



REQUEST FOR QUOTATION (RFQ)

Annual Comprehensive Maintenance Contract (AMC)

Carrier Package Unit Air Conditioning Systems

Client Details

Client: Pakistan International School Jeddah – English Section

Location: Al Rehab - Jeddah, Kingdom of Saudi Arabia

Facility Type: Educational Campus (School – Critical Occupancy)

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Background & Existing System Condition

The school operates 13 Carrier Package Unit Air-Conditioning systems of varying capacities (5 TR to 25 TR). All units are out of manufacturer warranty, aged, and operating under stressed conditions.

Units operating without OEM warranty coverage. - Mixed operational status: some units dismantled, some heavily loaded. - High sensitivity of cooling availability due to classroom, auditorium, and administrative occupancy.

The intent of this RFQ is to appoint a competent, responsive, and SLA-driven HVAC service provider capable of maintaining aging Carrier package units with school-operation-focused service levels.

Equipment Inventory (Indicative)

Location	Unit Capacity	Quantity	Status
Auditorium	25 TR	7	Operational
Squash Court	15 TR	2	Operational
Rising Pakistan Block	25 TR	2	2 Operational / 2 Dismantled
Principal Office	5 TR	2	Operational

Units to be covered under AMC: 13 Package Units

OEM: Carrier



Contract Type

Annual Comprehensive Maintenance Contract (AMC)

Contract Duration: 12 Months (Renewable based on performance)

Scope of Services (Mandatory)

Preventive Maintenance (PM)

The contractor shall provide FOUR (4) scheduled preventive maintenance visits per year (Quarterly).

Each PM visit shall include, at minimum: -

1. Complete unit inspection and operational health check
2. Water-based cleaning using high-pressure pumps for condenser and evaporator coils
3. Filter inspection and replacement/cleaning
4. Electrical panel inspection, tightening, and thermal check
5. Compressor performance recording (running amps, suction & discharge pressure)
6. Refrigerant (Freon) pressure recording with date-wise log
7. Motor and fan amperage load measurement and recording
8. Refrigerant leak inspection
9. Belt, pulley, motor, and fan inspection
10. Drain line and tray cleaning
11. Safety controls and interlock checks
12. Written PM report with before/after observations
13. All operational parameters (amps, pressures, temperatures, voltages) shall be measured, logged, and retained by the service provider and shared with the client on a quarterly basis.

Corrective Maintenance (CM)

- 24 breakdown call-outs during contract period
- All labor included for fault diagnosis and repair
- Emergency response coverage as per SLA (Section 7)
- Priority attendance during school operational hours

Compressor & Major Component Handling (Commercially Controlled)

- Any compressor or major component replacement required during the contract period shall be executed within the agreed annual contract value.
- Additional site visits related to such replacement shall be free of charge.
- All compressors and major spare parts shall be supplied by the Client.
- The contractor's scope shall include removal, installation, testing, commissioning, and performance verification.
- Post-replacement readings (amps, pressures, temperatures) shall be recorded and submitted.



- This contract don't include any duct work and modification of preinstalled systems.

Exclusions (To Be Clearly Listed by Bidder)

The bidder must clearly list any exclusions. Ambiguous exclusions will be rejected. Typical exclusions may include: - Major ducting modification - Civil works - Structural alterations - Replacement of dismantled/non-operational units

Service Level Agreement (SLA) – School Criticality

Response & Rectification Times

Priority	Scenario	Response Time	Rectification Target
P1 – Critical	Auditorium & Principal Office	≤ 4 hours	≤ 24 hours
P2 – High	Classrooms- Rising Pakistan	≤ 8 hours	≤ 48 hours
P3 – Normal	Squash Court	≤ 24 hours	≤ 72 hours

Failure to meet SLA shall attract service penalties or deductions, to be proposed by bidder.

School Operation Constraints

- No disruptive work during examinations without written approval
- Work during school hours must follow safety & noise control protocols
- Contractor staff must comply with school safeguarding and conduct requirements

Reporting & Documentation

- Quarterly PM reports (signed & stamped)
- Breakdown history log
- Compressor replacement records
- Annual condition assessment summary

Commercial Requirements

Bidders shall submit:

1. Lump-sum annual AMC price (SAR)
2. VAT clearly mentioned
3. Payment Terms: Four (4) equal payments per year, payable quarterly upon completion of each scheduled PM visit
4. Price validity (minimum 60 days)
5. Confirmation that additional visits for compressor or major part replacement are not chargeable



Vendor Eligibility Criteria

- Minimum 5 years HVAC AMC experience in KSA
- Proven experience with Carrier package units
- Availability of local spare parts support
- Dedicated service supervisor
- Valid CR, VAT, GOSI, and insurance

Evaluation Criteria

- Technical compliance (40%)
- SLA robustness & response capability (25%)
- Commercial competitiveness (25%)
- Experience & references (10%)

Submission Instructions

- Technical & commercial proposal to be submitted separately
- Site visits are mandatory before final pricing
- Any deviation must be clearly stated

Annexure-A : Pictures of AC Units :



Unit#	Pictures, Remarks under pictures
1	 <p>Rising Pakistan total x 4 Units 2 x are working fine 2 x are out of scope (Dismantled)</p>
2	



Principal Office
2 x Working fine



3





Auditorium
Total 7 Units
All are in working condition



4



Squash Court
2 of 5 ton Each – Working Fine