



Terms of Reference / Scope of Work

Maintenance and Repair Services

The Goethe-Institut e.V. is the cultural institute of the Federal Republic of Germany, operating worldwide. Its goals are to promote knowledge of the German language abroad, foster international cultural cooperation, and convey a comprehensive image of Germany by providing information on cultural, social, and political life. The Goethe-Institut Cairo serves as the regional institute for the North Africa and Middle East region.

1. Subject of Services

The subject of this tender is the provision of maintenance, inspection, and repair services for the technical facilities and equipment at the properties of the Goethe-Institut Cairo (Bustan House, White Villa, Palm Courtyard). The contract term begins on 15.08.2026 and spans a duration of two years. The primary objective is to ensure the proper, safe, and as trouble-free as possible operation of all technical plants and systems.

The operational scope covers three properties—including language classrooms, a library, and event halls—which require regular maintenance in the following areas:

- Refrigeration Systems (in AHU)
- Building Automation / I&C Systems
- Wastewater, Water, Gas Systems
- Woodworking / Carpentry
- Elevators
- Interior and Exterior Facades incl. Floors
- Alarm Systems

2. Scope of Work

The required services include, in particular:

- Regular inspection and maintenance of technical facilities in accordance with manufacturer specifications.
- Execution of functional and safety checks.
- Identification of faults and their short-term rectification during ongoing operations.
- Execution of extensive repairs and replacement of defective components (upon prior coordination with the client).
- Ensuring the continuous operational readiness of the technical facilities.
- Seamless documentation of all performed actions, identified defects, and measures taken.

The specific maintenance tasks, inspection intervals, and technical requirements are detailed in the attached '**Appendix A1 Maintenance Work Cards**', which form a binding component of the services. Any deviations from the defined services must be clearly presented and justified within the offer.



4. Fault Management

The contractor is obligated to respond to occurring faults in compliance with the response times defined in the offer and to take immediate, appropriate measures to restore full operational readiness.

5. Personnel

The contractor shall provide qualified, specialized personnel and guarantee sufficient staffing availability.

6. Documentation

All services must be documented in a transparent and traceable manner. This documentation must be presented to the client on a regular basis.