

# **1.0 Request of services for two RTAC 1700 Trane chillers at U.S Embassy Ouagadougou.**

**1.1** The Service for the TRANE Chilled Water Air Conditioning system for the U.S Embassy in Burkina Faso, Ouagadougou will consist of two scheduled annual maintenance visits and on site remedial repair service visits as deemed necessary.

Included as part of the in Service, the two-annual preventive maintenance visits will provide a comprehensive visual, environmental and electronic inspection of the system to ensure that components are performing to defined technical and environmental specifications. This service visits will include all labor & travel expenses to perform the Preventative Maintenance service schedule and includes the unit's consumable parts required during that Preventative Maintenance interval. This service entitlement shall have an emergency scheduling option available.

## **1.2 ON-SITE REMEDIAL SERVICES:**

The contractor will dispatch certified personnel to provide repairs in the event of a problem. The customer will also benefit from priority access. The standard response time for emergency Service response shall be 48 hours TWO Business Days.

## **2.0 Features & Benefits:**

**2.1 Priority access to supply chain at a preferential rate to the U.S.G** by providing discounts and quick access to spare parts.

### **2.2 Forty-eight hours (48 hours) On-Site emergency Repair Scheduling**

Assurance that the system will be diagnosed quickly and repaired to the manufacturer's specifications by a highly trained certified TRANE personnel.

**2.3 Technical Support.** The contractor will provide escalation support to address system issues in a timely and efficient manner.

**2.4 Provide On Site Monitoring:** Provides the customer (U.S Embassy Ouagadougou Facilities maintenance section in Service Engineer with 24/ 48 hour emergency visit for monitoring and mitigating risks to system availability.

**2.5 Site Report** Provides an assessment of the system and recommendations to guarantee optimum system availability and functionality.

**2.6 Proactive Maintenance** Assures system will perform to manufacturer specifications.

**2.7 Environmental inspection:** Verify the system's surroundings to optimize the lifetime of the cooling system.

## **3.0 Details of Service:**

**3.1 The contractor will provide two-ANNUAL MAINTENANCE SERVICE DELIVERABLES**

The two -Annual Maintenance Service provides a thorough examination of the chill water system to ensure continued optimal performance. Task details are provided in the following table.

**Activities Description**

- 1- Measure and record room temperature and humidity.
- 2- Ensure the environment is within manufacturer-specified operating conditions and clearances.
- 3- Perform Environmental Inspection, document any environmental noncompliance issues and recommend appropriate action as necessary.
- 4- Check the system for chilled water leaks.
- 5- Measure and record chilled water supply temperature.
- 6- Check electrical and control connections and secure as needed. Measure and record dual all electrical power input voltages and current. The contractor will check and verify cooling system maintains temperature control and responds to demand for cooling.
- 7- Check and record set points for cooling, supply air and fan speed.
- 8- Check and record set points for inlet, supply and return air, and Inlet fluid temperature.
- 9- Check and record run hours for fans, power supplies and chilled water pumps.

**3.2 ON-SITE REMEDIAL SERVICE DELIVERABLES:**

Provide two-Annual Service visits and provide authorized TRANE technicians at the customer's location within a specified period of time. The contractor will provide a detail matrix for Onsite labor Materials at contractor current rates. The following table lists the details of the service tasks provided with this visit.

**Activities Description:**

- 1- Document the status of the chilled water system upon arrival to the site (i.e., faults, fan failure, loss of cooling.)Will view active alarms, event log and display for alarms/information.
- 2- Download event logs from the CH 530 chiller control panel.
- 3- Troubleshoot and repair the system as required.
- 4- Provide documentation on Functional Testing conducted after corrective action is taken.
- 5- Document system condition and further service needs.

- 6- Make recommendations to customer regarding cooling solution repairs or enhancements if required.
- 7- Describe the defect/failure of the TRANE chilled water system at the U.S Mission and document whether the customer had a critical load loss due to this failure. The contractor will provide an on Site Service Report and will describe the corrective actions taken to resolve the defect/failure of the cooling system during an Emergency service call.
- 8- Proactively schedule and deploy a Field Engineer as necessary to resolve system alerts quickly and efficiently.
- 9- Provide detailed visit reports and highlight potential problem areas and provide recommended solutions based on industry best practices and Manufactures recommendations.

#### **4.0 Assumptions:**

The successful performance of the tasks defined in this Statement of Work is based on the following key assumptions, which are agreed to by Manufactures and OBO Mechanical Engineers.

1. All services performed on-site by the contractor will be executed during U.S Embassy Ouagadougou business hours. Unless otherwise requested by the customer. These hours are Monday through Friday from 7.00 AM to 5PM weekly, local time. Exceptions are holidays.
2. Onsite labor will be charged using contractor standard rates.
3. All services are performed on-site by qualified service personnel.
4. The system must be kept in an environment that adheres to manufacturer specifications.
5. Hours of Operation for Technical Support are Country specific and include either 24 or 48 Hour coverage for emergency service calls.
6. Next Business Day is defined as the next day during the business week and normal business hours.
7. Next Business Day response initiated with receipt of signed Time & Materials purchase order and other required documentation.
8. Twenty four hour and 48 Hour services shall be made available for purchase of materials, equipment and issuance of authorized personnel to arrive on site next day or within 24/48 hours from the time Facilities manager deems an on-site visit is necessary or when the contractor is in receipt of a signed Time and Materials purchase order.

9. Emergency Maintenance visits are to be made available on a 24/48 hour basis with an option to, including weekends and holidays.

### **The following items are not included in the scope of this service:**

- Repair of damage to the unit due to abuse, misuse, lack of maintenance or other damage caused by outside forces.
- Maintenance or repair of heat rejection equipment.
  
- Maintenance or repair of any piping or condensate removal system outside of the Air Handlers
- Support for third party equipment.
  
- Any specialized testing or commissioning.
  
- Configuration of the Remote Monitoring Service and Building Automation System (BAS)

### **5.0 Scope of Responsibility:**

The items stated here are responsibilities of both the contractor and the customer.

#### **5.1 Contractor's responsibilities:**

- Meet the customer's service schedule date.
- Perform all of the Maintenance service tasks.
- Submit trip report and Maintenance Forms to the customer within two weeks after the site visit.
- Ensure all action items are completed.
  
- Inform and provide recommendations to the customer about any action items not included in the Statement of Work (SOW).

Provide the customer with all necessary information about the technician coming to site (i.e. passport number; security clearance level; detailed information on tools and electronics to be brought onsite).

#### **5.2 CUSTOMER RESPONSIBILITIES:**

- Provide dates and times when the scheduled work can be performed.
- Facilitate site access for the contractor's service personnel
- Notify contractor of any security clearance requirements in advance of arrival.
  
- Notify contractor's service personnel of any safety training and safety equipment requirements.
  
- Provide an on-site point of contact.
  
- Sign the completed Maintenance forms.

