TERMS OF REFERENCE (TOR)

RFP-2026-EA-006-TOR-002-FIRE FIGHTING EQUIPMENT MAINTENANCE AND SERVICING

Document information	Details
Procuring entity	Médecins Sans Frontières – Eastern Africa (MSF EA), Nairobi, Kenya
Requesting unit	Facilities Unit
Service	FIRE FIGHTING EQUIPMENT, MAINTENANCE AND SERVICING
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 the services of a qualified and competent service provider to undertake the routine maintenance, inspection, testing, servicing, repair, and emergency response for its fire protection and life-safety systems.

The purpose of the assignment is to ensure that all fire safety systems remain operational, reliable, compliant, and ready for use in the event of a fire or other emergency.

2. Objective of the Assignment

- Ensure the reliability and effective operation of MSF EA fire safety systems and equipment.
- Undertake preventive and corrective maintenance in accordance with manufacturers' recommendations and applicable requirements.
- Minimize the risk of fire-related incidents, system failures, and operational downtime.
- Ensure timely inspection, testing, servicing, repairs, and replacement of faulty components.
- Provide prompt emergency response and troubleshooting when required.
- Maintain proper documentation, service records, inspection reports, and recommendations.

3. Scope of Services

A. Fire Alarm System

- Routine inspection and maintenance of the fire alarm system.
- Testing and servicing of smoke detectors, heat detectors, control panels, sounders/sirens, manual call points, and battery backup systems.
- Functional testing of alarm zones and associated components.
- Inspection of system wiring, connections, power supplies, and batteries.
- Fire alarm system testing and verification of proper operation.
- Identification and rectification of faults and system deficiencies.

B. Fire Fighting Equipment

- Routine inspection and servicing of portable fire extinguishers, including CO_2 , dry powder, water, and foam extinguishers.
- Inspection and servicing of fire blankets.
- Checking extinguisher pressure, seals, hoses, safety pins, gauges, and general condition.
- Refilling/recharging and replacement of extinguishing agents where required.
- Pressure testing/hydrostatic testing of applicable fire extinguishers and cylinders.
- Replacement of defective, damaged, expired, or unserviceable equipment.

C. Fire Suppression Systems

- Fire suppression control panel and releasing mechanisms.
- Suppression cylinders/containers and extinguishing agents.
- Detection and activation systems.
- Manual release and abort stations.
- Nozzles, pipework, valves, pressure gauges, and associated components.
- Alarm interfaces and system interlocks.
- Pressure/weight checks and integrity of suppression cylinders.
- Functional and discharge-related testing where required and safe to undertake.
- Identification and replacement of faulty or expired components.
- Ensure systems are properly reinstated and operational following maintenance or testing.

4. Repairs and Replacement

1. Diagnose and troubleshoot faults affecting fire protection systems.
2. Undertake approved repairs and replacement of faulty components.
3. Provide quotations and technical recommendations for major repairs or replacements where prior approval is required.
4. Use compatible and quality-approved components for replacements.
5. Ensure all repaired systems are tested and confirmed operational before handover.

5. Emergency Response

1. Provide emergency response and technical support for fire alarm and suppression system failures.
2. Respond to reported faults within the contracted response time. The bidder shall state its normal and emergency response arrangements in Annex A.
3. Provide troubleshooting and temporary measures where immediate permanent rectification is not possible.
4. Attend to emergency callouts related to fire protection systems and equipment.
5. Provide a service report following each emergency intervention.

6. Inspection, Testing and Preventive Maintenance

- The service provider shall develop and maintain an appropriate preventive maintenance schedule covering all fire safety systems and equipment as per manufacturer's recommendations.
- Applicable Kenyan statutory and regulatory requirements.
- Relevant fire safety standards and good industry practice.
- MSF EA safety and operational requirements.

7. Documentation and Reporting

- Routine maintenance and inspection reports.
- Equipment/system testing records.
- List of defects and corrective actions undertaken.
- Details of replaced components and equipment.
- Pressure/hydrostatic test certificates where applicable.
- Fire extinguisher servicing records and tagging.
- Emergency call-out reports.
- Recommendations for major repairs, replacement, or system upgrades.
- Updated asset/equipment maintenance records after each service visit.

8. Deliverables

- Completed preventive maintenance services as scheduled.
- Fully tested and operational fire alarm and suppression systems.
- Serviced and compliant fire extinguishers and fire blankets.
- Timely corrective maintenance and repairs.
- Emergency response and troubleshooting support.
- Comprehensive service and inspection reports after each visit.
- Certificates/test reports where applicable.
- Recommendations on any risks, deficiencies, or required improvements.

9. Service Provider Requirements

1. Be qualified, competent, and experienced in fire alarm, fire fighting, and fire suppression systems.
2. Have appropriately trained and competent technical personnel.
3. Provide suitable tools, testing equipment, PPE, and other resources required to perform the works safely.
4. Demonstrate relevant experience in maintaining similar systems in commercial/office environments.
5. Comply with applicable health, safety, environmental, and statutory requirements.
6. Maintain appropriate insurance and professional/statutory certifications as required.
7. Be available for planned maintenance and emergency callouts.

10. Health, Safety and Environmental Requirements

1. Comply with MSF EA health and safety requirements while undertaking all works.
2. Provide appropriate PPE to all personnel.
3. Follow safe procedures when handling fire extinguishing agents, pressurized cylinders, electrical systems, and other hazardous equipment.
4. Ensure work areas are left safe, clean, and operational after maintenance.
5. Properly manage and dispose of waste and replaced components in accordance with applicable requirements.

11. Duration of the Contract

- The contract shall be for an initial period of 1 year from the date of commencement.
- The service provider shall undertake routine preventive maintenance every 6 months or as per the agreed frequency throughout the contract period.
- Emergency callouts, fault response, and corrective maintenance shall be provided throughout the contract period as required.
- The contract may be renewed or extended subject to satisfactory performance, availability of funds, and MSF EA requirements, in accordance with applicable procurement procedures.
- The service provider shall submit maintenance reports and recommendations after each scheduled service and emergency intervention.

12. Technical Evaluation Criteria

1. Company experience in fire protection and life-safety systems.
2. Understanding of the scope and proposed maintenance methodology.
3. Qualifications and experience of technical personnel.
4. Technical capability and specialist expertise.
5. Tools, testing equipment and maintenance resources.
6. Statutory, regulatory and standards compliance.
7. Health, Safety and Environmental (HSE) management.
8. Emergency response and business continuity.
9. Quality assurance, reporting and preventive maintenance system
10. Mobilization and implementation plan.

No	Technical Evaluation Criteria	Maximum points
1.	Company experience in fire protection and life-safety systems	10
2.	Understanding of the scope and proposed maintenance methodology	10
3	Qualifications and experience of technical personnel	8
4	Technical capability and specialist expertise	10
5	Tools, testing equipment and maintenance resources	6
6	Statutory, regulatory and standards compliance	10
7	Health, Safety and Environmental (HSE) management	6
8	Emergency response and business continuity	6
9	Quality assurance, reporting and preventive maintenance system	8
10	Mobilization and implementation plan	6
	TOTAL SCORES	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 inspection / service – extinguisher by type	unit/visit	As required		
2	Fire blanket inspection	unit/visit	5		
3	Fire alarm panel inspection and testing	system/visit	4		
4	Detectors, call points and sounders testing	device/visit	As required		
5	Fire hose reel / hydrant maintenance	unit/visit	5		
6	Suppression system inspection / test	system/visit	5		
7	Annual / statutory test and certification	certificate	1		
8	Emergency attendance during business hours	call-out	12		

No.	Item / service	Unit	Indicative quantity / basis	Unit rate excl. VAT (KES)	Total excl. VAT (KES)
9	Emergency attendance outside business hours	call-out	12		
10	Corrective repair labour	hour	2		
11	Replacement components / agents	item	2		
	Subtotal excluding VAT				
	VAT (specify rate)				
	Any other taxes / charges (itemised)				
	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.