

## **Scope of Work**

### **RFQ – 3667 – 11274 – Annual SLA for Fire Suppression System**

#### **1. DUTIES & RESPONSIBILITIES**

- 1.1 Systematic Checking and Testing of all systems.
- 1.2 Testing of the fire detection operation and configuration/setting.
- 1.3 Service cleaning & Maintenance of all the Field Devices as required.
- 1.4 Calculation of battery backup and devices resistance, voltage and current.
- 1.5 Fire Suppression System and all Fire Detection System must be inspected for damage, pressure gauge on the cylinder valve, broken seals, proper condition of hose and discharge nozzle, and documentation of inspections.
- 1.6 Checking of physical damage or missing parts from the system hardware.
- 1.7 In addition to one monthly visit, SERVICE PROVIDER will attend Three (3) Emergency visits (if called upon to do so by IBA, Karachi) with no extra Cost to IBA, Karachi within office hours for maximum half day.
- 1.8 Replacement of Consumable spares of equipment as specified by the manufacturer's manual and as required. IBA, Karachi will pay the cost of the consumables if replacement is made by the Service Provider.
- 1.9 Service Provider shall carry the maintenance kit during maintenance of the system; however, the client will supply the ladders that may be required to access the detector, or any other device connected to fire alarm panel.
- 1.10 Minor Repairs: It includes replacement of Card, Smoke Detectors, Sounders, Interface modules for which the service provider does not require to dismantle the panel and other associated loops. All such repair will be inclusive in the per month maintenance charges.
- 1.11 Major Repairs: It includes any breakdown or troubleshooting that requires dismantling of the panels and other associated loops or any other equipment/component/part etc. Such repairs will be charged at actual subject to prior cost approval by IBA, Karachi.
- 1.12 Defect rectification and maintenance of the System and associated devices shall be carried out by qualified trained staff either during normal business hours (0900 to 1700 hours, or on Sunday / Holiday) with the mutual consent of IBA, Karachi & the SERVICE PROVIDER's Service Manager.

- 1.13 THE SERVICE PROVIDER will ensure to attend the emergency calls within 24 hours. Minimum possible time for its acknowledgement by the service.
- 1.14 The SERVICE PROVIDER will provide complaints attendance facilities during working hours. IBA, Karachi may call the technician up to 11:00 PM on any day of the week in case of any emergency.
- 1.15 If any equipment or part of equipment requires outside repairs, the SERVICE PROVIDER will take prior approval from the office in charge. However, the transportation / labor will be the responsibility of the SERVICE PROVIDER.
- 1.16 The SERVICE PROVIDER will obtain a work completion certificate on duly-filled Performa from authorized officer, after each work.
- 1.17 All the old material & parts of the equipment should be properly handed over to in the office in charge IBA, Karachi.
- 1.18 The SERVICE PROVIDER will ensure the safety of the equipment / staff during shifting of the equipment at site. IBA, Karachi will not be responsible for any damage that may occur during the shifting.
- 1.19 The SERVICE PROVIDER shall submit to IBA, Karachi, a list of recommended spares (interms of parts, equipment and machineries etc.) which IBA, Karachi will procure and keep for satisfactory maintenance of the equipment. The Service Provider may also supply the spare parts on behalf of IBA, Karachi if requested on market prevailing rates.
- 1.20 The "Service Provider" is committed to provide one (01) year comprehensive onsite (Manufacturer) warranty from the date of installation of spare parts.
- 1.21 Coverage Area;  
IBA, Karachi Building Karachi details are mentioned below.

Building	Area	FSS Control Panel	Panel	Detector	Emergency Abort Switch	Sounder	Fire Suppression Cylinders
Data Center & UPS Room	Main Campus	Context Plus	3	18	3	8	3
	<b>Total Device</b>		3	18	3	8	3

- 1.22 The SERVICE PROVIDER will be responsible for Safety, Security & Insurance of their manpower. IBA, Karachi will not be responsible to any accident and its outcome.
- 1.23 All staff must have CNIC & clearly mentioned to discourage work through child labor.
- 1.24 Liquidated damages:  
(a) In case of breach of SLA calculation will be done as per table below and IBA, Karachi reserves the right to impose a penalty not exceeding 10% of

the total amount of the contract at the rates prescribed in (Service Level Agreement) on the invoiced amount to each violation of SLA.

- (b) If the work is not executed according to the satisfaction of IBA, Karachi (according to OEM standard), IBA, Karachi reserves the right to reject it altogether with serving 15 days' prior notice.
- (c) In case of delay in service provisioning Liquidated Damages will be Calculated and imposed as per following table;

Level	Event	% of Invoiced amount per
L1	Severe	1%
L2	Critical	0.5%
L3	High	0.3%
L4	Moderate	0.1%

**2. REMUNERATION**

- 2.2 The billing would be made (after satisfactory acknowledgement from technical focal person at IBA, Karachi) on Quarterly Basis according to the charges mentioned in the Annual Maintenance Contract/Purchase/Work Order. Any other special charges relating to other work would be conducted according to the nature of the case, on approval from IBA, Karachi.
- 2.3 Performance Security 5% of total amount of Agreement/Purchase/Work Order will be provided by "THE SERVICE PROVIDER".

**3. RENEWAL**

- 3.1 This Agreement shall be renewed with mutual consent & satisfactory performance upon completion of one year if the IBA, Karachi and the SERVICE PROVIDER agree so.

**4. SLA TIME MATRIX**

- 4.1 THE SERVICE PROVIDER shall provide required services as per SLA matrix given below:

Equipment	SLA Matrix for Prime Hours		SLA Matrix for Non-Prime Hours	
	Max. Response Time	Max. Rectification Time	Max. Response Time	Max. Rectification Time
Fire Suppression & Detection System and related accessories	2-3 Hours	12 Hours	2-3 Hours	12 Hours

- (a) The time mentioned in above table shall not be counted as 'Down Time'. In case THE SERVICE PROVIDER is permitted for providing Stand-By equipment / part in replacement of faulty equipment / part till the faulty equipment / part is repaired / replaced in order to complete removal of the fault, the purchaser may relax the period for which standby equipment / part is placed

from counting the downtime for the said item subject to a maximum period of 5 days.

- (b) In case of three repetitive faults in any equipment due to same reason in a quarter, the time as mentioned in the above table shall be added to the downtime while calculating the overall down time for that quarter and THE SERVICE PROVIDER shall replace the defective component / part with new one within three days.
- (c) Comprehensive Support Level Agreement of Fire Suppression & Detection System with part is required.