TERMS OF REFERENCE (TOR)

RFP-2026-EA-006-TOR-003-AIR CONDITIONING MAINTENANCE SERVICES

Document information	Details
Procuring entity	Médecins Sans Frontières – Eastern Africa (MSF EA), Nairobi, Kenya
Requesting unit	Facilities Unit
Service	AIR CONDITIONING MAINTENANCE SERVICES
Engagement type	Service agreement for recurring maintenance and repairs
Contract duration	12 months from the contractual commencement date

1. Background

MSF Eastern Africa (MSF EA) requires a qualified service provider to provide preventive and corrective maintenance services for air-conditioning (AC) units installed at MSF premises.

MSF currently has six (6) AC units requiring regular servicing and maintenance.

2. Objective

The objective is to ensure that all MSF AC units remain safe, reliable, efficient and in good working condition, while reducing breakdowns and extending their useful life.

3. Scope of Services

- Preventive maintenance and servicing of all six (6) AC units at agreed intervals.
- Cleaning of filters, coils, indoor and outdoor units.
- Cleaning and checking of drain pipes and drain trays.
- Checking refrigerant levels and identifying any leaks.
- Checking electrical connections, controls, fans, motors and compressors.
- Checking cooling performance and overall condition of each unit.
- Identification and reporting of faults or components requiring replacement.
- Corrective/reactive maintenance in response to reported breakdowns.
- Replacement of faulty parts where approved by MSF.
- Testing of the AC unit after servicing or repair to confirm proper operation.

4. Maintenance Schedule

Preventive maintenance shall be carried out quarterly, or as otherwise agreed with MSF based on the condition and operational requirements of the equipment.

The service provider shall submit a maintenance schedule for MSF's approval.

5. Breakdown Response

The service provider shall respond promptly to reported breakdowns and prioritise critical AC units affecting staff welfare, IT equipment or essential operations. The bidder shall specify its normal-hours and emergency response availability in Annex A.

Any major repair or replacement requiring additional cost shall be quoted and approved by MSF before the work is undertaken.

6. Reporting

- After each service visit, the service provider shall provide a brief service report indicating:
- AC unit serviced and location.
- Work undertaken.
- Faults identified.
- Parts replaced, if any.
- Condition/performance of the unit.
- Recommendations and outstanding issues.

7. Service Provider Requirements

- Have relevant experience in AC servicing and maintenance.
- Provide qualified and experienced technicians.
- Have the necessary tools and equipment.
- Be able to provide both preventive and emergency/reactive maintenance.
- Comply with applicable health, safety and environmental requirements.

8. Contract Period

The contract period shall be 12 months from the agreed commencement date. Any extension shall require written agreement and compliance with applicable MSF EA requirements.

The number of AC units may increase or decrease during the contract period depending on MSF's operational requirements.

9. Financial Proposal

The quotation should clearly indicate:

- Cost of preventive maintenance per AC unit.
- Frequency of servicing.
- Labour/call-out charges, where applicable.
- Cost of refrigerant, if applicable.
- Spare parts and other additional costs.
- Applicable taxes.
- All additional work and replacement parts shall require prior MSF approval.

10. MSF Responsibility

MSF shall provide reasonable access to the AC units and coordinate access to the premises for scheduled maintenance and repairs

11. Technical Evaluation Criteria

1. Relevant company experience in AC/HVAC maintenance
2. Understanding of TOR and maintenance methodology
3. Qualifications and experience of technical personnel
4. Technical capacity and experience with different AC systems
5. Tools, testing equipment and maintenance resources
6. Preventive maintenance programme and quality assurance
7. Health, Safety & Environmental requirements
8. Emergency response and breakdown support
9. Spare parts and supply-chain arrangements
10. Mobilisation and implementation plan
11. Company Experience. The bidder should demonstrate proven experience in maintaining air conditioning/HVAC systems of a similar size and complexity.

No.	Technical Criteria	Maximum points
1	Relevant company experience in AC/HVAC maintenance	8
2	Understanding of TOR and maintenance methodology	10
3	Qualifications and Experience of Technical Personnel	8
4	Technical Capacity and Experience with Different AC Systems	8
5	Tools, Testing Equipment and Maintenance Resources	6
6	Preventive Maintenance Programme and Quality Assurance	10
7	Health, Safety and Environmental Requirements	8
8	Emergency Response and Breakdown Support	8
9	Spare Parts and Supply-Chain Arrangements	5
10	Mobilisation and Implementation Plan	4
11	Company Experience with Similar-Size and Complexity Installations	5
	TOTAL TECHNICAL SCORE	80

Annex A. Financial assessment and bidder pricing schedule

Bidders must complete the pricing schedule below and provide the commercial information requested in this annex. All separately chargeable items must be identified in the offer.

A. Pricing instructions

• Quote all applicable prices in Kenya shillings (KES). Show VAT, any other applicable statutory charges and the tax-inclusive total separately.

• Indicate “included” or “not applicable” where appropriate. Do not leave fields blank. Describe any exclusions or minimum charges.

• Unit rates must identify whether staff, supervision, tools, personal protective equipment, travel, transport and routine consumables are included. State exclusions explicitly.

• Routine work, emergency attendance, labour, replacement materials and optional services must be distinguished to prevent duplicate charging.

• Indicative quantities shown are for comparing offers and do not guarantee an order volume. For items with no quantity, submit the requested unit rate. Actual services will be ordered according to MSF EA needs and authorised work orders.

B. Standard financial quotation schedule

Complete all unit rates using the stated units and indicative quantities where provided. For items identified as “As required”, quote the unit price only; no guaranteed quantity is implied. Replacement materials and other variable costs must be itemised separately.

C. Commercial and implementation information

• Rate validity period and price adjustment mechanism (if proposed).

• Service commencement lead time and mobilization requirements.

• Normal working hours, emergency response coverage and overtime rates.

• Proposed payment terms, invoicing arrangements and any requested advance payment.

• Insurance and statutory compliance documentation applicable to the service.

• Exclusions, subcontracted elements, travel expenses and minimum charges.

No.	Item / service	Unit	Indicative quantity / basis	Unit rate excl. VAT (KES)	Total excl. VAT (KES)
1	Preventive service per AC unit per visit	unit/visit	24 unit-visits/year (6 units × quarterly service)		
2	Annual planned maintenance visits	visit	4 scheduled visits/year; included in item 1	Included in item 1	Included
3	Emergency call-out within normal hours	call-out	12		
4	Emergency call-out outside normal hours	call-out	12		
5	Diagnostic labour	hour	5		
6	Corrective repair labour	hour	As required		
7	Refrigerant top-up by type	kg	As required		
8	Standard filter cleaning/replacement	unit	As required		
9	Spare parts (itemised price list)	item	As required		
10	Additional AC unit maintenance	unit/visit	As required		
	Subtotal excluding VAT				
	VAT (specify rate)				
	Any other taxes / charges (itemised)				

No.	Item / service	Unit	Indicative quantity / basis	Unit rate excl. VAT (KES)	Total excl. VAT (KES)
	TOTAL INCLUSIVE OF ALL TAXES				

Annex B. Service documentation and acceptance requirements

Requirement	Evidence to be provided / acceptance standard
Scope and quantities	Provide work-order and asset/location references identifying the equipment or areas serviced, quantities and services performed.
Performance arrangements	Deliver the agreed maintenance schedule, attendance and response arrangements; report any delay or critical fault promptly.
Compliance and safety	Provide certificates and test results where applicable, follow safe-work methods and supply evidence of appropriately qualified personnel.
Commercial completeness	Apply agreed unit rates, disclose taxes and obtain written approval before any additional chargeable repair, material or labour.
Service acceptance	Submit a service or completion report detailing tasks, materials, tests, outstanding defects and corrective actions. Invoicing is subject to MSF acceptance.