

Annex 1 To Section 5 of ITB 30000025358
Terms of Reference (ToR)
Stove and Stove Accessories Technician
Cox's Bazar Rohingya Response

Background & Scope of Work

The vendor shall provide trained Stove and Stove Accessories Technicians at UNHCR and IOM managed distribution points based on the need and conduct repair and replacement of LPG stoves and accessories under warranty coverage. The technician may support safe usage through basic user guidance where required.

The vendor shall ensure

- Continuous availability of technicians (at least one per each location) at assigned distribution points
- Timely repair and replacement services as per warranty conditions
- Functional repair desks with required tools and spare parts
- Proper documentation of repairs, replacements, and parts usage:
- Removal, collection, and proper disposal of packing waste generated during distribution, repair, replacement, or exchange activities, and maintenance of cleanliness at the repair desk and surrounding area, in accordance with applicable site procedures and instructions communicated by IOM and/or UNHCR.

Working Hours

- 09:00–15:00 hrs
- Sunday to Thursday (5 days/week) and any other days based on the LPG Distribution Calendar.
- Mandatory presence in UNHCR and IOM managed distribution points. Availability for ad-hoc deployment if required.
- **Duty Stations & Schedule**
- Deployment at UNHCR-managed LPG DPs:

I.	Location Name	Detail Address of the location	Covering Camps	Coverage HHs	GPS location of the delivery place
1	Camp 1E	Camp 1E LPG DP	C1E, C1W	20,913	21.21619 92.151574
2	Camp 2W	Camp 2W LPG DP	C2E (Block-C, D, E), C2W, C6	16,876	21.21055 92.161508
3	Camp 4	Camp 4 NFI and LPG DP	C3, C4 (Block-A, B, C)	13,973	21.21475 92.145249
4	Camp 4EXT	Camp 4EXT NFI and LPG DP	C4 (Block-D, E, F), C4EXT	6,353	21.20311 92.13775
5	Camp 17	Camp 17 NFI and LPG DP	C4 (Block-G), C5, C17	14,191	21.19928 92.145904
6	Camp 7	Camp 7 LPG DP (OLD)	C7	9,849	21.20588 92.1701
7	Camp 21	Camp 21 NFI and LPG DP	C21	4,700	21.1361 92.1582

8	Camp 26	Camp 26 NFI and LPG DP	C26, C27, Nayapara Registered Camp	23,681	20.95518 92.255712
9	KTP RC	Kutupalong Registered Camp NFI and LPG DP	C2E (Block-A, B), KTP RC	7,115	21.21146 92.162551

Duty Stations

Deployment at IOM-managed LPG DPs for repair & replacement activities (ad-hoc/ need basis):

Sl.	Location Name	Detail Address of the location	Covering Camps	Coverage HHs	GPS location of the delivery place
1	Camp 8E	Camp 8E LPG DP	Camp 8E & 10	15,253	21.190791; 92.163322
2	Camp 8W	Camp 8W LPG DP	Camp 8W	7,870	21.19611; 92.14778
3	Camp 9	Camp 9 LPG DP	Camp 9	9,475	21.18637; 92.16150
4	Camp 11	Camp 11 LPG DP	Camp 11, 12 & 18	24,376	21.17691; 92.15631
5	Camp 13	Camp 13 LPG DP	Camp 13	10,757	21.17376; 92.13882
6	Camp 15	Camp 15 LPG DP	Camp 14 & 15	21,206	21.16024; 92.15013
7	Camp 16 (TIKA)	Camp 16 LPG DP	Camp 16	5,679	21.15691; 92.15155
8	Camp 19	Camp 19 LPG DP	Camp 19	6,646	21.17918; 92.14616
9	Camp 20E	Camp 20Ext LPG DP	Camp 20 & 20Ext	5,627	21.19151; 92.13731
10	Camp 22	Camp 22 LPG DP	Camp 22	4,928	21.08601; 92.20086
11	Camp 24	Camp 24 LPG DP	Camp 24	7,768	20.96948; 92.24410
12	Camp 25	Camp 25 LPG DP	Camp 25	2,689	20.98022; 92.24616