**REQUEST FOR QUOTATION: No. UKRKI/RFQ/2024-010**

**REQUEST FOR QUOTATION FOR ESTABLISHMENT OF FRAME AGREEMENT FOR THE OFFICE MAINTENANCE SERVICES IN UNHCR COUNTRY OFFICE IN KYIV**

ANNEX A – TERMS OF REFERENCE (TOR)

1. **Background:**

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950, by the United Nations General Assembly. The agency is mandated to lead and coordinate international action to protect refugees, IDPs and other affected population and resolve their problems worldwide. Its primary purpose is to safeguard the rights and well‐being of refugees. It also has a mandate to help stateless people.

For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

1. **Statement of Purpose and Scope of Requirements**

The objective of this Request for quotation (RFQ) is to hire the services of a professional and dedicated supplier to conduct routine maintenance works (civil, electrical, plumbing and AC works) in its Office in Kyiv for 1 year. Any resulting contract (hereinafter called “the Contract”) shall be non-exclusive. The Frame Agreements (FA) are for an initial duration of one (1) year, potentially extendable for the period of one (1) additional year, at the discretion of UNHCR, subject to satisfactory performance of the Contractor and UNHCR requirement for the provision of the Services. The Service Provider shall provide technical maintenance services at the Kyiv office premises

1. **Requirements**
   1. **Contractors Facilities and Work Practices**

The Contractor is required to provide adequate first aid equipment on-site, failure of the Contractor to ensure the availability of first aid equipment on-site will result in an immediate ‘stop work’ order being issued. All costs and time delays resulting from any such ‘stop work’ order are the Contractor's responsibility. The Contractor is to maintain safe, healthy, and tidy working conditions at all times and all work activities are to be performed with protective and safety equipment appropriate for the task. The Contractor is entirely responsible for workplace safety and unsafe work practices will be identified and recommendations made for revised work methods as appropriate.

* 1. **Technical Supervision Engineer (Qualification of Service Provider)**

The contractor must hire an experienced engineer as the Technical Supervision Engineer to ensure the quality and compliance of maintenance in the UNHCR office. This role involves coordinating with the contractor, UNHCR, and the landlord's maintenance team to maintain a safe and efficient workspace.

The Technical Supervision Engineer's tasks include:

* Promptly reporting defects to UNHCR.
* Supervising maintenance activities.
* Coordinating with UNHCR to meet their requirements.
* Liaising with the landlord's team for access and utilities.
* Inspect maintenance work for compliance.
* Providing technical support to the maintenance team.
* Monitoring progress and addressing issues.
* Document maintenance activities and facilitate communication between stakeholders.

Responsibilities include:

* Understanding UNHCR's maintenance needs and communicating them to the contractor.
* Supervising maintenance to ensure quality and safety.
* Collaborating with the landlord's team to address issues.
* Inspecting work sites and reporting findings.
* Providing technical guidance to the maintenance team.
* Communicating effectively with stakeholders.
* The Technical Supervision Engineer is responsible for keeping up-to-date quality control records of all inspections. These records include details like the type and number of inspections, inspection results, maintenance reports, defect reports, reasons for rejection, proposed remedies, and corrective actions taken. The records should cover both conforming and defective features and confirm that all materials used meet the contract terms. Clear copies of these records must be provided to UNHCR.

1. **Technical maintenance and Repair works** 
   1. **Coordination and Preparation:**

Documentation Approval:

* The contractor prepares the project and technical documentation.
* Submission for approval by UNHCR to Technical Maintenance Service.
* Repair works cannot start without written permission from the Landlord.

Assessment and Discussion:

* UNHCR and Technical Maintenance Service assess premises condition.
* Determine the volume of planned works and discuss rules.

Contractor Obligations:

* Develop project documentation covering various aspects.
* Coordinate documentation with relevant parties and authorities.
* Perform dismantling and construction/installation as per agreed plan.
* Ensure repair works comply with building regulations and do not damage the structure.
* Designate responsible persons for safety.
* Formalize work permits for high-risk tasks.
* Obtain necessary licenses and permits and employ certified personnel.
* Provide copies of licenses and permits to Technical Maintenance Service.
  1. **Commencement of Repair Works**

To start repair works on leased premises the contractor must:

* Obtain necessary approvals and permits from the Technical Maintenance Service of the Landlord and relevant authorities as per Ukrainian law (if required).
* Formalize a repair works permit among the Contractor, UNHCR, and Technical Maintenance Service.
* Submit a list of Contractor employees to Technical Maintenance Service via UNHCR, including contact details for emergencies.
* Provide a repair works schedule to UNHCR and Technical Maintenance Service for supervision.
* Coordinate repair works start and end times with Technical Maintenance Service.
* Coordinate with Technical Maintenance Service:
  + 24 hours before starting works outside leased premises or in areas of other tenants.
  + 24 hours before works on specific engineering systems such as water supply, fire alarms, cabling, and sprinkler systems.
  1. **Rules for Repair Works:**

When conducting repairs at Business Center "EURASIA," Contractor employees must follow these rules:

* In case of an air raid alarm, cease all activities immediately and evacuate to the designated underground parking area.
* Entry to the building is allowed only for listed Contractor representatives.
* Use designated service entrances; refrain from using first-floor areas for storing materials.
* Park subcontractor vehicles in designated areas as per Technical Maintenance Service guidelines (Upon approval form the landlord).
* No noisy repairs are allowed on weekdays between 9:00 to 18:00.
* Works causing unpleasant odors must be done outside working hours with prior notice to Technical Maintenance Service.
* Prohibit storing toxic, flammable, or odorous substances on premises.
* Deliver equipment and materials to the building following Technical Maintenance Service requests; ensure proper loading/unloading procedures.
* Prohibit blocking entrances/exits or storing materials without permission.
* Conduct welding works according to fire safety rules and with a work permit from the Technical Maintenance Service.
* Install warning signs during painting works.
* Remove construction debris daily; ensure timely disposal to prevent fire hazards.
* Ensure repair works do not disturb other tenants.
* Maintain appropriate behavior and attire; unskilled personnel are not allowed.
* Prohibit graffiti, vandalism, radios, or advertising materials inside the building.
* Contractor is responsible for violations and fines imposed by authorities.
* Comply with Technical Maintenance Service and Security Service requirements.
* Provide access to leased premises for inspections and emergency works by Technical Maintenance Service representatives.
  1. **During Repair Works, the Contractor Must Ensure:**
* Air Quality Control: Install pre-filter air purification systems on exhaust ventilation during repairs, maintaining filters daily.
* Dust Prevention: Fit protective covers on air ducts near leased premises to contain construction dust, removing them daily.
* Door Management: Close doors leading to leased premises, sealing openings without doors with polyethylene-based insulation, except during deliveries.
* Electrical Safety: Securely close electrical system control panels daily, prohibiting storing materials inside.
* Temporary Electrical Setup: Provide temporary electrical equipment without running cords through common areas or other tenants' spaces.
* Energy Conservation: Minimize energy consumption during repairs, agreeing on electrical connections with Technical Maintenance Service.
* Fire Safety Measures: Cover fire detectors during repairs, reopening them only after each session, coordinating with Technical Maintenance Service.
* Emergency Preparedness: Equip repair sites with necessary emergency rescue equipment and devices, ensuring protection and adhering to safety regulations.
* Equipment Usage: Prohibit gasoline-operated equipment, ensuring proper maintenance and removal of gas and oxygen cylinders after repairs.
* Prohibited Actions: Forbid locking doors with adhesive tape and using mechanical devices to prop doors open.
* Cleanliness Maintenance: Ensure cleanliness during repairs and in the building, timely removing construction waste to prevent fire hazards.
* Sanitary Facilities Usage: Use designated sanitary facilities during repairs; misuse leads to removal from works.
* Premises Restoration: Restore premises to usable condition after repairs, cleaning sewage pipes before connecting to the central system.
* Inventory Storage: Prohibit storing cleaning inventory without coordination and storing flammable materials only in approved areas.

Violations may result in work suspension or removal from the building.

1. **Electrical Works Guidelines:**

* When electrical work is involved, including the installation of temporary wiring and the use of power tools, only qualified electricians are permitted to connect, maintain, or modify electrical equipment.
* The contractor must implement reasonable precautions to ensure the safety of workers from live electrical equipment and conductors.
* Access to rooms with exposed energized electrical parts is restricted to authorized personnel only. Warning signs must be prominently displayed at entrances to such areas to prohibit unauthorized entry.
* All electrical equipment, installations, conductors, and insulating materials must be appropriate for their intended use and maintained to prevent hazards to workers.
* To protect against electrical shock and burns, the contractor must provide and utilize mats, shields, personal protective equipment, and other necessary protective measures.

1. **Project progress schedule**

The Contractor shall submit a coordinated implementation schedule for all work activities. As a minimum, it shall provide information on the sequence of work activities, milestone dates, and activity duration. The project progress schedule shall be accepted by the UNHCR in a timely manner and verified by the authorization of the Technical Supervision Engineer.

The Contractor shall maintain the work schedule and provide an update and analysis of the progress schedule on a weekly basis, or as otherwise specified in the contract.

1. **Noncompliance**

The UNHCR will notify the Contractor of any noncompliance with any of the foregoing requirements. The Contractor shall, after receipt of such notice, immediately take corrective action. Any notice, when delivered by the UNHCR to the Contractor or his/her authorized representative, shall be considered sufficient notice.

In cases where the Contractor fails to properly operate and maintain effective technical supervision, as determined by the UNHCR, the UNHCR may:

* Order the Contractor to replace ineffective or unqualified personnel or subcontractors.
* Order the Contractor to stop operations until appropriate corrective actions are taken.

1. **Warranty Maintenance**

The Contractor is obligated to uphold all warranties for the following categories for entire duration of the Frame Agreement:

1. Civil Works:

* Warranty covers defects in workmanship and materials.
* Excludes damage from improper use, vandalism, or acts of nature.

1. Electrical Works:

* Warranty includes faulty installation and defective materials.
* Excludes damage from electrical surges, overloading, improper use, vandalism, or acts of nature.

1. Plumbing:

* The warranty covers leaks, material defects, and faulty installation.
* Excludes damage from misuse, corrosion, vandalism, or acts of nature.

1. A/C:

* Warranty includes defects in cleaning, settings, and performance.
* Excludes damage from improper use, vandalism, or acts of nature.

All Operation and Maintenance manuals for the installation/maintenance of equipment to be submitted to UNHCR.

1. **Environmental Impact and Mitigation Measures:**

Protection from Weather:

When altering walls or roofs, or exposing surfaces of neighboring buildings, install temporary covers to prevent water infiltration. Similarly, shield existing plant and equipment as well as materials intended for reuse from weather damage.

Dust Control:

Deploy dust-proof screens, bulkheads, and covers to safeguard existing finishes and the surrounding environment from dust and debris.

1. **Billing and payment terms**

The service provider shall submit monthly invoices no earlier than the 1st day of each month and no later than the 10th day of each month for the services rendered in the preceding month.  UNHCR processes payments within 30 days of receipt of a correct invoice and approval by the Supply Officer.  UNHCR reserves the right to adjust payments pro rata if the service is not rendered by the conditions of the contract or any other annexes (e.g. List of services). mi