

TECHNICAL SPECIFICATIONS
RFQ/CAI/023/2024
FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF MAINTENANCE
SERVICES FOR UPS IN ALL UNHCR OFFICES IN EGYPT

A INTRODUCTION

The United Nations High Commissioner for Refugees (UNHCR) in Egypt invites qualified bidders to submit proposals for the establishment of a frame agreement for the provision of UPS maintenance services across all UNHCR offices in Egypt. The initial contract duration will be one (1) year, with the possibility of two additional one-year extensions (1+1+1), subject to satisfactory vendor performance and operational requirements.

B BACKGROUND

UNHCR offices in Egypt are equipped with UPS sets in 4 locations to provide stable power source to each office equipment. The below table shows office locations and number of UPS sets in each office to be covered in this service contract.

Premises	Address	UPS Model	Quantity
Zamalek Office	5 Michael Lotf Allah, Zamalek, Cairo.	ABB Powerscale 40 KVA	2
Main Building	17 Mecca El-Mokarrama, 6 October City, Giza.	ABB Powerscale 40 KVA	2
WTC Rep. Office	World Trade Center Building- 1191 Corniche El Nile, Cairo,	ABB Powerscale 40 KVA	2
Alexandria Office	13 Nordon St., Kafr Abdo, Sidi Gaber, Alexandria.	ABB Powerscale 40 KVA	2

C SCOPE OF WORK REQUIRED BY THE QUALIFIED UPS COMPANY

Whereas the Company, hereinafter referred to as the “Contractor”

- Quarterly Maintenance Visits:** The selected contractor will conduct quarterly visits for both preventive and corrective maintenance, ensuring optimal performance and identifying potential issues proactively.
- Emergency Support:** The contractor shall provide ad-hoc emergency support within 24 hours of notification, with associated costs detailed on a per-visit basis.
- Comprehensive Inspection:** The contractor will comprehensively inspect UPS systems, including checking internal components such as circuit boards, transformers, and wiring.
- Inspection Report:** The contractor shall provide a comprehensive inspection report upon the completion of the visit not later than 48hrs after the completion of the visit. This report should encompass, all test results for the UPS components, backup time, activities performed, identified issues, any spare parts to be replaced with anticipated cost, recommendations, and proposed maintenance workplan. The report should be endorsed by ICT unit and any plans for work should be approved by UNHCR ICT unit prior to commencing of work.

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D ACTIVITIES TO BE CONDUCTED SHALL INCLUDE BUT NOT LIMITED TO:

1. **Battery Health check:** Evaluation of battery health and condition will be performed, with recommendations provided as needed.
2. **Cleaning Process:** The contractor shall carry out a thorough cleanup process to maintain the cleanliness of the UPS systems.
3. **Self-Diagnostic Tests:** Running self-diagnostic tests on the UPS systems to ensure their proper functioning.
4. **Quality Checks:** Regularly monitoring UPS systems and components for excessive heat, noise, and vibration.
5. **Exhaust System Inspection:** Checking and maintaining exhaust fans and vents to guarantee efficient cooling.
6. **Battery Charge Voltage Check:** Measuring and recording battery float charge voltage to assess battery performance.
7. **Output Voltage Verification:** Checking and recording UPS output voltage across all phases to ensure consistent power delivery.
8. Failover and auto switching between primary and secondary UPS.
9. **Manufacturer's Guidelines:** Adhering to the manufacturer's guidelines for full operations and maintenance procedures, including software updates and necessary corrective actions.
10. **Uptime Guarantee:** Conduct uptime test under mains power cut, ensure that backup time is not less than of 80% of ideal backup time.
11. **Spare Parts:** Procurement of spare/replacement parts will be conducted independently and on a demand basis and as provided in the Inspection Report.
12. **Completion Report:** The contractor shall submit a detailed technical report to UNHCR for any maintenance tasks that he conducted or spare parts replaced. The report should be approved by ICT unit prior to processing of any bills or invoices.

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