Alarm Panel	1
Smoke Detectors With Fire alarm panel	10
Battery Operated Smoke detectors	55

UNHCR KOHAT Office	
FIRE EXTINGUISHERS	
Dcp 12kg	9
Dcp 8kg	2
Dcp 6kg	1
Dcp 25kg	2
Total	14
Smoke detectors	12
Heat detectors	2
Sounders	2

UNHCR HARIPUR Office	
FIRE EXTINGUISHERS	
DCP 6kg	4
Co2 5kg	1
Total	5
Smoke detectors	9
Heat detectors	2
Sounders	2
Mcp	2

UNHCR OFFICE VEHICLES	
EXTINGUISHERS	
Dcp 2kg	4
Dcp 1kg	6
Total	10

IMPSPORTANT NOTE: Since Information provided in the above tables and related attachments will be used to evaluate technical bids and decide on qualification or otherwise, therefore, please provide complete and clear information duly substantiated by documentary proof. Failure to provide the above-mentioned documents with your technical bid at the time of submission may lead to disqualification. Please note that only relevant information mentioned in article should be submitted as irrelevant information will not be considered. Since the evaluation Committee will have a short on time for evaluating large number of bids therefore, provision of required information in an orderly manner is highly desirable which will facilitate evaluation of bids. Please provide a "Table of Contents" duly cross referenced with relevant attachments.