



REQUEST FOR QUOTATION

SERVICING/MAINTENANCE OF HOT KITCHEN EQUIPMENT

AT SCARBOROUGH GENERAL HOSPITAL ON A

CONTRACTUAL BASIS

12th May, 2025

Terms of Reference (Hot Equipment)

SERVICING/MAINTENANCE OF HOT KITCHEN EQUIPMENT AT SCARBOROUGH GENERAL HOSPITAL ON A CONTRACTUAL BASIS

1. Scope

The Tobago Regional Health Authority (TRHA) is seeking to engage a qualified contractor to provide maintenance and repair services for all hot commercial kitchen equipment located at Scarborough General Hospital. This engagement will be on a contractual basis, with an initial six-month probationary period. Upon satisfactory performance, the contractor may become the legally authorized supplier for maintaining and repairing hot kitchen equipment across the TRHA.

Preference will be given to service providers who are easily accessible to Tobago, ensuring timely response and minimal disruption to hospital operations.

2. Deliverables

The selected contractor will be expected to provide the following services:

- **Repair and Maintenance:**

Perform routine and corrective maintenance on a range of hot kitchen equipment, including but not limited to:

- Industrial-sized steam cookers
- Commercial ovens
- Kitchen extractor hoods
- Roof-mounted exhaust fans

- **Periodic Inspection & Servicing:**

Carry out inspections, cleaning, and servicing as per **OEM recommendations** and **international standards** for commercial kitchen equipment. This includes comprehensive servicing of roof-mounted units such as exhaust fans in conjunction with extractor hoods.

- **Weekly Deep Cleaning:**

Execute deep cleaning procedures on all hot kitchen equipment. Tasks include degreasing, descaling, and polishing to maintain performance and meet manufacturer's specifications and food service hygiene standards.

- **Installation & Component Replacement:**

Install new equipment, calibrate wiring and control settings, and replace outdated or defective parts to ensure optimal functionality.

- **Collaborative Maintenance:**

Work closely with other TRHA maintenance staff, officials, and kitchen personnel to diagnose and resolve equipment issues efficiently.

- **Emergency Response:**

Respond promptly to urgent repair requests, including after-hours emergency calls, to minimize downtime and service interruptions.

- **Evaluation Upon Receipt of Purchase Order:**

Within **14 days** of receiving a Purchase Order, conduct a full evaluation of the specified equipment. All corrective actions must be completed in collaboration with TRHA stakeholders to bring the equipment to operational standards.

Equipment Listing (Hot Equipment)

At Scarborough General Hospital

| | Item Description | Purpose of use | Manufacturer | Acquisition Date | Model Number | Serial Number | Life Cycle (years) |
|----|------------------------------|---|---------------------|-------------------------|---------------------|----------------------|---------------------------|
| 1 | Industrial Six Burner Stove | To cook meals utilising Pots and Pans | Therma-Tek | 24/10/25 | TMD60-24G-6-2CL | 24J00550R | 20 |
| 2 | Industrial Four Burner Stove | To cook meals utilising Pots and Pans | Garland | 01/01/2016 | C836-7 | 1004100101398 | 15 |
| 3 | Tilting Blender #1 25 lbs | To blend up to 25lbs of food stock | Skymesen | 01/01/2016 | LAR-25L | 000131 | 15 |
| 4 | Tilting Blender #2 25 lbs | To blend up to 25lbs of food stock | Skymesen | 01/01/2016 | LAR-25LMB | 000131703168000239 | 15 |
| 5 | Hood | Removes airborne grease, fumes, and smoke from operating kitchen equipment | Green Heck | - | GXEW-10.00-S | 12123625 | 20 |
| 6 | Self-Cooking Center Oven | Can grill, roast, bake, steam, stew, blanch or poach food, all within a space of less than about 1 m ² | Rational | - | SCC 202G | G22SG10052216608 | 20 |
| 7 | Bread Mixer w/ table | To mix dough for baking | Hobart Legacy | 01/01/2016 | HL200 | 31-1430-738 | 10 |
| 8 | Standing Bread Mixer (Large) | To mix large amounts of dough for baking | Hobart Legacy | 01/01/2016 | NL600 | 31-1430-402 | 10 |
| 9 | Rotating Rack Oven | To thoroughly and evenly bake large amounts of breads and pastries | Baxter | 01/01/2016 | OV500G1 | | 10 |
| 10 | Proofer | Allows dough to rise to perfection due to | Baxter | 01/01/2016 | PW1E | 24-2001891 | 15 |

| | | | | | | | |
|----|--|--|----------|------------|------------|-------------------|----|
| | | temperature and humidity levels adjustments | | | | | |
| 11 | Serve well 5 well Bain Marie #1 | To keep food warm for serving | Vollrath | 01/01/2016 | 38105 | C009-00519385-008 | 5 |
| 12 | Serve well 5 well Bain Marie #2 | To keep food warm for serving | Vollrath | 01/01/2016 | 38105 | B256-00502732-008 | 5 |
| 13 | SRCO 2 Double Decker Convection Oven | To bake food using convection heat flow for even cooking | Sierra | 26/05/2020 | - | SRCO-2-NG | 10 |
| 14 | 36" Gas Griddle | To grill meats | Majestic | 01/05/2024 | HDSCT G-36 | 010320200037 | 15 |
| 15 | Commercial Gas Fryer | To fry food | Vulcan | - | LG300 | 063020210448 | 10 |
| 16 | Stove, Industrial, Gas Stove, 4-burner | To cook food with high heat | US Range | 01/01/2016 | - | - | 5 |
| 17 | Industrial Tilting Kettle (Small) | To heat up large vats of food liquids quickly | Groen | 01/01/2016 | TDH-20 | 83922 | 15 |
| 18 | Stainless Steel 40-Gallon Tilting Braising Pan#1 | Natural Gas - 144,000 BTU To braise, boil, simmer, griddle cook, fry, steam, thaw, poach, blanch and heat food products | Groen | 01/01/2016 | BPM-40G | | 10 |
| 19 | Stainless Steel 40-Gallon Tilting Braising Pan#2 | Natural Gas - 144,000 BTU To braise, boil, simmer, griddle cook, fry, steam, thaw, poach, blanch and heat food products | Groen | 01/01/2016 | BPM-40G | J104273-1-2 | 10 |
| 20 | | | | | | | |

3. Evaluation Criteria

All submitted bids will be evaluated based on the following weighted criteria:

| Evaluation Category | Weight |
|---|---------------|
| Technical Capability – As evidenced by the quality and completeness of the technical submission. | 60% |
| Financial Capability – As proven by the financial proposal and supporting documentation. | 20% |
| Customer Service – Evaluated based on the quality and relevance of customer references provided. | 20% |

4. Bid Submission Requirements

The proposal and accompanying documents must be submitted **no later than 12.00 noon on June 11th 2025** and must be clearly labelled **“SERVICING/MAINTENANCE OF HOT KITCHEN EQUIPMENT AT SCARBOROUGH GENERAL HOSPITAL ON A CONTRACTUAL BASIS.”**

The proposal document must be addressed to:

The Chief Executive Officer
Tobago Regional Health Authority
Level 3, #7 Montessori Drive
Glen Road
Scarborough Tobago

The email address for submission is tenders@trha.co.tt

Clarification:

Any clarification/queries should be directed to the officer at: tenders@trha.co.tt or via phone at 660-4744 ext. 3067 or 3492 from Monday to Friday between the hours 8:00am to 4:00pm.

Bidders must include the following in their proposal:

A. Technical Proposal

- A detailed description of experience performing similar maintenance and repair services on comparable commercial kitchen equipment.
- A summary of staff qualifications and technical experience, including any relevant certifications.
- Manufacturer authorization letters (if applicable), verifying that the contractor is approved or recognized to service specific equipment brands.
- Details on response times, availability of spare parts, and other service level commitments.

B. Financial Proposal

- Monthly service cost and total contract price for the duration of the engagement.
- Estimated cost of replacement parts and consumables.
- Payment terms and conditions.
- A Bank Reference Letter supporting the contractor's financial stability.

C. References

- References from three (3) customers to whom this service has been provided within the last three (3) years.

Important Dates/Information to guide Bidders are in the SCHEDULE below:

| | |
|---|--|
| Date RFQ Issued | 12 th May, 2025 |
| Site Visit | 22 nd May, 2025 (10:00 am) |
| Deadline date to request information/seek clarification | 29 th May, 2025 (12:00 pm) |
| Closure Date for Submission of Bids | 11 th June, 2025 (12:00 NOON) |

Further information

Contractors must answer in detail and provide supplementary documentation for the following questions for our analysis and verification of the company's integrity.

1) How familiar are you with repairing commercial/industrial kitchen equipment?

2) Are you stationed in Tobago?

3) Would you be able to be fully committed to a service/maintenance contract?

4) Would you be able to attend to call-outs or servicing arrangements that would entail working overnight?

If not, state why and what are the limitations?

5) Are you able to perform the relevant tasks as required in the deliverables section? If not, state in what area would you be lacking?

6) Can you indicate your average response time to emergency works?

7) Please provide a detailed description of your capacity to ensure continuity in the operations as it relates to re-ordering and restocking of parts?

8) Based on your answer in 7, describe what is your relationship to suppliers who can acquire these parts and how do you intend to ensure the parts are compatible and available?

9) If you are unable to acquire a particular part what would be the alternative route?

10) Please exemplify your three most difficult tasks in terms of complexity of the equipment, the situation and what was done to correct it?
