

Pre-qualification of providers

Procurement Reference Number: AFR/2018/ACs/008

August 2018

TABLE OF CONTENTS

PART I: INSTRUCTIONS TO PROVIDERS	3
1.1 <i>Background.....</i>	3
1.2 <i>Objectives.....</i>	3
1.4 <i>Eligible Applicants.....</i>	3
1.5 <i>Clarification of Pre-qualification Document.....</i>	4
1.6 <i>Amendment of Short listing Document</i>	4
PART II: PREPARATION OF APPLICATIONS	5
2.1 <i>Language of Application.....</i>	5
2.2 <i>Establishing Applicant's minimum Eligibility, Experience and Qualifications</i>	5
2.3 <i>Format and Signing of Applications</i>	5
PART III: SUBMISSION OF APPLICATIONS	6
3.1 <i>Sealing and Labelling of Applications.....</i>	6
3.2 <i>Deadline for Submission of Applications</i>	6
3.3 <i>Late Applications.....</i>	6
PART IV: OPENING AND EVALUATION OF APPLICATIONS	7
4.1 <i>Opening of Applications</i>	7
4.2 <i>Evaluation of Applications:.....</i>	7
4.3 <i>Clarification of Applications.....</i>	7
4.4 <i>Confidentiality.....</i>	7
PART V: SHORT LISTING	8
5.1 <i>Notification to the Short listed Applicants.....</i>	8
5.2 <i>Inspection</i>	8
Annex 1: APPLICATION SUBMISSION SHEET.....	9
Annex 2: CODE OF ETHICAL CONDUCT IN BUSINESS FOR BIDDERS AND PROVIDERS	11
FORM A3: APPLICANT INFORMATION SHEET	13

PART I: INSTRUCTIONS TO PROVIDERS

1.1 Background

Access to Finance Rwanda (AFR) is a Rwandan not for Profit organization, established in March 2010 by the governments of Rwanda and the United Kingdom (UK) through the UK Department for International Development (DFID), and the World Bank. Existing funders of AFR include DFID, The MasterCard Foundation, Sweden and USAID. AFR's strategic focus is stimulating financial sector development by partnering with financial institutions and other stakeholders to increase access to and use of financial services.

1.2 Objectives

AFR is seeking to pre-qualify reputable providers for supplies and non-consulting services for the provision of services or supplies for the Year 2018-2019.

The list of items required during the above mentioned financial year is provided in Appendix B.

1.4 Eligible Applicants

- 1.4.1 An Applicant, and all parties constituting the Applicant, shall meet the following criteria to be eligible to participate in this procurement:
- a) the applicant has the legal capacity to enter into a contract;
 - b) the applicant is not:
 - i. insolvent;
 - ii. in receivership;
 - iii. bankrupt; or
 - iv. being wound up
 - c) the applicant's business activities have not been suspended;
 - d) the applicant is not the subject of legal proceedings for any of the circumstances in (b); and
 - e) the applicant has fulfilled his or her obligations to pay taxes and social security contributions.
- 1.4.2 An Applicant shall be a natural person, private entity or any combination of them with the formal intent to enter into an agreement or under an existing agreement in the form of a joint venture, consortium or association. In the case of a joint venture, consortium or association, unless otherwise specified in the Application Submission Sheet, all parties shall be jointly and severally liable.
- 1.4.3 An Applicant and all parties constituting the Applicant shall have the nationality of an eligible country. An Applicant shall be deemed to have the nationality of a country if the Applicant is a citizen, or is constituted, incorporated or registered and operates in conformity with the provisions of the laws of that country.
- 1.4.4 This criterion shall also apply to the determination of the nationality of proposed subcontractors or providers for any part of the contract including related services.

1.4.5 Applicants shall not have a conflict of interest. All Applicants found to be in conflict of interest shall be disqualified. Applicants shall be considered to have a conflict of interest with one or more parties in this short listing process, if they:

- a) have controlling shareholders in common; or
- b) receive or have received any direct or indirect subsidy from any of them; or
- c) have the same legal representative for purposes of this application; or
- d) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the application of another Applicant, or influence the decision of AFR regarding this short listing process; or

1.5 Clarification of Pre-qualification Document

A prospective Applicant requiring any clarification of the short listing documents may notify AFR in writing by email address indicated below. AFR will respond in writing to any request for clarification on the pre-qualification document, which it receives no later than **five (5) days** prior to the deadline for the submission of Applications. AFR's response will be copied to all applicants.

For clarification purposes only, AFR's address is: procurement@afr.rw

Head of Finance and Administration,
Access to Finance Rwanda
KG 5 Avenue, House #13- Kacyiru
The road behind the Netherland Embassy
P.O. Box 1599
Kigali – Rwanda

1.6 Amendment of Short listing Document

- 1.6.1 At any time prior to the deadline for submission of applications, AFR may amend the pre-qualification document by issuing addenda.
- 1.6.2 Any addendum issued shall be part of the pre-qualification document and shall be posted on our website and also communicated in writing to all who will have obtained pre-qualification document.
- 1.6.3 To give prospective Applicants reasonable time to take an addendum into account in preparing their applications, AFR, at its discretion, shall extend the deadline for the submission of applications.

PART II: PREPARATION OF APPLICATIONS

2.1 Language of Application

The Application prepared by the Applicant, as well as all correspondence and documents relating to the Application exchanged by the Applicant and AFR, shall be written in English. Supporting documents and printed literature provided by the Applicant may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Application, the translation shall govern.

2.2 Establishing Applicant's minimum Eligibility, Experience and Qualifications

The Applicant **MUST** provide as part of its Application, the documentary evidence of the firm's

- Certificate of incorporation;
- Power of Attorney;
- Current period Trading license;
- Current period Tax clearance certificate and
- At least 3 contacts/references letters of similar nature of work.
- Respective statutory regulatory certificates, manufactures' authorization where applicable (*for example IATA, ISO certificate*)

Applicant should demonstrate at least 3 years' experience in a related service and provide evidence of at least 3 contacts of similar nature of work undertaken. In addition the applicant should attach signed submission sheet and code of conduct in agreement with the terms therein

2.3 Format and Signing of Applications

- 2.2.1 The Applicant is requested to submit its Short listing Documents (included in Annex) in one envelope marked: "Short listing Documents for the provision of supplies or non-consultancy services for the Year 2018-2019."
- 2.2.2 The original and the copies of the Application shall be typed in indelible ink, and shall be signed by the Applicant or a person or persons duly authorized to sign the short listing documents.

PART III: SUBMISSION OF APPLICATIONS

3.1 Sealing and Labelling of Applications

3.1.1 The Short listing Application shall be composed of two separate proposals marked “**Short listing Document for the provision of supplies or non-consultancy services**”. It should also clearly indicate the **code and item** for which the bidder is proposing. It shall contain one (1) Technical (marked “Technical Proposal”) and one (1) Financial (marked “Financial Proposal”).

3.1.2 For application submission purposes only, AFR’s email address is: procurement@ afr. rw

Head of Finance and Administration,
Access to Finance Rwanda
KG 5 Avenue, House #13- Kacyiru
The road behind the Netherland Embassy
P.O. Box 1599
Kigali – Rwanda

3.2 Deadline for Submission of Applications

Applications must be received by AFR at the address specified no later than
September 14, 2018.

3.3 Late Applications

Any Application received after the deadline for submission of Applications prescribed by the AFR will be rejected.

PART IV: OPENING AND EVALUATION OF APPLICATIONS

4.1 Opening of Applications

- 4.1.1 Opening of bids will be done by AFR and will record all the relevant Applicants information at this stage.

4.2 Evaluation of Applications:

- a) The AFR will carry out the evaluation of Applicants on the basis of their responsiveness to eligibility, experience and qualification criteria
- b) Any application that fails to meet the requirements will be considered unsuitable and shall be rejected at this stage.

4.3 Clarification of Applications

- 4.3.1 During evaluation of the Applications, AFR may, at its discretion, ask the Applicant for clarification of its Application. A request for clarification shall be signed and sent to a bidder by the chairperson of the evaluation committee and all requests for clarifications shall be copied to all bidders for information purposes only and noted in the evaluation report.
- 4.3.2 A bidder shall be instructed to reply to clarifications in writing within a specified time.
- 4.3.3 Failure of a bidder to respond to a request for clarification may result in the rejection of its bid.

4.4 Confidentiality

- 4.4.1 Information relating to the evaluation of applications, and recommendation for short listing, shall not be disclosed to Applicants or any other persons not officially concerned with such process until the notification of short listing is made to all Applicants.
- 4.4.2 From the deadline for submission of applications to the time of notification of the results of the short listing, any Applicant that wishes to contact AFR on any matter related to the short listing process, may do so but only in writing.

PART V: SHORT LISTING

5.1 Notification to the Short listed Applicants

AFR will notify all Applicants **by email** that they have been short listed

5.2 Inspection

The AFR reserves the right to conduct a physical inspection of the premises of the Applicant at its own cost and discretion. If, after the inspection, it is deemed that the physical structure and quality of service equipment is unsatisfactory, then the Application will be rejected. AFR reserves the right to verify all information submitted.

Annex 1: APPLICATION SUBMISSION SHEET

Date: *[insert day, month, year]*

To:

Head of Finance and Administration,
Access to Finance Rwanda
KG 5 Avenue, House #13- Kacyiru
The road behind the Netherland Embassy
P.O. Box 1599
Kigali – Rwanda.

We/I, the undersigned declare that:

- (a) We/I have examined and have no reservations to the short listing document.
- (b) We/I hereby apply to be pre-qualified for the provision of supplies or non-consultancy services:
- (c) We/I, including any subcontractors or providers for any part of the contract or contracts resulting from this short listing process, are eligible to participate in public procurement;
- (d) We/I undertake to abide by the Code of Ethical Conduct for Providers and Providers during the procurement process and the execution of any resulting contract;
- (e) We/I, including any subcontractors or providers for any part of the contract or contracts resulting from this short listing process, have nationals from the following eligible countries *[insert the nationality of the Applicant, including that of all parties in case of a joint venture and the nationality of any subcontractors, if applicable]*;
- (f) We/I, including any subcontractors or providers for any part of the contract or contracts resulting from this short listing process do not have any conflict of interest, and are not associated, nor have been associated in the past, directly or indirectly, with the consultant or any other entity that has prepared the design or technical specifications of the Supplies;
- (g) We/I, our affiliates or subsidiaries, including any subcontractors for any part of the contract or contracts resulting from this short listing process, have not been suspended by the Rwanda Public Procurement Authority from participating in public procurement;
- (h) We/I understand that you may amend the scope and value of any contracts to be bid or cancel the short listing process at any time and that you are neither bound to accept any application that you may receive nor to invite the short listed applicants to bid for the contract or contracts, which are the subject of this short listing, without incurring any liability to the Applicants;
- (i) We/I understand that qualification information will be subject to verification through a post-qualification process prior to any award of contract;

- (j) We/I hereby authorise you and your authorised representatives, to conduct any enquiries or investigations to verify the statements, documents and information submitted in connection with this application and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Application Submission Sheet will also serve as authorisation to any individual or authorised representative of any institution referred to in the supporting information to provide such information deemed necessary and as requested by yourselves to verify statements and information provided in this application.

Signed: *[signature of person whose name and capacity are shown below]*

Name: *[insert complete name of person signing the application]*

In the capacity of *[insert legal capacity of person signing the application]*

Duly authorised to sign the application for and on behalf of: *[insert complete name of Applicant/Joint Venture]*

Dated on _____ day of _____, _____ *[insert date of signing]*

Annex 2: CODE OF ETHICAL CONDUCT IN BUSINESS FOR BIDDERS AND PROVIDERS

1. Ethical Principles

Bidders and providers shall at all times-

- (a) maintain integrity and independence in their professional judgment and conduct;
- (b) comply with both the letter and the spirit of-
 - i. the laws of Rwanda; and
 - ii. any contract awarded.
- (c) avoid associations with businesses and organisations which are in conflict with this code.

2. Standards

Bidders and providers shall-

- (a) strive to provide works, services and supplies of high quality and accept full responsibility for all works, services or supplies provided;
- (b) comply with the professional standards of their industry or of any professional body of which they are members.

3. Conflict of Interest

Bidders and providers shall not accept contracts which would constitute a conflict of interest with, any prior or current contract with AFR. Bidders and providers shall disclose to all concerned parties those conflicts of interest that cannot reasonably be avoided or escaped.

4. Confidentiality and Accuracy of Information

- (1) Information given by bidders and providers in the course of procurement processes or the performance of contracts shall be true, fair and not designed to mislead.
- (2) Providers shall respect the confidentiality of information received in the course of performance of a contract and shall not use such information for personal gain.

5. Gifts and Hospitality

Bidders and providers shall not offer gifts or hospitality directly or indirectly, to staff of AFR that might be viewed by others as having an influence on a government procurement decision.

6. Inducements

- (1) Bidders and providers shall not offer or give anything of value to influence the action of a public official in the procurement process or in contract execution.
- (2) Bidders and providers shall not ask a public official to do anything which is inconsistent with the Act, Regulations, Guidelines or the Code of Ethical Conduct in Business.

7. Fraudulent Practices

Bidders and providers shall not-

- (a) collude with other businesses and organisations with the intention of depriving AFR of the benefits of free and open competition;
- (b) enter into business arrangements that might prevent the effective operation of fair competition;
- (c) engage in deceptive financial practices, such as bribery, double billing or other improper financial practices;
- (d) misrepresent facts in order to influence a procurement process or the execution of a contract to the detriment of AFR; or utter false documents;



- (e) unlawfully obtain information relating to a procurement process in order to influence the process or execution of a contract to the detriment of the AFR;
- (f) withholding information from the AFR during contract execution to the detriment of the AFR.

We/I agree to comply with the above code of ethical conduct in business.

AUTHORISED SIGNATORY

NAME OF SUPPLIER

Annex A3: APPLICANT INFORMATION SHEET

STRUCTURE AND ORGANIZATION

1 Name of Company:

[insert full legal name]

Physical address:

[insert street/ number/ town or city/ country]

Postal address:

Telephone number:

Telefax number:

Email:

2 Description of the Company's activities:

3 Number of years of experience in the provision of the works, services or supplies under reference

-
- 4 In case of a Joint Venture, the following documentation shall be required for each member of the joint venture:
- a. a copy of the Bidder's Trading licence or equivalent;
 - b. a copy of the Bidder's Certificate of Registration or equivalent;
 - c. a copy of the Bidder's income tax clearance certificate or equivalent;
 - d. a copy of the respective statutory regulatory certificates, manufactures' authorization
 - e. Power of Attorney of the signatory(ies) of the bid authorising signature of the bid on behalf of the joint venture;
 - f. a certified copy of the Joint Venture Agreement, which is legally binding on all partners, showing that all partners shall be jointly and severally liable and one of the partners will be nominated as being in charge, authorised to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture.

The Applicant's authorised representative for information is:

Name: *[insert full legal name]*

Address: *[insert street/ number/ town or city/ country]*

Telephone/Fax numbers: *[insert telephone/fax numbers, including country and city codes]*

E-mail address: *[indicate e-mail address]*

FORM A3: FINANCIAL STATEMENT

1. Annual value of business under taken in the last two years

Year		
Turn over		

3. Approximate value of current work related to this type of works, services or supplies

4. **Terms of payment:**

Offers are requested to provide information on expected delivery and payment terms

FORM A5: EXPERIENCE: RELEVANT CONTRACTS COMPLETED

Please fill in information about the relevant contracts completed over the past three years.

Name Employer	Description of Contracts	Total Contract Price	Date of Completion

The applicant **MUST** attach evidence of performance of the above contracts either in the form of reference letters from the clients. This is applicable for both completed and current similar assignments.

EXPERIENCE: CURRENT RELEVANT CONTRACTS

Please fill in information about the current relevant contracts being executed.

Name Employer	Description of Contract	Contract Price	Value completed and certified

	FORM A6: LEGAL STATUS
--	------------------------------

1	Enclose a copy of the Memorandum and Articles of Association or its equivalent. A separate list of Directors/Partners/Proprietors should be attached. A joint venture agreement should be attached where applicable.
2	Enclose a copy of the Certificate of Incorporation or its equivalent.
3	Enclose a copy of the Respective statutory regulatory certificates, manufactures' authorization where applicable.
4	Enclose an Income Tax Clearance Certificate addressed to the AFR, for this particular purpose. AFR shall only accept original income tax clearance certificates. <ul style="list-style-type: none"> • Enclose an Annual Tax Clearance certificate for the previous year.
5	Please enclose a copy of a Trading License for the previous year <u>certified</u> by an issuing authority.
7	Please enclose a copy of your firm's ISO or other quality assurance certificate, if any.



Date issued: August 17, 2018

Deadline for submission of clarifications:

September 07, 2018 at 8:00 AM Rwanda Time

Closing Date: September 14, 2018

Closing Time: 05:00 PM, Rwanda Time

SUBJECT: Request for quotation for maintenance services of air conditioners

Access to Finance Rwanda seeks Quotations for maintenance of Air Conditioners for the Year 2018 – 2019. AFR plans to award a single contract to one successful offeror through a full and open competition.

Offerors are invited to submit a quotation in accordance with requirements of the enclosed RFQ. Quotations must be received by AFR no later than the date and local time stated above and in this RFQ. AFR requires that offers remain valid for a minimum of **90days**.

The offerors should read the entire solicitation, which includes all pertinent technical sections and the terms, conditions and instructions required for submitting a proposal. Prior to submission of proposals, any amendments to this solicitation will be made available on AFR website: www.afr.rw. It is the offeror's responsibility to check this site periodically for updates and amendments to the solicitation. This solicitation in no way obligates AFR to award a contract, nor does it commit AFR to pay any cost incurred in the preparation and submission of a Quotation in response hereto. Furthermore, AFR reserves the right to reject any and all offers, if such action is considered to be in the best interest of AFR.

By email only, please submit all questions regarding this RFP no later than **September 07, 2018 at 8:00 AM (Rwandan Time)** to jacqueline@afr.rw Head of Finance and Administration with CC: procurement@afr.rw . Oral instructions, answers, or guidance from any AFR source prior to the award of the contract will not be binding.

Follow the link to access detailed bid document: <http://www.afr.rw/resources/procurement/bid-document-maintenance-of-air-conditioners>

Sincerely,

Access to Finance Rwanda.

REQUEST FOR QUOTATION MAINTENANCE SERVICES OF AIR CONDITIONERS

AFR invites qualified and eligible suppliers to submit their quotations for maintenance of Air Conditioners for the year 2018 - 2019.

1. Only companies with the following requirements will be considered:

- a) *Rwandan registered business*
- b) *Full compliance with the specification and requirements under scope of work*

2. AFR shall not be responsible for any loss of quotation or delayed of submission. Proof of posting shall not be accepted as evidence for the submission of quotation.

3. AFR is also not bound to accept the lowest or any quotation nor will it be responsible for any cost incurred in relation to this RFQ.

Quotation Offers

1. The price stated must be in **Rwanda Francs (RwF) only**. The price offered by the company during the project must be adhere at all time. Company shall not incur any other cost or disbursement **UNLESS** approved in writing by AFR.

2. The price must include all expenses during the project including the tax as set by the Rwandan Government.

Clarifications

Please do not hesitate to contact the following personnel should you require further clarifications:

jacqueline@ afr. rw with a copy to procurement@ afr. rw

Bidding Price

Potential bidders should submit their bids on unit prices per each item.

N.B: the all bidders are required to quote for all items inclusive of all taxes.

Potential bidders should submit their bids basing on the unit prices per each item which will be used for evaluation purposes but the contract will be based on the unit prices where by the client will be issuing a purchase order when need arises

Evaluation Criteria and award

The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, and is determined via analysis to be the best value based on application of the following evaluation criteria. The relative importance of each individual criterion is indicated by the number of points below:

Evaluation Criteria	Points
Cost of service provision (Rate)	40
Qualifications of the technicians	20
Firm and staff Experience	20
Service delivery	10
Response to call for support	5
Payment terms	5
Total points	100

Submission of Quotations

Quotations must be submitted by email to: procurement@ afr. rw in **Word/Excel** or **PDF formats** only not later than **05:00 PM Rwanda Time on September 14, 2018**. With subject line: **“maintenance services of Air Conditioners”**

Required documents

1. All appendices

Right to Reject:

AFR reserves the right to accept or reject any bid or to cancel the procurement process and reject all bids at any time prior to contract signature and issue by AFR, without incurring any liability to bidders.

AFR reserves the right, at its sole discretion, to reject all bids received and seek fresh bids, to negotiate further with one or more of the bidders, to defer the award of a contract or to cancel the competition and make no contract award, if appropriate.

General Terms and Conditions for the procurement

1. AFR reserves the right to reject all or any of the quotation and to split up the requirements or relax any of the conditions without assigning any reason.
2. Any quotation received after the date and time specified will not be considered.
3. Canvassing in connection with Quotation is strictly prohibited and the quotations submitted by the bidders who resort to canvassing are liable to be rejected.
4. If there happens to be a holiday on any date indicated in the quotation, the transaction shall be performed on the next working day.

Rates, Taxes and Prices

- Bidders should quote unit price in the prescribed proforma. Rates should be inclusive of all taxes including delivery/service at the site and installation.

- Incomplete bids will be rejected automatically. All corrections and alterations in the entries of quotation papers will be signed in full by the bidder with date. No erasing or over-writings are permissible.

- Price quoted shall be firm and any variation in rates, prices or terms during the validity of the offer shall not be permitted

- The prices quoted and accepted will be binding on the tenderer and valid for a period of one year from the date of signing the contract and any increase in price will not be accepted during the contract period.

The rates shall be quoted in figures as well as in words.

- Special care should be taken to write the rate and amounts in figures as well as in words.

In case of any discrepancy between the rate quoted and the amount worked out, the rate quoted words shall be taken as correct.

Place of delivery/service

Place of delivery/service shall be at AFR offices in Kacyiru, on the road behind Dutch Embassy KG 5 Avenue, House No.13 Kacyiru. P.O Box 1599, Kigali – Rwanda unless otherwise specified.

Payment

- Payment will be made in 21 working days
- Payment shall be made upon submission of following documents:
 - i. Supplier's Invoice
 - ii. Copy of the “Maintenance Cards” signed by the user & counter signed by the Logistics Officer or

Award of Contract

AFR will award the contract to the successful bidder whose tender has been determined to be substantially responsive and has been determined as best evaluated tender, provided further that the tender is determined to be qualified to perform the contract satisfactorily.

AFR reserves the right to increase or decrease the quantity of items and also reserves the right to cancel or revise or any of the all the tenders or part of tenders without giving any reasons thereto with no cost to AFR.

Default Clause /Cancellation of Contract

If the service provider fails to commence services under the contract as scheduled or to deliver the quantities ordered to him within the period stipulated in the contract, AFR reserves the right to (a) Extend the period or (b) Cancel the contract in whole or in part for the incomplete /balance works/services. The extension of time period of the AMC will be at the sole discretion of AFR after examination of the request from the bidder & only for the genuine reasons beyond the control of bidder. If AFR decides to cancel the contract on account of the default or unsatisfactory services, the work shall be got done at the risk and cost of the tenderer. The tenderer shall be liable to pay any loss by way of extra expenditure or other incidental expenses, which AFR may have to incur of the default of the tenderer. In addition to action above, AFR may debar the defaulting supplier from future orders, for a maximum period of 3 years.

AFR shall be the final authority to reject full or any part of the Service Providers/Contractors contract, which is not conforming to the specifications and other terms and conditions. No payment shall be made for unsatisfactory service(s).

Confidentiality

Information relating to the examination, clarification, evaluation and comparison of tenders, and recommendations for the award of a Contract shall not be disclosed to tenderer or any other persons not officially concerned with such process until the notification of Contract award is made.

Any effort by the tenderer to influence AFR in the Technical bid evaluation, bid comparison or contract award decisions may result in the rejection of the Tenderer's bid.

SCOPE OF WORK

The tentative quantity of various type/make of Air Conditioners (Acs) is as under:

Ref #	Capacity of Split AC	Quantity
1	Split LG Air Conditioners	5
2	Cassette Air conditioners	3
3	Any additional Air conditioners	TBD later
Total		8

The services shall include providing all manpower, tools and plants like ladder, stools, spanners, testing equipments and replacement of defective spare parts, such as replacing of chiller pipes, outlet pipes etc. including consumables at any height/any floors as and where required, and as directed by AFR Management.

Preventive Maintenance Services Quarterly:

Every machine shall be serviced at least once every quarter. A record of such services duly acknowledged by the person using the machine or in his absence, in charge of the location of the AC shall be maintained.

Quarterly PMS shall include at least the following services:

- a) Cleaning of air filters, indoor unit grills & filters through air blower.
- b) Cleaning of the indoor unit body by wiping out the dust etc. with wet cloth.
- c) Replacement of filter if found damaged/unusable.
- d) Checking selector switch, thermostat, relays, and remote control etc.
- e) Checking motor bushings.
- f) Checking ground connections.
- g) Cleaning of blower and condenser fan.
- h) Cleaning the evaporator & condenser coils.
- i) Checking and tightening of nuts & bolts.
- j) Oiling the motors.
- k) Checking of the backup electrical power outlet
- l) Checking of the drive motors and fans
- m) Over hauling of the AC, with chemical washing process.
- n) Checking cooling efficiency.
- o) Checking Firmness of the Supporting arrangement for the compressor, blower motor, air conditioners casing and fixing of the air conditioners etc.
- p) Replacement of any component of air conditioners (Outdoor and indoor units, inlet and outlet pipelines, electrical connections etc.) found defective after the above checks and tests.
- q) Charging of Refrigerant Gas during the period of Contract if need arises.

A maintenance schedule mutually agreed upon will be prepared before commencement of the contract.

Annual Maintenance Services

The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition annual maintenance services shall also include:

- a) Cleaning the condenser and evaporator coils with suitable detergent/chemical solution and flushing with high-pressure jet of water.
- b) Greasing of blower motors and all moving part

The above activities must be carried out within 15 (fifteen) days from the date of award of the contract

Break Down Services (BDS):

On call AMC services shall include attending to any complaint any time of the year, on receipt of verbal/written complaint from coordinating officer of AFR. A record of the break-down calls attended duly acknowledged by the occupant or user of the AC & in his absence by the person in charge of the location of the AC, shall be maintained & displayed on the “Maintenance Card” kept with the AC & also copy of the same in records of the person in charge.

Ordinarily a complaint must be attended within 2 to 4 hours whenever no change of part is involved, however, in case of requirement of change of spare part, the complaint may be attended within 48 hours of its receipt. Thus after 5 days AFR shall have the right to get the complaint rectified on his own through any other agency and the amount shall be recovered from the concerned agency.

Terms and Conditions

- a) The spare parts used for replacement shall be procured from the authorized dealer/service center of same make/quality as installed in new air conditioner with warranty or guarantee as per manufacturer. The original bills/vouchers of purchase of spare parts are attached with the quarterly payment claims as a proof of its genuinity.
- b) The service provider shall maintain services logbook/file containing copy of the cards duly signed by the users and countersigned by AFR official.
- c) In case of continued non-performance and inability to meet service requirements, this office shall reserve the right to terminate the contract after giving 15 days’ notice in writing.
- d) It will be the sole responsibility of the Contractor to abide by the provisions of the following acts as to the workers engaged by him for performance of this contract:

The successful bidder will sign a framework contract.

Duration of the Service

The duration of the service is Twelve (12) months renewable by mutual written agreement by both parties. The contract to be signed shall be a framework. Therefore its execution shall be on demand of the customer.

COMPLAINT PERFORMANCE

[illegible]