

**SCOPE OF WORK / SCHEDULE OF REQUIREMENTS / BILL
OF QUANTITY**

**“OPERATION, RUNNING, REPAIR AND MAINTENANCE OF
TELEPHONE EXCHANGE”**

(As Per SPPRA Rule 46(2))

A. Human Resources

S. #	Particulars	B.O.Q	Per Month Amount Offered	Per Year Amount Offered
1.	Engineer	1		
2.	Technician	4		
Total Amount Offered				

B. Maintenance and Running Services of The Telephone Exchange System Installed at 4th Floor

S. #	Description of Work	B.O.Q	Per Month Amount Offered	Per Year Amount Offered
1	Maintenance & Services of Telephone Exchange System installed at 4th Floor.	1 Job		
	To provide scheduled four times, per annum, preventive maintenance (PM) based on the specific needs of the Equipment.			
	· Daily routine configuration of IP Phones and analog phones, if on demand changing the location and assigning the user privileges.			
	· CO Trunk status to ensure the incoming and outgoing services.			
	· Coordination with NTC to rectify the far end issues.			
	· System health checks.			
	· Communication system/Telephone exchange firmware upgrades.			
	· Maintain the VoIP services throughout the network.			
	· Maintain and troubleshoot the Operation soft console application.			
	· Maintain and troubleshoot the dedicated voice switches.			
	· Maintain a voice racks with standard labeling and tagging.			
	· Make sure the connectivity of end points with voice patch panels via communication servers to provide a smooth voice communication between the users.			
	· To network is operational			
	· Approval of phone set type, monthly port charge and date activation			
	· IP telephone firmware (Software updates) are managed centrally to ensure compatibility with the Telephone services.			
	· Repair of Faulty cards like TN circuits pack including (CO Trunk, PRI Card, and Analog Cards IP), condition applies as if it can be repaired. Otherwise replacement cost is the customer’s responsibility.			
	· Responsible for all voice data security via passwords restriction.			
	· Manage and configure MDF’s to maintain ongoing voice TDM Operations.			
	· Repair and troubleshoot the MDF tag blocks and strips ports.			
	· Responsible for the TDM connectivity between CHK and Trauma Centre			
	· Responsible of maintaining around 500 users with soft operator’s consoles and also managing the cabling infrastructure.			
Total Amount Offered				

Subsequent Year's price increase of offered Services (in terms of percentage), in case contract is renewed	
2nd Year	5% (percent) Escalation in first year's price
3rd Year	5% (percent) Escalation in second year's price

Rate Contract:

Contractor will replace faulty telephone sets as per the following price schedule as and when required.

S.#	Item Description	Unit Price
01.	Telephone set with CLI facility (as per SMBB Institute of Trauma existing sets) (With Warranty)	
02.	Telephone set with-out CLI facility (as per SMBB Institute of Trauma existing sets) (With Warranty)	

Note:

1. The contractor will ensure that the telephone set are replaced only when it is considered essential and approved by the Competent Authority. Maximum care should be taken to repair the old telephone set for re-use. New telephone set should only be substituted when the old telephone set cannot be satisfactorily repaired. The old replaced telephone set will be returned to the Competent Authority's nominated representative.
2. Telephone set being replaced must be brand new and original.
3. Sales Tax, Income Tax and other Duties on spare parts and services shall be the responsibility of the Contractor. Deductions will be made according to government applicable rules.

Scope of Work:

Service Contents:

- On-site Preventive maintenance
- Mean time to respond major fault = 2 hours
- Mean time to respond Minor Failure = Next Business day

Major Fault Mean one or more of the following:

- Unscheduled total system failure (whereby all functionality of the system is unavailable and there is repeated failure to reboot for any reasons)
- 10% or more of the trunks and/or station supported by the system are out of services
- 08% or more of the system's links or components are out of service
- Damage to the equipment's power supply unit

For Major Failure:

- Up to four (4) hours of remote support to log on remotely to the supported products
- 6-8 hours for on-site support to arrive to the station

General Conditions:

1. Provide services at all time (24/7).
2. Engineer will provide 24/7 support to this centre as and when required.
3. Contractor will ensure confidentiality in the execution of services.
4. Frequent updates on regular, preventive and emergency plans and procedure with Procuring Agency.
5. Contractor shall ensure to post the Maintenance Staff as per the Tender Documents submitted by them for SMBB Institute of Trauma, Karachi.
6. Monthly Bill against Contractor services will be submitted to the Competent Authority - SMBB Institute of Trauma, Karachi along with the invoice on first of every succeeding month who will process the bills within 2/3 days and submit the bills through Authorized Officer / Official to the Accounts Department by 5th of same month.
7. In case of any dispute between Maintenance Staff / Workers with the Contractors the matter shall be referred to the Procuring Agency for arbitration whose decision shall be final. Contractor shall provide duty roster of its Staff accordingly to the Procuring Agency on monthly basis.
8. Contractor will be bound to provide uniform (approved by the competent authority SMBB Institute of Trauma, Karachi) to their staff and ensure that the staff wears neat and clean uniform. In case of violation fine will be imposed by the Competent Authority - or Authorized Officer, which will be at least Rs. 500/- per employee per day.
9. It is mandatory for all maintenance staff to wear I.D Card of company all the time.
10. Staff involved in immoral/undesirable activities will not be allowed to serve in the SMBB Institute of Trauma, Karachi.
11. Contractor will be bound to change the Staffs who are unwanted by the Procuring Agency immediately.
12. The Staff will work according to mutually agreed time table issued by the Authorized Officer / Competent Authority - SMBB Institute of Trauma, Karachi.

13. Contractor has to assure the following;
- i. Basic Human Rights will not be violated.
 - ii. To provide the sanctioned strength of Maintenance Staff and operator at all- time even on holiday.
 - iii. Child labor is strictly prohibited.
 - iv. To follow Labor Laws prevailing in Province of Sindh.
 - v. Minimum wage rates should be paid to employee along with contribution of SESSI & EOBI.
 - vi. Contractor will not hire a staff having a habit of chewing, gutka, manpuri etc
14. In case of any complaint or observation conveyed to the contractor or their supervisor by Competent Authority - SMBB Institute of Trauma, Karachi or the officer authorized, the contractor will report the steps taken in order to rectify those observations in writing within stipulated time.
15. Contractor will ensure uninterrupted services under all circumstances, without any complaints being referred to the management.

Note:

- The offer will not be considered without signature & Stamp of the contractor.

Signature of

Contractor / Supplier

Name : _____

Designation : _____

C.N.I.C # : _____

Address : _____

Stamp : _____

