**TERMS OF REFERENCE**

**Repair and Maintenance Services Contract**

**BACKGROUND**

Save the Children, East and southern Africa Regional Office based in Nairobi seeks a suitable maintenance contractor to provide repair and maintenance services set in the scope of work below.

**TASK OBJECTIVES**

The objective of this contract is to obtain the services from a reputed, experienced, and qualified contractor who can provide efficient repair and maintenance services to Save the Children’s leased property as set below in the scope of work.

**SCOPE OF WORK**

The contractor shall provide repair, maintenance and installation services for the following work in the Save the Children property:

i) Electrical System

ii) General Maintenance

iii) Carpentry

iv) Plumbing

v) Painting

**WORK DETAILS**

**i) Electrical**

Twice a week routine checkup of all the electrical System & appliances: Defective bulbs, tube lights, parameter lights, fans, switches, sockets, plug points, short circuiting/Tripping lines, re-wiring, managing tangled wires, load balancing and any other job.

A thorough checking up to all the electrical systems which includes cleaning of all panel junctions, tightening of all connections, checking/cleaning/greasing of all contracts, checking of Main Circuit Breakers (MCB's).

Maintenance of the office high voltage transformer, main electric meters, main power supply in liaison with Kenya Electric Authority.

Installation of various electrical equipment etc. where necessary.

While installing high power consumption electrical device i. e. Heater, AC, Electric boiler, the contractor should access electric current load between each electric phase to ensure electric load is equally shared in each phase to avoid accident.

Be able to repair or arrange to repair all kinds of electronic and electrical items.

**Frequency of intervention: Routine checkup for all the electrical work in weekly basis.**

**ii) General maintenance**

Weekly routine checkup for all the general maintenance & repair work. The work includes maintenance of Vinyl flooring, carpeting, blinds, maintenance of carpets.

**Frequency of intervention: Routine checkup for all the general maintenance work in weekly basis.**

**iii) Plumbing**

Installation or repair of flush, shower, repair of leakages from pipelines both internal and external, surface drains, manhole cleaning, removal of blockage in the pipelines using pressure pump if necessary etc.

 Pipe Lines (Cold and Hot water supply pipe line)

 Commode leak repair

 Wash basin/Sink leakage repair

 Tap repair & replacement

 Soil, Waste and Rainwater drainage pipe lines

 Sewer pipe Fixtures

 Flush, shower repair of leakages from pipe.

 Surface and rooftop drains

 Removal of blockage in the pipe line using pressure pump

 Testing of water quality

 Cistern repair

**Frequency of intervention: Routine checkup for all the plumbing work in daily basis.**

**iv) Carpentry**

Contractor will do the Carpentry work on as & when required basis which will include:

 Repair of desk, chair, cupboards

 Aluminum/ wooden windows & door disorder

 Door Frame and Door Lock

 Sealing Doors and Windows

 Fixing frames for doors, windows

 Local made panel door shutter

 Mosquito screen window shutter

 Aluminum Skirting

 Repair of desk, chair, windows/door disorder, doorframe, door lock, sealing doors and window.

**Frequency of intervention: Routine checkup for all the carpentry work in weekly basis.**

**v) Painting**

Paint should be environment friendly and lead free. All painting work should be undertaken in close liaison with the Admin Section. Painting will include:

 Plastic emulsion paint

 Chapra Polishing

 Wall Distemper

 Pop Cornice

 Acrylic Emulsion Paint

 Cement Paints

 Primer Coats

 Water Proofing Paints

 Synthetic Enamel Paints

 Waterproofing Paint to expose brickwork washable distemper

 Lacquer

 Hot Bitumen Emulsion

 Polishing on brick cladding

 Plaster of Paris

**Frequency of intervention: As and when required.**

**TIME FRAME**

The contract shall provide the services on the following priority basis.

Urgent -100% of all reported faults, which have health and safety implication to be dealt within 2 hours of notification.

Essential -100% of other minor faults to be dealt with in 2 working days.

Desirable - To respond to all requests for advice and assistance on non-urgent cases within three working days.

**HEALTH and SAFETY**

Health and Safety is paramount on the SCI property. All employees of the contractor are to strictly adhere to the health and safety guidance provided. Contractor shall take reasonable care of their staff health and safety as well as that of other persons who may be affected by their activities.

The contractor is solely responsible for the care, protection and safety of the works, the site and all things in the work areas. All required Personal Protective Equipment (PPE) are to be provided by contractor to its employee. As minimum, a safety helmet, coverall and hand gloves are to be worn by all on site. Employees not wearing the correct PPE will be removed from the work site until such provision is made by the contractor.

The contractor shall inform the Admin Officer of any special health and safety hazards which might invoice in the work to be performed and shall advice to SCI of any precautions that ought to be taken.

The materials/ accessories used in the repair/replace work must adhere with the Standard specifications **to be used i.e. ISO standard**. The contractor shall consult with Admin Officer before installing any equipment etc. in the SCI property.

The contractor shall be responsible for completing the work, to a high standard and within the required time or sooner.

**SECURITY**

The contractor must hold record of their staff details. To the extent required from time to time by the security manager/deputy, the contractor shall provide.

 a list of staff showing the name and address of everyone who is involved in the performance of contractor.

 any other information about such person, with supporting evidence, required including full details of birthplace, citizenship and Certificate of good conduct.

The contractor shall not without the written approval from the Admin Officer, take photograph of the whole or any part of SCI property. The contractor shall take all reasonable steps to prevent any person, other than Admin Officer from taking, publishing or otherwise circulation any such photograph with such permission.

The contractor shall provide clear visible ID card to their worker and this should be worn at all the time during work.

Loads and paths to be used as access by the contractor are to be left clear of construction plants, vehicles and debris at all the time. All dangerous areas are to be fenced and signs posted to warn personnel/visitors.

**TIMELINE**

The contract will commence from the date where by it is signed by both parties and will be valid for a period of 2 years upon successful completion of six months’ trial period. The performance will be reviewed after one year.