

RADIO LINK & TOWER MAINTANANCE
SERVICE LEVEL AGREEMENT (SLA)

Bill of Quantity (BOQ):

| Radio Link Maintenance |
|-----------------------------------|
| Radio Link Location |
| Main Campus to City Campus |
| Main Campus to Boys Hostel |
| Main Campus to Girls Hostel |
| Main Campus to Girls Reading Hall |
| Main Campus to Staff Colony |

| Tower/Pole Maintenance | |
|------------------------|--------------|
| Tower Location | Tower Height |
| Main Campus | 100ft Tower |
| City Campus | 80ft Tower |
| Boys Hostel | 40ft Tower |
| Girls Hostel | 60ft Tower |
| Girls Reading Hall | 20ft Tower |
| Staff Colony | 5ft Pole |

Tower Maintenance includes (half yearly):

- Greasing on Tower Accessories
- Primer (Anti Rust/Red Oxide) Application (1 Coat)
- Paint Application ICI (1 Coat)
- Replacement of Tower Bulb (if required)
- Guy Wires Maintenance
- Tying of RF, Earth & Electrical Cables properly tied.
- Replacement of all Guy Wires & Accessories including S.S.N.P and D-Shegal on Tower Guy wires.

General Maintenance Terms & Conditions

Bidder shall manage and maintain the IBA's radio links (line of sight) as per the PTA prescribed radio frequency spectrum as well as fulfill other technical /policy requirements of PTA and shall directly communicate and interact with PTA i.e. attend summons and notices regarding ISM Regulations. IBA shall not be responsible for non-compliance of radio frequency spectrum.

Services Quality Parameters

Bidder agrees to adhere to the following specifications at all times in providing the Services to IBA.

Availability:

Bidder should provide services to maintain line of sight of installed Radio Network Services, Availability (point to point links) will be 99.5 % on 24 hours x 365 days basis. The transmission delay time for each single hop should not exceed (10 ms–50 ms depending upon the link).

General

- 1. Technical Support from Bidder Engineers and Customers Help Line will be available 24 hours x 365 days per annum.
- 2. It will be Bidder responsibility to bring the Site / Location on line in case of major failure however any connectivity medium can be used to bring the location on line.

Backup Equipment

Bidder will maintain the appropriate backup equipment to fulfill SLA uptime commitments for IBA.

Bidder Qualification

Bidder must have valid PTA License, evidence required.
 Bidder must have experience of at least 5 similar projects*
 Bidder must have point of presence in Karachi, Lahore and Islamabad
 Bidder must have annual turnover of at least 150 million in any last 3 years

Experience of Similar Supplies and Installation

Please attach copies of contract/Purchase orders or customer reference letter or any other reference document that can substantially prove the above.

| # | Assignment / Product Description | Company / Name of Customer | Contact Person Name/ Contact Details |
|----|----------------------------------|----------------------------|--------------------------------------|
| 1. | | | |
| 2. | | | |
| 3. | | | |
| 4. | | | |
| 5. | | | |

Duration

Initial Contract would be for one year which can be extended mutual consent