



REQUEST FOR QUOTATION

SERVICING/MAINTENANCE OF HOT KITCHEN EQUIPMENT

AT SCARBOROUGH GENERAL HOSPITAL ON A

CONTRACTUAL BASIS

30th September, 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Install new equipment, calibrate wiring and control settings, and replace outdated or defective parts to ensure optimal functionality.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.

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 (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

4. 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%

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

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	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 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?
