

DATE: 21 January 2026

ELECTRICAL ITEM SUPPLY DELIVERY AND INSTALLATION FOR FOUR SITES

1. GENERAL INFORMATION

This Terms of Reference (ToR) outlines the necessary requirement for item supply, delivery and installation work for four newly constructed facilities in the Cox's Bazar refugee camp, Bangladesh.

The purpose of this tender is to ensure procuring standardized, safe, reliable, and efficient electrical item and associated accessories for several facilities to complete installation task by the same selected vendor under this same tender.

2. BACKGROUND

The Rohingya refugee community in Bangladesh resides primarily in camps located mainly in Ukhiya and Teknaf. Several essential facilities operate within these camps, including registration centers, LPG distribution points, and community centers.

To better support ongoing refugee operations, UNHCR intends to procure electrical item to support the entire electrical related works which to be completed at four facilities located in Camp 4 Extension, Camp 4, Camp 1E, and Camp 26 under this published tender.

3. OBJECTIVES

To engage a qualified supplier and installer for the electrical items to the specified locations who will:

- Ensure full compliance with UNHCR technical standards and quality requirements per given BOQ and as per the entire tender package including this TOR.
- Deploy qualified manpower (skilled, semi-skilled, and unskilled labour) to perform **end-to-end electrical installation works**.
- Deploy manpower to carefully **collect and receive** electrical items (leftover material from other stock/warehouse, as marked in the BOQ) and transport them to the project location. No additional transportation costs are permitted, as the quoted price in the financial form is inclusive of all costs. The warehouse address is: Amghachtala, Ukhiya, Cox's Bazar, GPS location: 21.234866, 92.145786
- Complete installation works strictly according to UNHCR-provided **electrical designs, layouts, and electrical item BOQ**.
- Ensure compliance with **BNBC, IEC standards**, UNHCR technical requirements, and all relevant safety protocols.

4. SCOPE OF WORK

The selected supplier shall:

- Ready to Supply, deliver and install all items as listed in the BOQ in not more than 25 calendar days of delivery lead time.
- Ensure all items meet the required technical specifications, highly standardized and reputable brand with utmost quality.
- While offering the supplier must confirm the availability of relevant Specification Sheet or Specification Sheet or Brochure or Catalogue or Data sheet or Test certificate per given BOQ format and at later stage UNHCR may wish to randomly check products with the technical specification sheet to ensure the quality of product.
- Selected supplier will be responsible to deliver the item from the BOQ list as per UNHCR request upon receiving the Purchase Order.
- Payment will be made only for those items that are finally delivered and installed, and for which a Goods Receiving Note (GRN) has been processed. For example, the BOQ may indicate 5 coils of 1.5 mm cable, but during implementation only 4 coils might be required. In such cases, the supplier will be paid for 4 coils only. However, the supplier must obtain prior approval from UNHCR before implementing any additional work or using quantities beyond what was originally specified.
- Ensure packaging is secure and appropriate for transport under local conditions.
- Schedule delivery in consultation with UNHCR or UNHCR appointed site focal persons.
- Replace any damaged, defective, or non-compliant items at supplier's cost (if any collection of damaged product will be necessary in that case transportation cost must bear by the supplier).
- The supplier must be prepared to supply and deliver additional items listed in the BOQ to accommodate the dynamic nature of the project in the camp context. For example, while the BOQ may specify 100 units of 56-inch ceiling fans, an additional 10 units of the same specification may be required during project implementation. The selected vendor must demonstrate the flexibility to meet such additional requirements. Prior approval from UNHCR is required before implementing any additional work or using quantities beyond what was originally specified.
- The contractor shall be fully responsible for installation, and handover of electrical works, including but not limited to:
 - a. Install all electrical items delivered to site (e.g., cables, distribution boards, MCBs, light fixtures, conduits, switches, sockets, fans, earthing system components, etc.).
 - b. Carry out wiring, cable routing, conduit installation, distribution network installation, and fixtures mounting as per approved drawings and methodology.
 - c. Install main and sub-distribution boards, breakers, and protective devices.
 - d. Conduct proper earthing installation and bonding in line with UNHCR safety requirements.
 - e. Maintain regular communication and reporting to UNHCR or UNHCR appointed focal person/ vendor in terms of progress and coordination.
 - f. Complete thorough testing and commissioning upon completion of the Works at all the sites, and for each of the site, submit a full and detailed testing and commissioning report, including test procedures applied, commissioning checklists, performance and safety test

results, compliance with applicable standards and manufacturers' guidelines, identified defects and corrective actions, photographic evidence, and signed commissioning certificates.

5. QUALITY ASSURANCE

- All supplied items must be new, unused, original, and compliant with the BOQ specifications.
- UNHCR reserves the right to inspect items during delivery.
- Any items failing to meet specifications will be rejected and must be replaced immediately at the supplier's cost.

6. LABOR REQUIREMENTS

The contractor must provide labor with appropriate licensing and experience:

- Adequate licensing - The bidder must be holding the valid ABC license (the contractor license) to meet the minimum electrical safety requirements in Bangladesh. Should the bidder have any employee holding ABC license then the bidder must be having contract period for that employee valid till June, 2026. (Valid copy of the license must be submitted)
- Supervisory Technician/ Skilled technician (Valid B/ C-License holder) – must be having minimum 1 person in the team. (Valid copy of the license must be submitted)
- Semi-Skilled Electricians (minimum 1 person of having Vocational training certificate holder, certificate copy must be submitted)
- Helpers/Unskilled Laborers

7. TOOLS AND EQUIPMENT

- Contractor must provide all necessary tools, testing devices, ladders, PPE, and accessories for safe installation.
- UNHCR will not provide tools, equipment, or labour.

8. SITE MANAGEMENT

- Mobilize sufficient labour as required for each phase so that all of the site works can be started simultaneously.
- Supervise daily work progress and maintain safety measures.
- Keep installation areas clean, organized, and hazard-free.
- Coordinate with UNHCR or site focal persons for access and scheduling and regular reporting.

9. SAFETY COMPLIANCE

- Ensure full compliance with given electrical design, UNHCR safety protocols and BNBC electrical safety practices.
- Use PPE for all personnel (helmets, gloves, insulated tools, safety harnesses where needed).
- Implement Lock-Out/Tag-Out (LOTO) during work on live circuits.

10. DELIVERABLES

The Contractor shall deliver:

- A fully installed electrical system in **strict adherence to the approved design**.
- Respective to each project location, a **comprehensive Testing, Commissioning and Project Completion report Report**, including results from insulation resistance testing, earth electrode resistance testing, and continuity checks, to ensure safe handover of the site.
- **Adherence to a strict timeline**, ensuring that all works are completed in not more than **25 calendar days (UNHCR's expectation is to complete the full work package in 20 calendar days)** from the issuance date of the Purchase Order.

11. PRODUCT WARRANTY

- Minimum **1-year warranty** against manufacturing defects is required for all supplied items.
- Warranty service may include complete replacement at Supplier's cost in not more than 5 days upon notification about any defective item/ material.

12. SERVICE WARRANTY

- Contractor shall provide a **minimum 1-year workmanship warranty** for all installation works.
- Any failure arising from poor installation (loose connection, poor jointing, incorrect cable routing, improper earthing, etc.) must be rectified by the contractor within **2 days** of notification.
- This workmanship/ service warranty is separate from the material.

13. QUALITY ASSURANCE

- Workmanship must meet BNBC, relevant IEC standards, and UNHCR technical specifications.
- UNHCR may conduct inspections at any stage of installation.
- Any defective workmanship must be corrected at the contractor's cost. No additional cost will be borne by UNHCR for rework.

14. TIMELINE AND WORK SCHEDULE

- The Contractor shall submit a detailed Gantt Chart with the bid, outlining the complete installation schedule for each of the four sites. This schedule must demonstrate the ability to complete all installation tasks in no more than 25 calendar days from the issuance date of the Purchase Order. (An individual Gantt Chart is required for each site.)
- All installation works shall be completed strictly in accordance with the agreed timeline stipulated in the Purchase Order.

END