

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:

A. 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 Planned preventive maintenance (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
- 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
- Preventive maintenance service
- Aluminum or metal works

Frequency of intervention: Routine checkup for all the general repair and maintenance works as per PPM schedule or when request comes from authorized staff of British Council.

B. 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.

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, duco paint, 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.

C. 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 must provide services without disrupting the British Council's regular business activities. Consequently, most work should be performed during off-hours, either in the early morning (6 AM to 8 AM) or in the evening (after 5 PM).

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 work will be reimbursed based on the actual market price. All purchases need to be pre-approved by The British Council. For spare parts costing GBP 200 or more, two quotations are required. For those costing GBP 300 or more, three quotations are necessary. If fewer than the required quotations are obtained, a justification must be provided and pre-approved by The British Council.

As evidence to support the procurement of those spare parts to justify value for money. The contractor should attach invoice of such supplies. Any replaced parts/equipment must be verified with the Facilities 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/induction 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.

D. 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.

E. 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 Facilities 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 Facilities 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.

F. SECURITY

The contractor must hold record of their staff details. To the extent required from time to time by the Facilities 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.

G. WARRANTY

The Service provider warrants that it has the technical expertise and personnel available to perform the services and emergency services and will use the skill, care and diligence reasonably expected of a service provider experienced in carrying out maintenance work for equipment of a similar scope, size, complexity and nature to the equipment.

H. INSURANCE

- The Service Provider shall maintain during the term of the Contract- Employer's Liability insurance.
- Contract works insurance in respect of the work undertaken by the Service Provider
- Public Liability insurance to a level to provide adequate insurance in respect of any one occurrence or series of occurrences arising out of the same originating claim or series of claims
- The Service Provider will produce to the Client for inspection when so requested evidence of the due payment of the then current premiums.

I. 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

proper scanned copy of invoice should be shared to the following email address and original invoice copy needs to be dropped into office properly addressed to relevant team.

Shaillal.pradhan@britishcouncil.org (For British Council, Lainchaur)

Pratik.shrestha@britishcouncil.org (For British Council, Lainchaur)

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

Manpower and transportation shall be categorized as below;

- Supervisor
- General Skilled (Handyman, Plumber, Electrician, Carpenter, Mason, Painter)
- Special skilled labour (Fire Alarm system, Security Alarm system, AC Technician)
- Assistant/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.

J. REPORTING

The Service provider should regularly update the work tracker sheet and provide detail reports of the PPM works carried out within 3 days after the work has been carried out in format agreed with the Facilities team.

K. PENALTIES

British Council reserves the right to penalize the service provider financially if they fail to meet any requirements, clauses, specifications or terms & conditions mentioned in Schedule 1,2 and 3. British Council also reserves the right to decline any invoice if any of the specifications in Schedule are not met.

Annex A (Offices and properties details)

S.N.	Property detail	Building coverage area in sq.ft. (Approx.)	Location of Premises
1	British Council main office	11032	Lainchaur Kathmandu
2	CD Residence	3000	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
British Council, Lainchaur			
1.	Water tank underground 15000 ltr	1	Concrete inbuilt
2.	Roof top water tank	3	Local Hiltake 1500 ltr x 2 + 500 ltr x1
3.	Inverter	1	Local 20kVA
4.	Inverter	1	Local 10 KVA
5.	<u>Fire Alarm system</u>		AVENAR Panel 2000 (BOSCH)
6.	Fire Extinguisher	10	
7.	Earthquake Alarm	5	
8.	Smoke Detector	17	
9.	Square Panel light	100	LED
10.	Refrigerator tall	1	Local LG
11.	Microwave oven	2	Panasonic
12.	Water Dispenser	6	
13.	Standalone air cooler	1	CG
14.	Air purifier	19	Blue air
15.	Shredder	1	AVANTI
16.	Waiting Hall (Wall Mount)	4	Gree

17.	Speaking Room 1	1	Gree
18.	Speaking Room 2	1	McQuary
19.	Speaking Room 3	1	McQuary
20.	Speaking Room 4	1	Midea
21.	Speaking Room 5	1	Midea
22.	Speaking Room 6	1	McQuary
23.	Speaking Room 7	1	Midea
24.	Speaking Room 8	1	Gree
25.	Speaking Room 9	1	McQuary
26.	Speaking Room 10	1	Midea
27.	Post test room	1	Gree
28.	Kanchenjunga room	1	Gree
29.	Supervisor Room	1	Gree
30.	Post Test Room	1	Gree
31.	Security Guard Room	1	Gree
32.	IT Server Room A	1	Gree
33.	IT Server Room B	1	Gree
34.	IT Server Room C	1	Gree
35.	Shredding And Archive Room	1	Gree
36.	CMR Room A	1	Gree
37.	CMR Room B	1	Gree
38.	Training Center (Ceiling Mount)	5	Midea
39.	Makalu Room	1	Gree
40.	Nepali Room	1	Gree
41.	Sagarmatha Room	1	Gree
42.	Lhotse Room	1	Gree
43.	Office 1	4	Gree
44.	Office 2	3	Gree

CD Residence Chandol			
1	Cooking range with 5 burner	1	Elba
2	Stand Fan	3	Local
3	Electric heater	1	Local
4	Euro-guard - UV Filter	1	Local/Kent
5	Refrigerator Tall	1	Local/Samsung
6	Microwave oven	1	Local/LG
7	Water dispenser	1	Local/Electron
8	Washing Machine	1	Samsung Eco Bubble 8 kg
9	Inverter with 3 battery	1	Su-Kam 3 KVA
10	Light bulbs type		Tube, CFL, halogen
11	Water tank underground 15000 ltr	1	Concrete inbuilt
12	Water tank roof top 1000 ltrs	1	Local/Hill take
13	Fire place /Chimney	1	Concrete inbuilt
14	Air purifier	3	Blue Air, 280i

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

PPM Schedule for British Council Premises

Servicing Unit	Q1			Q2			Q3		Q4			Remarks	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb		Mar
Fire Alarm System	Green	Blue	Blue	Blue	Blue	Blue	Green	Blue	Blue	Blue	Blue	Blue	Test functionality, inspect and clean sensors and alarms
PA system	Green	Blue	Blue	Blue	Blue	Blue	Green	Blue	Blue	Blue	Blue	Blue	Test functionality, inspect and clean
Fire Extinguishers	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Visual inspection, check pressure gauges, professional servicing
Electrical Inspection	White	Orange	White	White	Orange	White	White	Orange	White	White	Yellow	White	Check wiring, switches, outlets, and overall system integrity
Earthing test	Orange	White	White	Orange	White	White	Orange	White	White	Yellow	White	White	Check earthing system integrity and resistance
Lightning Arrestor Check	Orange	White	White	Orange	White	White	Orange	White	White	Yellow	White	White	Inspect and test lightning arrestor system
Smoke Detectors	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Test alarms, replace batteries if necessary
Water quality test (regular)	Orange	White	White	Orange	White	White	Orange	White	White	Orange	White	White	Test water quality for safety and compliance of Nepal Drinking Water quality standards
Water quality test (Legionella)	White	White	Green	White	White	White	White	White	Green	White	White	White	Test for Legionella bacteria to ensure safety
AC units (Wall and Ceiling Mount)	White	Orange	White	White	Orange	White	White	Orange	White	White	Orange	White	Clean filters, check for proper operation, inspect refrigerant levels, check and clean coils, deep cleaning and professional servicing

Servicing Unit	Q1			Q2			Q3			Q4			Remarks
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Ventilation System													Test functionality, inspect and clean ducts
Shredding Machine													Clean and lubricate cutting blades, readjust the blades and check for any defects
Water pump test and inspection													Test water pumps for functionality and inspect for wear and tear
Inspection of plumbing system													Check for leaks, inspect pipes and connections
Inverter servicing													Check battery levels, test operation under load and carryout professional servicing
Water dispenser, Standalone Air cooler and Air filter													Test functionality, inspect and clean blades and filter
Refrigerator, washing machine, LPG/ induction cooker, and water filter													Clean overall, testing and professional servicing
Door Servicing													Inspect hinges, locks, and handles; lubricate as needed
Inspection of ladders and harness													Inspect for stability and damage
Inspection of adjustable chairs													Inspect for stability and damage
Critical Glazing													Inspect and clean critical glazing, check for cracks or damage

Legend

Quarterly

Annually

Semi Annually

Monthly



Job detail				
S/N	Equipment name		PM Tasks	Type of work
1	VRF Air Conditioner	1	Clean indoor unit filter and condenser by vacuum cleaner and brush.	6-Monthly PM task
		2	Drain line check , clean and dewater if necessary	
		3	Diffuser check and clean.	
		4	Return grill check and clean	
		1	Cooling effect check	
		2	Drain line check.	
		3	Sound check of indoor unit.	
		4	Indoor fan motor check.	
		5	Clean indoor unit filter and condenser by vacuum cleaner and brush.	
		6	Thermostat check.	
		7	Clean of runner bush.	
		8	Clean outdoor unit.	
		9	Clean Indoor unit.	
		10	Gas pressure check and refill if necessary .	
2	Split Air Condition	1	Indoor Filter clean	6- Monthly PM task
		2	Drain line tray clean	
		3	Runner clean	
		1	Outdoor unit clean	
		2	Filter clean	
		3	Drain line tray clean	
		4	Runner clean	
		5	Electrical system check	
		6	Gas pressure check and re-fil if necessary	
3	Water Heater	1	Heater coil resistance check	1 Yearly PM task
		2	Need to check thermostat	
		3	Electrical wiring check	
4	Laundry equipment- Washing Machine	1	Filter clean	1 Yearly PM task
		2	Belt check	
		3	Electrical wiring check	
5	DB/SDB	1	Electrical wiring check	1 Yearly PM task
		2	Circuit breaker and cable check	
		3	Cable Connector ,lugs nut bolt check	
6	Kitchen equipment	1	Electrical wiring check	6 Monthly PM task
		2	Cable Connector ,lugs nut bolt check	
		3	Heater coil ,Switch, other Electrical component check up	

7	Shredding Machine	1	Cleaning the shredder	Quarterly task
		2	Lubricating the shredder with shredder oil	
		3	Blade repair/Replacement as required	
		4	Alignment and electrical check	
8	Water pump	1	Electrical wiring check	6 Monthly PM task
		2	Cable Connector ,lugs nut bolt check	
		3	Winding/coil ,Switch, other Electrical component check up	
9	Exhaust Fan	1	Electrical wiring check	6 Monthly PM task
		2	Strain/sludge Clean	
		3	Duct condition check and clean	
10	Light System	1	Check functionality	1 yearly task
		2	Replace faulty bulbs	
		1	Check and ensure fixture is ok	
		2	Clean the light fixture	
		1	Electrical wiring check	
		2	Clean the light fixture	
		3	Light Set, bulb ,ballast, capacitor, igniter check	
11	Inverter	1	Check and clean battery bank	6 Monthly task
		2	Check electrical wiring	
		3	Load test the battery bank	
		4	Check inverter/rectifier	
		5	Check incoming/outgoing circuit	
12	Electrical appliances- Water dispenser, kettle, air purifier	1	Clean both internal/external surface	1 yearly task
		2	Check electrical cable	
		3	Check plug	
		4	Check motor	
		5	Check door hinge, closure etc.	
		6	Check cooling fan	
13	Refrigerator	1	Check thermostat	1 yearly task
		2	Check gas pressure and fill up if necessary	
		3	Clean both internal/external surface	
		4	check electrical cable	
		5	check plug	
14	Fire Alarm System	1	Clean both internal/external surface	1 yearly task
		2	Electrical System check	
		3	Check for any errors	
		4	Check addressing system is correct and test all call points and hooters	
15	PA system	1	Clean both internal/external surface	1 yearly task
		2	Electrical System check	
		3	Check for clear sound from speakers	