



REQUEST FOR QUOTATION

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

30th September, 2025

Terms of Reference (Cold Equipment)

SERVICING/MAINTENANCE OF COLD KITCHEN EQUIPMENT AT SCARBOUGH

GENERAL HOSPITAL ON A CONTRACTUAL BASIS

1. Scope

The Tobago Regional Health Authority (TRHA) is seeking the services of a qualified and reliable contractor for the scheduled maintenance and repair of cold kitchen commercial equipment located at Scarborough General Hospital. The selected contractor will operate under a two-year contract, with a six-month probationary period to assess performance and service delivery.

The successful contractor will be responsible for all aspects of servicing, cleaning, maintenance, and repair of the hospital's cold kitchen equipment. This includes but is not limited to:

- **Types of Equipment:** Walk-in freezers, refrigerators, ice machines, chillers, and any associated rooftop-mounted components (e.g., condensers).
- **Location:** Scarborough General Hospital, Tobago.
- **Service Frequency:** Regular monthly servicing, deep cleaning, emergency response, and as-needed repairs/installations.

2. Deliverables

The contractor shall:

- Perform maintenance and repair duties on a range of cold kitchen equipment to ensure functionality and safety.
- Conduct periodic inspections, cleaning, and servicing based on Original Equipment Manufacturer (OEM) guidelines and international food safety standards.
- Include rooftop-mounted units in the maintenance scope, ensuring systems like condensers are cleaned and maintained alongside the main cold units.
- Execute monthly deep cleaning routines including:
 - Exterior surface cleaning and polishing.
 - Pressure washing of evaporator and condenser coils.
 - Deep cleaning of drain lines.
 - Inspection and replacement of rubber door seals.
- Install new cold equipment as required, repair refrigerant leaks, calibrate controls, and replace worn or defective components.
- Work collaboratively with TRHA maintenance personnel and relevant stakeholders to diagnose and resolve equipment issues.
- Respond promptly to emergency repair requests, including after-hours service calls.

- Upon receipt of a Purchase Order (PO), conduct a comprehensive evaluation of all cold kitchen equipment. Complete all necessary corrective actions and servicing within **14 days**, in collaboration with relevant TRHA personnel.

3. Eligibility and Preferences

- Preference will be given to service providers' **located in or readily accessible to Tobago** for ease of response and logistical support.
- Contractors must demonstrate previous experience with commercial kitchen refrigeration systems and cold food service equipment.

Equipment Listing (Cold Equipment)

At Scarborough General Hospital

	Item Description	Purpose of use	Manufacturer	Acquisition Date	Model Number	Serial Number	Life Cycle (years)
1	Walk in Chiller #4	Keeps meat goods chilled	Americooler	01/01/2016	97106	04514VK	15
2	Walk in Chiller #5	Keep vegetable goods chilled	Americooler	01/01/2016	97106		15
3	Walk in Chiller #6	Keep vegetable goods chilled	Americooler	01/01/2016	97106		15
4	Walk in Freezer #4	Keep meat goods frozen	Americooler	01/01/2016	97106		15
5	Walk in Freezer #3	Keep meat goods frozen	Americooler	01/01/2016	97106		15
6	Servewell Stainless Steel Ice Bath	Place ice to store drinks and pans for cold storage	Vollrath	01/01/2016	38012		15
7	Solid Door Reach In Freezer Super Deluxe Series	To keep meat goods frozen in kitchen area for use	Turbo Freezer	01/01/2016	TSF-49SD-N	-	5
8	Ice Machine	Produces large amount of ice for distribution	Hoshizaki	01/01/2016	KM-1340MRH	V03785D	10

4. Evaluation Criteria

Bids will be evaluated using a weighted scoring system based on the following key criteria:

Evaluation Criteria	Weight
Technical Capability: Assessed through the quality, completeness, and relevance of the technical submission.	60%
Financial Capability: Evaluated based on pricing, payment terms, and financial references.	20%
Customer Service: Measured by quality of references and demonstrated history of service delivery.	20%

5. Site Visit Details

A site visit will be conducted on **Tuesday, 7th October, 2025 at 10:00 a.m.** Prospective bidders are required to indicate their intention to attend by submitting confirmation via email to **tenders@trha.co.tt** no later than **Monday, 6th October, 2025.**

6. Bid Submission Requirements

The proposal and all accompanying documents must be submitted **no later than 4:00 p.m. on October 14th, 2025** via email to **tenders@trha.co.tt**.

The email submission must be clearly labelled in the subject line as follows:

“SERVICING/MAINTENANCE OF 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

Clarifications/Queries:

All requests for clarification should be directed to the Tenders Office via email at **tenders@trha.co.tt** or by telephone at **660-4744 ext. 7500,7504** Monday to Friday, between the hours of **8:00 a.m. and 4:00 p.m.**

The email address for submission is [**tenders@trha.co.tt**](mailto:tenders@trha.co.tt)

Bidders must include the following information in their proposal:

Technical Proposal

- **Experience:** Details of experience executing similar repairs on comparable commercial kitchen refrigeration equipment.
- **Staffing:** Profiles, qualifications, and relevant experience of employees who will be assigned to the project.
- **Manufacturer Support:** Authorization letters from equipment manufacturers, if available.
- **Service Level Commitments:** Clearly stated response times for emergency service calls and general service requests, including availability of spare parts.

Financial Proposal

- **Service Costs:** Monthly service fee and total contract value.
- **Parts Estimates:** Estimated cost of parts.
- **Payment Terms:** Terms and conditions for invoicing and payments.
- **Financial Standing:** A current bank reference letter to confirm financial stability.

References

- Provide **three (3)** references from organizations where similar services were delivered within the last **three (3) years**. Each reference should include:
 - Client name and contact information.
 - Nature and scope of the services provided.
 - Duration of the service engagement.

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

Date RFQ Issued	30 th Sep, 2025
Site Visit	7th Oct, 2025 (10:00 am)
Deadline date to request information/seek clarification	8 th Oct, 2025 (12:00 pm)
Closure Date for Submission of Bids	14 th Oct, 2025 (4:00 pm)

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 detail 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?
