**Annex 4 – Goods and services specification**

**OBJECTIVES**

The objective of this contract is to obtain the services of a reputed, experienced, and qualified contractor who can provide effective and effective repair and maintenance services for 24 hours at the British Council offices and leased properties (refer to Annex-A) as set out below in the scope of work.

**SCOPE OF WORK**

The contractor shall provide general repair, maintenance and installation/dismantling works in the British Council office and its rented properties as below:

**Job categories**

1) Electrical and Air conditioning maintenance

* Electrical systems
* Inverter systems
* Telephoning and internet systems (this includes wiring and checking connection are working properly)
* Air Conditioning
* Air purifier
* Fire safety Equipment
* Generator servicing

Frequency of intervention: Routine check-up for all the electrical work as per PPM schedule or when request comes from authorized staff of British Council.

2) General Repair and maintenance civil works

* Painting (LED free) of walls and buildings
* Masonry
* Plumbing / Drainage
* Carpentry on weekly basis
* Locksmith
* Scheduled cleaning of water tank rooftop and underground
* Tree Trimming
* House refurbishment/renovation during new staff arrival for their posting in Nepal.
* Pest control treatment for rats and insects
* Scheduled Services of all items mentioned above
* Aluminum or metal works

Frequency of intervention: Routine checkup for all the general repair and maintenance works in weekly basis or when request comes from authorized staff of British Council.

**Service Details:**

* Electrical –

A thorough checking up of all the electrical systems both office and rented properties including cleaning of all panel junctions, tightening of all connection, checking/cleaning/greasing of all contracts, checking of main Circuit Breakers (MCB’s).

Conducting PAT test as per PPM schedule or when request comes from authorized staff of British Council.

Daily routine check-up of all electrical systems and appliances: Defective LED bulbs, tube lights/normal bulbs, parameter lights, fans, power sockets, sockets, plug points, short circuiting/tripping lines, rewiring, managing tangled wires, load balance both office and rented properties.

Maintenances of office high voltage transformer, main electric meter, AC electrical water heater, main power supply is regular both office and residence, closely liaising with Nepal Electricity Authority office as and when necessary.

Ensure that all telephone/IT systems are up and running all the time, any electrical appliances are up and running.

Installation of various electrical equipment i.e. gas cooker, refrigerators, washing machine, tumble dryer, 3 pin type UK electrical socket while planning installation of high power consumption electrical appliances i.e. electric heater, Air conditioners, electrical boilers, assessment of electrical current load between each electrical phase to ensure electrical load is equally shared in each phase to avoid accident.

Repairing of all kind of electric and electrical items fitted

Scheduled servicing for air conditioners, air purifiers, generator, inverter and any other appliance like fridge/freezer

Providing and fitting any spare parts which are necessary during while providing these services, the price for which will be based on actual market price and shall be pre-approved by the British Council.

* Fire safety Equipment –

Maintain automatic fire alarm systems detecting smoke, earthquake, CO2, gas leakages.

Check and update log of fire extinguisher, fire blanket and update responsible staff of British Council for any near expiry of replenishment/refilling.

* Painting –

All painting works shall be environment friendly and LED free and should be undertaken in close liaison with the Facilities Manager at British Council. This includes; plastic emulsion, chopra polishing, wall distemper paints, primer coats, water proofing paints, synthetic enamel paints, waterproofing paints to expose brickworks washable distemper etc.

* Carpentry–

Repair of desk, chair, cupboards, bed, aluminum/windows/door, and door disorder, doorframe, door lock/latch, sealing doors. Sealing door and windows, fixing frames for doors, windows with seasoned salwood, mosquitoes screen windows shutters, aluminum skirting.

* Plumbing –

Installation or repair of solar water systems including flush, shower, repair of leakages from pipelines both internal and external, surface drains, manhole cleaning, removal of blockage in the pipeline using pressure pump if necessary etc. Commode leak repair, wash basin/sink leakage repair, tap repair or replacement, soil, waste and rainwater drainage pipe lines, sewer pipe, fixtures, flush, shower and rainwater drainage pipelines, testing of water quality and cistern repair.

Water tank cleaning 3 times a year (roof top and underground), water quality test (LAB) for both office and residence and inform responsible person for any further treatment as required.

* Masonry –

Brick works, concrete and cement plaster works, tiling works, marble works as and when required.

* Other general repair and maintenance–

The work includes house cleaning, window cleaning of residential properties, treatment of damp and pest control, such as garden treatment, fumigation, rodent control, insect and mosquito and termite treatment on a scheduled time or as and when requested

**Capacity, requirements and processes**

The contractor should provide 24 hours services for both electrical and civil work. They should be well experienced and have enough tools/equipment., excellent logistic support, dedicated skilled manpower, reliable internet connection with official email ID and at least one pickup type vehicle for transportation.

The contractor shall inform occupants of the rented properties or British Council facility management team and also to security control room (In the event of out of office hours work) in the British Council office as appropriate before carrying out or sending their staff to the specific job.

The contractor will not carry out any work without an approved work order unless contacted by the authority or from facilities management team at British Council or direct from staffs in residential premises during urgent or emergency situation and out of office hours. Work carried out under such circumstances should be reported to facilities management team at British Council as soon as office is open next day for record.

The costs of spare parts and supplies for all maintenance works will be reimbursed on actual market price basis. The contractor should submit 3 different quotes from local market for any amount above GBP 100 or equivalent in NPR as evidence to support the procurement of those spare parts to justify value for money. The contractor should attach a receipt of payments made to purchase such supplies. Any replaced parts/equipment must be verified with the Facility Manager and his/her team for disposal.

The contractor should inform a week in advance before carrying out the periodical/scheduled servicing i.e. Air conditioner, air purifier, water tank, water test for quality, fridge, washing machine/dryer and LPG gas cooker.

The contractor shall comply with maintenance Service Level Agreement (SLA) as mentioned below in Time Frame works.

The contractor shall be solely responsible to arrange transportation to and from residences/office to carry handy tools, equipment, spare parts and appropriate manpower to undertake the work required. In the case of transporting heavy equipment such high voltage electrical transformer or heavy equipment related to the repair and maintenance in the British council office or in the residential properties the contractor can charge the cost of transportation, which shall be pre-approved by British Council.

The contractor’s staff shall be able to communicate in Basic English wherever necessary during repair maintenance work.

**TIME FRAME**

The contractor shall provide the services on the following priority basis

a) *Urgent/Emergency* -100% of all reported faults, which have health and safety implication to be dealt within 2 hours of notification

b) *Essential* – 100% of other minor faults to be dealt within 2 working days from the request received from authority

c) *Desirable* – To respond to all requests for advice and assistance on non-urgent cases within three working days from the request received for further works to be completed.

**HEALTH AND SAFETY**

Health and safety are of paramount importance to British Council. All employees of the contractors should strictly adhere to the health and safety guidance provided to contractor (health and safety guidance from British Council). The contractor shall take reasonable care of their staff health and safety as well as that of other persons who may be affected by their work activities.

The contractor is solely responsible for the care, protection and safety of the works, at the site and all things in the work areas. All required Personal Protected Equipment (PPE) are to be provided by contractor to its employ. As minimum, safety boots, helmet, coverall, safety belt while working at height, hand gloves are to be worn by all on site. The contractor will ensure/arrange for full insurance coverage for their staff. Any health and safety issues to workmen or in case of death for the workman will be entirely liability of the contractor. Employee not wearing the correct PPE will be removed from the work site as soon as possible until such provision is made by the contractor.

The contractor shall inform the Facility Manager at Council of any special health and safety hazards which might involve in the work to be performed and advise any precautions that ought to be taken to address those issues at the earliest possible.

All the materials/accessories used during the repair/maintenance work must adhere to British Standard (BS), European Standard (CE) specification or similar. The contractor shall consult with Facility Manger at Council before installing any heavy-duty electrical appliances in the British Council office or in the residential properties.

The contractor shall be responsible for completing any work assigned to them up to a highest 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 Facility Manger, 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, Nepali citizenship and recently police report for authority’s assurance.

**INVOICING**

The contractor shall submit a 100% of invoice on a monthly basis within 1 week of the next month for all the completed works. Failure to submit the invoice within 1st week of the next month, 10% delay charge in manpower costs will be deducted from the total invoice.

The contractor will provide hourly labor charges (only actual time spent in the work) for any on call repair and maintenance works exampled as below;

i) Normal working hours (7am – 7pm)

ii) Urgent/Emergency (except above 24/7 hours)

Manpower and transportation shall be categorized as below;

* General skilled labour (supervisor)
* Special skilled labour (technical personal)
* Helper
* Transport charges – per trip of pick up van/truck within Kathmandu Valley

Repeat visit for the same assignment previously done due to poor performance should be corrected without any additional cost for all kind of job mentioned above. The contractor will require explaining reason for utilization of extra resources in the works to be completed. Refrigerator

**Annex A (Offices and properties details)**

|  |  |  |
| --- | --- | --- |
| **S.N.** | **Property detail** | **Location of house** |
| 1 | British Council main office | Lainchaur Kathmandu |
| 2 | Dakchyata/TVET office | 5th Floor  Central Business park Thapathali, Kathmandu |
| 3 | SSDP Office | Sano Thimi Bhaktapur |
| 3 | CD Residence | Chandol, Kathmandu |

*This list might change over time, but any such changes shall be notified by The British Council in advance.*

**Annex B: Assets Register – List of inventories which require repairing/maintenance**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.N.** | **Description** | **Qty** | **Make/Model** | **Location of Assets** |
|  |  |  |  |  |
| 26 | Cooking range with 5 burner | 1 | Elba | **CD Residence** |
| 27 | Stand Fan | 3 | Local |
| 28 | Electric heater | 1 | Local |
| 29 | Euro-guard - UV Filter | 1 | Local/Kent |
| 30 | Refrigerator Tall | 1 | Local/Samsung |
| 31 | Microwave oven | 1 | Local/LG |
| 32 | Water dispenser | 1 | Local/Electron |
| 33 | Washing Machine | 1 | Local/IFB |
| 34 | Inverter with 3 battery | 1 | Su-Kam 3 KVA |
| 35 | Light bulbs type |  | Tube, CFL, halogen |
| 36 | Water tank underground 15000 ltr | 1 | Concrete inbuilt |
| 37 | Water tank roof top 1000 ltrs | 1 | Local/Hiltake |
| 38 | Fire place/Chimney | 1 | Concrete inbuilt |
|  |  |  |  |  |
| 39 | Ceiling mounted cassette air conditioner | 5 | Midea brand | **British Council Office Lainchaur** |
| 40 | Ceiling mounted cassette air conditioner | 1 | Gree |
| 41 | Split type/wall mounted AC | 18 | Gree |
| 42 | Split type/wall mounted AC | 10 | McQuay |
| 43 | Water tank underground 15000 ltr | 1 | Concrete inbuilt |
| 44 | Roof top water tank | 3 | Local Hiltake 1500 ltr x2 + 500 ltr x1 |
| 45 | Inverter | 1 | Local 10kVA not 20 |
|  | Inverter | 1 | Local 5 KVA |
| 46 | Health and Safety: |  |  |
| 46.1 | Fire Extinguisher | 10 |  |
| 46.2 | Earthquake Alarm | 5 |  |
| 46.3 | Smoke Detector | 17 |  |
| 47 | Light bulbs type | 100 | LED, Halogen, CFL, Halogen fog, Tube, PL etc. |
| 48 | Refrigerator tall | 1 | Local LG |
| 46 | Microwave oven | 2 | LG |
| 47 | Water Dispenser | 1 | AFTRON |
| 48 | Standalone air cooker | 1 | TATA/VOLTAS |
| 49 | Air purifier | 19 | Blue air |
| 51 | Door lock card reader | 2 |  |
| 52 | Shredder | 1 |  |
| 53 | Automatic Sensor Tap | 2 |  |
|  |  |  |  |  |
| 64 | Ceiling mounted cassette air conditioner with outdoor units | 5 | TATA/Voltas | **Dakshyata/TVET Office Thapathali** |
| 65 | Microwave oven | 1 | Local/LG |
| 66 | Water dispenser | 1 | Local/Electron |
| 67 | Tall Refrigerator | 1 | Local/Toshiva |
| 68 | Inverter with 3 battery 80amp | 1set | Local/Su-Kam (5 KVA) |
| 69 | Light bulbs type | 40 | LED/CFL/PL/Tube |
| 70 | Health and safety items |  | **Fire extinguisher/blanket, earthquake alarm, Fire alarm** |
| 71 | Door Lock (Card Reader) | 1 |  |
| 72 | Reshuffling of workstation power cable and network cable | NA |  |
| 73 | Glass windows / handle repair | 3 |  |
| 74 | Glass doors | 3 |  |
|  |  |  |  |  |
| 61 | Inverter with 3 battery 100 Ah | 1 | Luminous (2.5 KVA) | **SSDPP-TA 9215 Office Sanothimi, Bhaktapur (CEHRD Building No:2)** |
| 62 | Hot Water Thermos | 1 | Baltra |
| 63 | Water Dispenser | 1 | Local/Electron |
| 64 | Air-Conditioner 1.0, Ton Wall mounted single split | 1 | Midea |
| 65 | Air-Conditioner 2.0 Ton Wall mounted single split | 1 | Midea |
| 66 | Stand Fan | 1 | Local |
| 67 | Microwave Oven | 1 | Aura |
| 68 | Refrigerator | 1 | Local / Videocon |
| 69 | Electric Heater | 2 | Baltra |
| 70 | Health and Safety | 2 | Fire Extinguisher |
| 71 | Light bulbs type | 16 | LED Panel |

*This list might change over time, but any such changes shall be notified by The British Council in advance.*

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **PPM Schedule for British Council Premises** | | | | | | | | | | | | |  |  | | **Servicing Unit** | **Q1** | | | **Q2** | | | **Q3** | | | **Q4** | | |  |  | | **April** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** |  |  | | Air conditioning Units |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Ventilation System |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Inspection of ladders and harness |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Inspection of adjustable chairs |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Electrical Inspection |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Manual Door Inspection\Oiling |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Automatic Door Inspection\Oiling |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Water Tank Cleaning |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Gutter and sewer drain Cleaning |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Legionella testing in water outlet and tank |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Refrigerator and water dispenser Servicing |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Microwave Oven Servicing/Radiation check |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Water Test in Jar water, tank and tap |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | PAT, Main Switch at Supply intake, Earthing, Distribution boards, Three phase Circuits, Isolators/Starters/Fuse Switches, |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | | Tree pruning |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | | Pump check and servicing |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | | Microwave servicing and radiation test |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | | Shredder Servicing |  |  |  |  |  |  |  |  |  |  |  |  |  | Quarterly | | | Lighting Conductor, earthing, Armoured Cables and Conduits and Power Distribution Unit (PDU) |  |  |  |  |  |  |  |  |  |  |  |  |  | Annually | | | Critical Glazing |  |  |  |  |  |  |  |  |  |  |  |  |  | Semi Annually | |