

**SCOPE OF WORK**  
**SERVICE AND MAINTENANCE OF CONTAINERS PROVIDED AT FC CAMP AND**  
**OTHER ALLIED PLACES INSIDE DEPLOMATIC ENCLAVE**  
**US EMBASSY ISLAMABAD**

1.0 SCOPE OF WORK

The American Embassy Islamabad requires the Contractor to service and maintain the A/C units, power generator, maintenance of water supply drainage and sewage line, cleanup, gardening and lawn/vegetation, carpenter services, masonry services, lighting, and plumbing accessories along with the containers at FC camp and other allied places inside diplomatic enclave by the U.S. embassy Islamabad in safe, reliable, and efficient operating condition. The Contractor shall provide all necessary managerial, administrative, and direct labor personnel, and as well as all necessary transportation, spare parts, equipment, tools, repair parts, supplies and materials required to perform inspection, maintenance, repair, and component replacement as required to service and maintain the above-described equipment in accordance with the manufacturer's specification. Under this blanket purchase agreement (BPA) shall provide:

- The services of a trained mechanic on a basis to check and repair equipment operation and perform scheduled and preventive maintenance.
- 24 hours/day, 7 days/week emergency response service.
- Appropriate, same day, service in response to an equipment malfunction trouble call; and
- After-hours emergency minor adjustment callback service

The Embassy agrees to purchase or maintain by the contractor, all necessary spares and replacement parts. These parts and /or replacements are to be made freely available to the site when in judgment they are required, and an approved order (BPA call) is sent to the contractor for provision of such parts. Performance and responsibilities under this contract are associated with the availability of such materials, notwithstanding that U.S. Embassy will provide that spare parts from his stock if available with them otherwise contractor will provide upon receipt of approved BPA call. It is agreed that the vendor will assume possession or management of any part of the equipment, and he can take the equipment to his workshop for extensive repair, if required with the approval of POC.

2. DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

2.1 INTRODUCTION

2.1.1 GENERAL - The U.S. Embassy, Islamabad requires the Contractor to service and maintain the A/C units, power generator, maintenance of water supply drainage and sewage line, cleanup, gardening and lawn/vegetation, carpenter services, masonry services, lighting, and plumbing accessories along with the containers at FC camp and other allied places inside diplomatic enclave by the U.S. Embassy Islamabad in safe, reliable and efficient operating condition. The Contractor shall furnish managerial, administrative, and direct operational personnel to accomplish all work as required.

In the event of a breakdown, the Contractor shall make every effort to immediately return the desired equipment to an operating condition.

2.1.2 ENGLISH SPEAKING REPRESENTATIVE - The Contractor/s shall designate an English-speaking representative who shall supervise the Contractor's workforce and be the Contractor's liaison with the Government.

The Contractor's employees shall be on site only for contractual duties and not for any other business or purposes.

2.1.3. PERSONNEL - The Contractor/s shall be responsible for providing qualified technicians for each trade with relevant experience to perform O&M services for BPA calls issued under this BPA. Helper positions do not need to meet the experience requirement.

Contractor/s will abide by all safety rules set by the Embassy. Contractor/s will provide proper Personal Protective Equipment (PPE) to their workers and ensure implementation of safety practices and proper use of PPE for any particular work activities. Contractor/s will follow LOTO (lock out/tag out) and de-energized electrical circuit policy for electrical work except voltage testing/measurements.

Contractor/s will be responsible to take their workers to nearest medical facility for first aid/treatment in case his workers get injury or medical disorder at work place. Scaffolding erected for high elevation work will be inspected by POSHO/Assistant POSHO prior to work starts.

2.1.4. The contractor shall provide all labor, spares, generic expendable service materials, and tools, except as otherwise stated herein to fulfill the requirements of the contract. The contractor shall provide weekly/monthly/quarterly/semi-annually or annually whatever applicable, preventative maintenance inspections and emergency repair service for all A/C units, generator set and other electrical, mechanical, and plumbing accessories. The routine visits shall be scheduled for regularly timed intervals, preferably during the same week of each month or as described in BPA call. A preventative maintenance checklist will be provided to the contractor that shall be fully completed during each visit.

2.1.5. Reporting of equipment abnormalities - All equipment operational abnormalities and defective components noted by the contractor shall be immediately reported verbally to the government monitoring technical representative. In addition, all deficiencies shall be noted in writing by the contractor and submitted to the government representative upon completion of the inspection or service visit. This inspection and servicing shall be in accordance with A/C unit and Generator Set Contract Guidelines Attachment 1-3.

2.1.6. Contractor shall provide price for each line item that will remain valid for the agreement period. On call inspection visits will include the cost for troubleshooting and labor charges for replacing parts if need be. However, there will be separate cost for periodic/regular inspection visits, such visits will include comprehensive inspection of each trade in accordance with statement of work (SOW). Contracting Officer (CO) or BPA caller will issue a BPA call for inspection services, periodic/regular visits identifying the equipment for inspection/troubleshooting. In case of parts BPA caller will request price quotation from the contractor and issue a BPA call to purchase parts. If price for parts determined unreasonable, the Embassy may choose to procure such parts from another source. Contractor shall neither perform any services nor shall deliver any supplies until receipt of approved BPA call.

2.1.7. Price for Painting Services shall include labor charges and painting materials as the material for painting shall be provided by the contractor that will be applied in accordance with section 2.2 of the SOW.

Heating Ventilation and Air Conditioning.  
Preparation of all containers, including all items in this contract.

**Table 2.1: A/C units in the service area**

NO.	Equipment	location	Rating	Quantity
1.	A/C units Acson	FC Picot # 6	1.5 ton 1 Ton	01 Ea 01 Ea
2.	A/C units Acson	FC Picot # 5	2 ton	02 Ea
3.	A/C units Acson	FC Picot # 4	2 ton	01 Ea
4.	A/C units Daikin	GCAC parking are Camera Cabin	1.5 ton	01 Ea
5.	A/C units Sanyo	Gate # 5 Itemizer cabin	1 ton	01 Ea
6.	A/C units Acson invertor	FC post in front of GCAC	1.5 ton	02 Ea
7.	A/C unit Orient invertor	FC camp Masjid + canteen	1.5 ton	04 Ea
8.	A/C units Acson invertor	FC camp police post	1.5 ton	01 Ea
9.	A/C units Acson	FC camp FC Containers	2 ton	12 Ea
10.	A/C units Acson	FC camp Gaurd Containers	1.5 ton	5 Ea

**Table 2.2: Generator Set in the service area**

S. No	Equipment	Rating	Quantity
1.	Generator, FBMO @ FC Camp (GENSET) (After 250 hrs of operation, oil and filters are required to be replaced)	10 KVA	1 Ea

**Table 2.3: Details of allied area, accessories /equipment**

Sr. NO.	Location	Size	Quantity
<b>FC Camp Container Size:</b>			
	Residential Container	40'x8' Feet	
	Cafeteria/ Mess Hall	40'x8' Feet	
	Prayer Hall	40'x8' Feet	
	Container office use	20'x8' Feet	
	Kitchen	-	
	Bath	-	
	Toilets		
	Ablution Area		
<b>Post No. 4 container Size</b>			
	Container	20'x8' Feet	
	Kitchen		
	Bath/ Toilets		
<b>Post No. 5 Container Size:</b>			
	Container	40'x8' Feet	
	Kitchen		
	Bath/ Toilets		
<b>Post No. 6 Container Size:</b>			
	Container	20'x8' Feet	
	Bath/ Toilets		

## 2.2 STANDARDS

### 2.2.1 APPLICABLE PAINTING STANDARDS AND PAINT SPECIFICATIONS

#### 2.2.1.1 LOCAL/INDUSTRY PAINTING STANDARDS

Painting and preparatory work shall be in accordance with manufacturer's recommendations, and the instructions given below. In cases where local standards and those listed in this agreement are in conflict, the stricter of the two shall apply.

#### 2.2.1.2 PAINT SPECIFICATIONS

Paint used shall be ICI or Burgers both are available in local market. Color shades shall be approved the COR.

#### 2.2.1.3 PREPARATION AND PROTECTION OF WORK AREA

Painting shall not disturb or damage any fixed property (including light fixtures, floors, carpets, furniture, doors, windows, closets or other installed fixtures or appliances). The Contractor shall move, protect, and return such property to its original position.

The Contractor shall remove furnishings (such as furniture, rugs) first or protect them by protective covering. The Contractor shall also protect floors from soiling and paint spills. The Contractor shall not wash wooden floors under any circumstances. To protect floors (of all types) from damage, the Contractor/s shall use a suitable protective cover and provide ladders and scaffolding with clean rubber shoes or similar protection devices.

If the Contractor/s spills any paint, or in any way soils the floors, a specialist floor finishing company at the Contractor's expense shall perform the cleanup. After completion of the painting work, the Contractor/s shall return all furnishings to their original position and clean the work area free of litter and debris.

#### 2.2.1.4 TECHNICAL SPECIFICATIONS FOR PAINTING WORK

##### (a) INTERIOR AND EXTERIOR PAINTING

Paint surfaces as directed by the task order. Match paint to similar adjacent materials or surfaces.

(1) "Paint" includes coating systems materials, primers, emulsions, enamels, stains, sealers and fillers, and other applied materials whether used as prime, intermediate or finish coats.

(2) **Product Data:** The Contractor shall submit manufacturer's technical information, label analysis, and application instructions for each paint material proposed for use to the COR, prior to starting work. As an attachment, list each material and cross-reference specific coating and finish system and application.

Identify each material by the manufacturer's catalog number and general classification.

(3) **Single Source Responsibility:** Provide primers and undercoat paint produced by the same manufacturer as the finish coats.

(4) **Material Quality:** Provide the manufacturer's best quality trade sale type paint material. Paint material containers not displaying manufacturer's product identification will not be acceptable.

(5) Deliver materials to the job site in manufacturer's original, unopened packages and containers bearing manufacturer's name and label with trade name and manufacturer's instructions.

(6) Store materials not in use in tightly covered containers in a well-ventilated area at a minimum ambient temperature of 45 degrees F (7 degrees C). Protect from freezing. Keep storage area neat and orderly. Remove oily rags and waste daily.

(7) **Project Conditions:** Do not apply paint when the relative humidity exceeds 85 percent, at temperatures less than 5 degrees F (3 degrees C) above the dew point, or to damp or wet surfaces. Apply paint only in temperatures in accordance with manufacturer's specifications.

(8) Examine substrates and conditions under which painting will be performed for compliance with requirements. Do not begin application until unsatisfactory conditions have been corrected.

(9) **Preparation:** Remove hardware and hardware accessories, plates, light fixtures, and items in place that are not to be painted, or if not removable provide protection such as taping prior to surface preparation and painting (taping includes windows, door jams, etc.).

(10) Clean and prepare surfaces to be painted following manufacturer's instructions before applying paint or surface treatments. Remove oil, dust, and direct, loose rust, mildew, peeling paint or other contamination to ensure good adhesion. In some cases, the Contractor may be requested to remove all existing coats of paint and sealers if prior paint application is showing signs of improper adhesion, such as peeling, or chipping. All surfaces must be clean and dry. Schedule cleaning and painting so dust and other contaminants will not fall on wet, newly painted surfaces.

- (11) Notify the Contracting Officer or POC of problems anticipated for any minor preparatory work required, such as but not limited to, filling nail holes, cleaning surfaces to be painted, and priming any requisite areas. Plan preparatory work as most units in residential areas will have nail holes or areas that will need to be primed or sealed. Replace all electrical switches and plugs with new covers after painting.
- (12) **Materials Preparation:** Mix and prepare paint following manufacturer's directions.
- (13) **Application:** Apply paint following manufacturer's directions. Use applicators and techniques best suited for substrate and type of material being applied. Do not paint over dirt, rust, scale, grease, moisture, scuffed surfaces, or conditions detrimental to formation of a durable paint film.
- (i) Unless otherwise specified, the contractor is to use a high-quality semi-gloss latex paint (containing no lead or mercury) for all parts of containers including kitchen, baths, doorframes, and window frames. A flat or satin flat latex base paint (containing no lead or mercury) is to be used in the remainder of the unit. The color to be used must be consistent with the balance of the container, which is already applied. Contractor shall provide samples of the color of the type of material to be painted before actual paint date is scheduled.
- (ii) On exterior surfaces, apply a high-quality exterior grade latex base paint that matches as closely as possible to the existing color on the exterior of the property, or a color as otherwise specified by the COR. Before painting, scrape, sand, fill and prime the surface with a latex base primer. The Contractor should plan on extensive preparatory work before painting. Do not apply exterior paint in snow, rain, fog or mist; or when the relative humidity exceeds 85 percent; or to damp or wet surfaces.
- (iii) Provide finish coats that are compatible with primers used.
- (iv) The number of coats and film thickness required is the same regardless of application method. Do not apply succeeding coats until previous coat has cured. Sand between applications where required to produce a smooth, even surface.
- (v) Apply additional coats when undercoats or other conditions show through final coat, until paint film is of uniform finish, color, and appearance.
- (14) **Scheduling Painting:** Apply first coat to surfaces that have been cleaned, pretreated, or otherwise prepared for painting as soon as practicable, and before subsequent surface deterioration. Allow sufficient time between successive coats to permit proper drying. Do not re-coat until paint has dried.
- (15) **Minimum Coating Thickness:** Apply materials at the manufacturer's recommended spreading rate. Provide total dry film thickness of the system as recommended by the manufacturer.
- (16) **Prime Coats:** Before application of finish coats, apply a prime coat as recommended by the manufacturer to material required to be painted or finished, and has not been prime coated.

- (17) **Brush Application:** Brush out and work brush coats into surfaces in an even film. Eliminate cloudiness, spotting, laps, brush marks, runs, sags, ropiness, or other surface imperfections. Draw neat glass lines and color breaks.
- (18) Apply primers and first coats by brush unless manufacturer's instructions permit use of mechanical applicators.
- (19) **Mechanical Applications:** Use mechanical methods for paint application when permitted by manufacturer's recommendations, governing ordinances, and trade union regulations.
- (20) Wherever spray application is used, apply each coat to provide the equivalent hiding of brush-applied coats. Do not double-back with spray equipment to build up film thickness of two coats in one pass, unless recommended by the manufacturer.
- (21) Upon completion of painting, clean glass and paint-spattered surfaces. Remove spattered paint by washing, scraping or other methods, using care not to scratch or damage adjacent finished surfaces.
- (22) Remove temporary protective wrappings after completion of painting operations.

(b) DRYWALL/PLASTER REPAIR

Patch defective drywall with a similar thickness and fire rated drywall. Joints must be taped in a manner so they are not readily visible. The patch must be textured with a texture consistent with the rest of the surface being patched. All nail heads must be set and spackled. Joints must be taped and covered with a joint compound. Spackled nail heads and tape joints must be sanded smooth and all dust removed prior to painting. Exterior surfaces must be spackled with exterior grade compounds.

(c) PAINT EXTERIOR TRIM

Apply a high-quality exterior grade latex base paint that matches as closely as possible the existing color on the exterior trim of the property, or a color as specified by the POC. The trim is to be scraped, sanded, filled, and primed with a latex base primer, prior to painting. The Contractor should plan on extensive preparatory work prior to painting. The specifications for exterior paint apply, unless otherwise specified.

(d) REMOVE WALL COVERING

By BPA call order, remove the designated wall covering (such as wallpaper, cork, mirror, and tile). After removing the wall covering the area shall be cleaned and made ready for painting. The Contractor shall remove and properly dispose of the old wall covering.

(e) PLASTER

Repair any damaged interior or exterior plaster in case of civil structure as directed by the COR. The plaster material shall be of a similar material that matches as closely as possible the existing plaster in texture and color.

(f) STUCCO

Repair any damaged stucco and remove any loose stucco before applying paint.

C.2.2 to C.2.4 Reserved

### **2.2.5 PLUMBING SERVICES**

The Contractor shall perform the following plumbing inspection and repairs and use the checklist in Attachment 4.

**(a) Inspect all plumbing work including:**

- Pipes, ducts, valves, dampers, fittings, wastewater and sewer lines, traps, catch basins, hot water heaters/geyser, toilet fixtures, toilet accessories, plugs, chains, hoses, down-spouts and gutters for clogging and loose joints, restrictions, leaks, and other faulty conditions. This includes all bathrooms, kitchen, water tanks, water tank pressure pump, install ball valve on air vent pipes, baths and kitchen, interior and exterior sewer, and drains lines. Remove hard pipe, install flexible pipe, if any, for gas connection. Prepare and paint gas line with yellow paint (approximate 30-foot length). Check well water pump both deep well and Monoblock, replace if not working (If installed).

**(b) Provide routine service such as:**

- Retightening, caulking, lubricating, and performing first echelon maintenance. Repair/replace any items from 2.2.5(a) if container is not functioning. Service & ensured proper function of water storage tanks, water pumps and previously listed appliances.
- The Contractor shall furnish all skilled labor, tools, equipment, material, and parts needed for repairs and servicing.

### **2.2.6 ELECTRICAL SERVICES**

The Contractor shall perform the following electrical services and use the checklist in Attachment 4.

**(a) Evaluate the operating condition and safety of all systems and equipment, including:**

- Electrical outlets, switches, wiring, installed appliances, doorbells, intercoms, coolers, ceiling fans, light fixtures, water heaters, circuit breakers, GFCIs (ground fault circuits interceptors), fuse boxes, damaged wiring, grounding of whole house (should be less than 25ohm), feed line connections, main cable, main distribution panel, load balancing and check circuit identification/labeling for accuracy.

**(b) Make repairs, including:**

- Reset circuit breakers or replace fuses, fix loose connections, replace switches, replace sockets, replace light bulbs, breakers, GFCIs, and ground wires etc. Close holes of all panels with manufacturer approved material, provide, and install spacers on breaker panel openings. Provide and install cable glands on main DB and disconnect switch. Repair shades over disconnect switch and ATS panels. Provide exterior grade covers over exterior switches and outlets. Provide and install ridged or flexible metal conduit where requested.

The Contractor shall furnish all skilled labor, tools, equipment, material, and parts needed for repairs and servicing.



### 2.2.7 HVAC SERVICES

The Contractor shall perform the following HVAC services using the checklist in Attachment 4.

(a) Inspect all HVAC work including:

- Pipes, ducts, valves, filters, dampers, fittings, loose joints, restrictions, leaks, cooling fins, and other faulty conditions in split A/C.

(b) Provide routine servicing such as:

- Tightening, caulking, lubricating, replacing, and/or washing filters, and performing first echelon maintenance and servicing. Replace faulty protectors. Install new protector relay (delay timer) if not installed already. Clean condenser coils with approved coil cleaner (Evap Foam No Rinse or equivalent) and fix bent fins as needed.

Note the following specific requirements

(a) Inspect valves for restriction, leaks, and other trouble symptoms, and adjusting, as necessary.

(b) Inspect split pack indoor and outdoor unit, ensure both units are in working condition.

- Check refrigerant and charge, as necessary.

(c) Replace refrigerant piping if required including insulation. Separate electric cable from the refrigerant piping and drain. Install electric cable in conduit.

(d) Make insulation tests, adjust relays, reset circuit breakers, and clean contact surfaces.

The Contractor shall furnish all skilled labor, tools, equipment and routine cleaning supplies, spare part needed for the repairs and servicing.

### 2.2.8 CARPENTRY SERVICES

The Contractor shall perform the following carpentry services using the checklist in Attachment 4.

(a) The Contractor shall inspect all:

- Wood cabinets, closets, doors, moldings, panels, fixtures, furniture pieces, along with all doors in the property. Also, inspect all toilet paper holders, soap trays, towel racks, shower curtain rods, toilet seats, medicine cabinets, venetian blind brackets, clothing rails, curtain rods, and any other like items.

(b) All necessary repairs shall be made to all items listed above, including:

- Repairing, adjusting, and/or replacing hinges, latches, closet rods, shelves, moldings and wood panels, cracks and chips, bathroom fixtures, curtain rods and venetian blinds, and caulking and staining repaired areas to match the color of the original wood.

The Contractor shall furnish all skilled labor, tools, equipment, materials, and routine supplies needed for the repairs and servicing.

### 2.2.9 ROOFING SERVICES

The Contractor shall perform the following roofing services using the checklist in Attachment 4.

(a) The Contractor shall inspect:

- (1) The roof and eaves for leaks or other evidence of damage.
- (2) Inspect all rain gutters and water drains for blockages and leaks and inspect all water catchers for proper positioning.

(b) The Contractor shall make repairs to:

- (1) The roof membrane, including patching leaks, repairing shingles, and caulking cracks in container roof.
- (2) Rain gutters and drains

The Contractor shall furnish all skilled labor, tools, equipment, materials, and routine supplies needed for the repairs and servicing.

### 2.2.10 RESERVED

### 2.2.11 MASONRY SERVICES

The Contractor shall perform the following masonry services using the checklist in Attachment 4.

The Contractor shall:

- (a) Inspect all stone and concrete work, including exterior and interior walks, floors, partitions, walls, and stone facing, for breaks, cracks, crumbling and other deterioration.
- (b) Make necessary repairs. Tiles, bricks, or pavers must be provided by the contractor.

### 2.2.12 RESERVED

### 2.2.13 SAFETY EQUIPMENT SERVICES

The Contractor shall perform the following safety Equipment services using the checklist in Section J, Exhibit 4.

The Contractor shall inspect and maintain all fire extinguishers

### 2.2.14 PROVISION OF FUELING

- a) Contractor shall provide fuel to all locations mentioned in the SOW as and when needed for any equipment which may require fueling.
- b) Contractor shall submit the invoice based on the prevailing fuel rate in the market plus its transportation cost and profit. (Do not include fuel price in line item#10)
- c) Fuel shall only be provided upon receipt of approved BPA call/order

### 2.2.15 PROVISION OF WATER

- a) Contractor shall provide water to all locations mentioned in the SOW as and when needed.

### 2.3 MAJOR REPAIRS

The contractor shall immediately inform the PC of major safety problems and the need for major and/or specialized repairs to any part of the serviced area of the residential unit. The contractor shall also inform the POC of a major problem in the residential unit in a system or area that is not being serviced as well. The contractor shall be liable for the costs for any damage that occurs as a result of the contractor's negligence in its duty to inform the POC. The contractor shall make efforts to minimize such trouble or damage in systems or areas being serviced until proper corrective action can be taken. Major and specialized repairs shall be carried out by the Government, independent of this agreement.

### 2.4 CONTRACTOR PERSONNEL

All personnel assigned by the contractor for the performance of the respective services shall be regular employees of the contractor and shall be supervised by the contractor. There shall be no employer-employee relationship between the Government and the personnel. Subcontractors may only be employed with the express written consent of the Contracting Officer.

### 2.5 SUPERINTENDENCE BY CONTRACTOR

The entire operation of the contracted services shall be superintended by the Contractor's bilingual (English/Urdu) liaison. The liaison shall coordinate the performance of the contracted services with the needs of the Government.

The liaison, or a qualified assistant, shall be on duty throughout the normal operating hours of the Embassy. The liaison shall also superintend the performance of the contracted services on Saturdays, Sundays, and holidays

### 2.6 QUALITY ASSURANCE

The Contractor shall institute an appropriate inspection system including:

- (a) Develop and maintain checklists of duties to be carried out,
- (b) Ensure these duties are carried out by the supervisory staff and senior employees, and
- (c) Perform inspections at all work locations to determine whether the various services are being performed according to the agreement requirements.

The Contractor shall provide copies of all inspection reports to the POC.

The Contractor shall promptly correct and improve any shortcomings and/or substandard conditions noted in such inspections. The Contractor shall to the attention of the Contracting Officer or POC, for disposition, any conditions beyond the responsibility of the Contractor.

## 2.7 INSPECTION BY GOVERNMENT

The services performed and the supplies furnished for this contract will be inspected from time to time by the POC, or his/her authorized representatives, to determine that all work is being performed in a satisfactory manner, and that all supplies are of acceptable quality and standards. The Contractor shall be responsible for any corrective action, within the scope of this agreement, which may be required by the Contracting Officer as a result of such inspection.

## 3.0 TROUBLE CALL RESPONSE SERVICE

3.1 General. The Contractor shall provide “round-the-clock” service coverage for A/C unit, generator, electrical, mechanical, and plumbing trouble calls as described below and which are not excluded by paragraph 8.0 below, only when approved BPA call is shared with the contractor.

### 3.2 Emergency Response Service

The Contractor shall provide, at cost per visit, a 24 hours/day, 7 days/week, 52 weeks/year coverage for emergency trouble calls. A trained mechanic shall be “on call” shall be on site on the same day when call is made for an emergency trouble by the Contracting Officer or POC.

### 3.3 Non-Emergency Response Service

The Contractor shall provide, at cost per visit, a non-emergency response service. A trained mechanic will be on site, within two working days, to trouble shoot and repair an equipment malfunction.

### 3.4 Callback Service

When an equipment which was previously worked on by the Contractor’s mechanic, has a repeat malfunction within a 24-hour period, the Contractor shall be obligated to provide, at no extra cost, a return visit by a trained generator mechanic to correct the problem, even if the problem is minor in nature. The mechanic shall respond to this callback within a three-hour time period regardless of what time the Contracting Officer or POC made the callback complaint, including the “after hours” time periods.

## **Pricing:**

All prices stated must be fixed prices and include all related costs for making the specified service (i.e. man-hours, technician assistance, testing etc.). No additional costs will be accepted during the agreement period. For emergency response, per visit cost will be paid as noted in this agreement.

All prices are to be stated in PKR.

VAT should be listed as a separate line item on your quote.

## **Payment Terms:**

No advance payments are authorized for this service. The contractor shall submit invoices as per advised method by the POC.

Invoice should be clearly marked with the BPA and BPA call number. Failure to do so will result in your invoice being returned to you.

In accordance with the Prompt Payment Act, which applies to all United States Government orders, terms of payment are 30 days net from receipt of a valid invoice.

### **SUBMISSION OF INVOICE:**

At the beginning of the month, vendor prepares and submits a consolidated invoice (preferably electronically), for the previous month to FMC along with completed BPA Calls and delivery tickets duly signed by the embassy's receiver. BPA calls will be invoiced in the month that they are complete.

The invoice shall identify the BPA Calls covered there in, stating the total PKR value and copies of calls (orders). It shall also include invoice number, EFT details, BPA number, date issued, brief description of services provided and total price.

Invoices must be routed to:

- One original invoice in pdf format to the Financial Management Center to [IslamabadFMC-Invoices@state.gov](mailto:IslamabadFMC-Invoices@state.gov)

Although email is the preferred method, invoices may also be submitted by mail (do not also send electronically if you mail the invoice to the following address):

Financial Management Officer (FMO)  
US Embassy, Diplomatic Enclave  
Ramna-5, Islamabad

For payment related queries please contact [IslamabadFMC-Invoice@state.gov](mailto:IslamabadFMC-Invoice@state.gov). Contracting Officer takes no responsibility for payment and/or associated queries.

**ATTACHMENT 1**  
Condensing Unit Checklist

SECTION 1

A/C UNIT PREVENTATIVE MAINTENANCE CHECKLIST/Any Check list recommended by the manufacturer will be added to this list.

Assembler

Model No.

Serial No.

Preliminary Checks AC SPLIT SYSTEM, CONDENSER HEAT PUMP

Frequency: Quarterly

**(T)ools, (S)afety Equipment, and (M)aterials Required**

- 1 Mechanic's tool set, refrigeration system tools.
- 2 Cleaning tools and materials, hose and water, fin comb.
- 3 Rust removal materials, primer, paint.
- 4 Lubricants, belts.
- 5 Ladder.

**Safety Procedures**

- 1 Schedule work with operating personnel.
- 2 Follow site safety rules for lockout and tagout.
- 3 Be very careful when climbing roof access ladders.
- 4 Review and follow the manufacturer's instructions.
- 5 Submit a work order if refrigerants need to be added.
- 6 Report any problems you find.
- 7 Record the results in the maintenance log.

**Procedures**

- 1 Lock and tag out unit.
- 2 Check with operating or area staff for problems.
- 3 Clean dust and dirt from entire unit and all ventilation ports.
- 4 Wash coils with water hose. Only use a coil cleaning solution if nothing else will work.
- 5 Inspect system for any signs of rust. Remove rust, prime with rust inhibitor, paint to match original condition. Rust must be completely removed down to base metal.
- 6 Clean blowers, fans, motors, drip pans and drain piping.
- 7 Check hold down bolts and grounding straps for tightness.
- 8 Grease shaft and motor bearings, if needed.
- 9 Clean area around equipment.
- 10 Remove locks and tags

Preliminary Checks AC SPLIT SYSTEM, EVAPORATOR

Frequency: Quarterly or as advised by POC

**(T)ools, (S)afety Equipment, and (M)aterials Required**

- 1 Mechanic's tool set, refrigeration system tools.
- 2 Cleaning tools and materials
- 3 Biocide
- 4 Ladder for the ceiling mounted units.
- 5 Spare filters.
- 6 Ladder.
- 7 Biocide strips

**Safety Procedures**

- 1 Follow site safety rules for lockout and tagout
- 2 Schedule outage with operating staff.
- 3 Be very careful when climbing access ladders.
- 4 Perform proper lockout/tagout steps of site safety rules.
- 5 Don't leave fingerprints on ceiling tiles.
- 6 Thoroughly clean working spaces.
- 7 Review and follow the manufacturer's O and M instructions.
- 8 Report any problems you find.
- 9 Record the results in the maintenance log

**Procedures**

- 1 Cover all exposed surfaces below the evaporator.
- 2 Carefully remove access panels, covers, or ceiling tiles to gain access to the equipment.
- 3 Clean and inspect the filter area of the unit.
- 4 Clean or change filters.
- 5 Clean drip pan and make sure condensate drains are clear. Treat with an EPA approved biocide.
- 6 Check motor for freedom of operation.

Preliminary Checks AC AC SPLIT SYSTEM, EVAPORATOR

Frequency: Annually or as advised by the POC.

**(T)ools, (S)afety Equipment, and (M)aterials Required**

- 1 Mechanic's tool set.
- 2 Megger.
- 3 Clamp-on amp meter.
- 4 Cleaning materials and equipment.
- 5 Oiler.
- 6 Lubricants.
- 7 Coil cleaner.
- 8 Fin comb.
- 9 Vacuum.
- 10 Ladder.
- 11 Filter replacement.
- 12 Biocide strips

**Safety Procedures**

- 1 Follow site safety rules for lockout and tagout.

- 2 Schedule outage with operating staff.
- 3 Be very careful when climbing access ladders.
- 4 Perform proper lockout/tagout steps of site safety rules.
- 5 Don't leave fingerprints on ceiling tiles.
- 6 Thoroughly clean working spaces.
- 7 Review and follow the manufacturer's O and M instructions.
- 8 Report any problems you find.
- 9 Record the results in the maintenance log

## **Procedures**

### **General:**

Cover all exposed surfaces below the evaporator.

Carefully remove access panels, covers, or ceiling tiles to gain access to the equipment.

### **Casing:**

Clean the exterior and interior of the unit casing.

Remove rust and corrosion. Apply corrosion protection.

Carefully inspect all fasteners to ensure integrity and replace any which have rusted. All replacement components, parts, and materials should be of rust resistant manufacture.

Check belts and alignment, if applicable.

Inspect air side and condensate removal components:

Inspect and clean coils by vacuuming or brushing. Use coil cleaner if excessively dirty.

Use fin comb to straighten coil fins where necessary.

Inspect and clean washable filters if dirty. Recharge wire mesh filters with oil when applicable.

Inspect and replace disposable filters if dirty.

Drain and clean condensate pan. Check condensate lines for free flow.

Replace biocide strips.

Fix damaged or missing insulation on the cooling lines using "Armaflex" and/or no-drip tape.

Clean strainers.

Check controls, trap, freeze-stat, and control-stat for proper operation.

Service condensate pumps if equipped.

Clean and test motors and fans:

Check ventilation ports for soil accumulation, clean if necessary.

Clean exterior of motor surfaces of soil accumulation.

Clean fan blades and check for damage.

Check belts and alignment, if applicable.

Lubricate motor bearings where required. Check manufacturer's information for requirements.

Check motor windings for accumulation of soil. Vacuum if required.

Check hold down bolts and grounding straps for tightness.

Check electrical connections for tightness.

Megger motors 5 horsepower or greater.

Return to service and perform an operational test:

Test in heating and cooling modes.

Check unit sensors and calibrate if required. Record calibration values.

Check unit for noise, vibration or condensate leakage.

Check for refrigeration leaks. Submit a work order to repair any leaks found.

Measure running current for all motors 5 horsepower or greater.

Clean area around equipment.



## Preliminary Checks AC SPLIT SYSTEM, CONDENSER/HEAT PUMP

Frequency: Annually or as advised by the POC.

### **(T)ools, (S)afety Equipment, and (M)aterials Required**

- 1 Mechanic's tool set, refrigeration system tools.
- 2 Refrigerant manifold gage set.
- 3 Refrigerant leak tester.
- 4 Cleaning tools and materials, pressure washer, vacuum, fin comb,
- 5 Rust removal materials, primer, paint.
- 6 Lubricants, belts.
- 7 Personal protection equipment for handling refrigerants.
- 8 Ladder

### **Safety Procedures**

- 1 Schedule work with operating personnel.
- 2 Follow site safety rules for lockout and tagout.
- 3 Be very careful when climbing roof access ladders.
- 4 Review and follow the manufacturer's instructions.
- 5 Follow safety and environmental rules for refrigerants.
- 6 Don't vent refrigerants. Refrigerants must be recovered.
- 7 Submit a work order if refrigerants need to be added.
- 8 Report any problems you find.
- 9 Record the results in the maintenance log

### **Procedures**

- 1 Lock and tag out unit.
- 2 Check with operating or area staff for problems.
- 3 Clean dust and dirt from entire unit and all ventilation ports.
- 4 Wash coils with water hose. Only use a coil cleaning solution if nothing else will work.
- 5 Inspect system for any signs of rust. Remove rust, prime with rust inhibitor, paint to match original condition. Rust must be completely removed down to base metal.
- 6 Clean blowers, fans, motors, drip pans and drain piping.
- 7 Check and adjust vibration eliminators.
- 8 Check hold down bolts and grounding straps for tightness.
- 9 Grease shaft and motor bearings, if needed.
- 10 Adjust the belt tension and alignment, if needed.
- 11 Check electrical wiring and connections; tighten loose connections.
- 12 Clean area around equipment.
- 13 Check system for refrigeration leaks. If leaks are detected, submit a work order to correct the problems and recharge the system.
- 14 Remove locks and tags
- 15 Perform operational check and return to service.
- 16 Record suction and discharge pressures, sub-cooling and superheat.

**ATTACHMENT 2**  
Generator Maintenance Checklist

SECTION 1

GENERATOR PREVENTATIVE MAINTENANCE CHECKLIST/Any Check list recommended by the manufacturer will be added to this list.

Assembler

Model No.

Serial No.

Engine Manufacturer.

Serial No.

Model No.

Preliminary Monthly Checks or as advised by POC

Elapsed Time Meter:

Hours

Start

Hours

Stop

Fluid Level Checks:

Oil

Alternator Bearing

Coolant

Drain~1/4 pint of fuel from the fuel strainer and filter

Drain a small amount of fuel from day tank to check for water

Battery Checks: Electrolyte Level ---Terminals clean and coated with petroleum jelly Battery Cables in good condition --- Battery Case clean --- Specific Gravity 1.180 to 1.280

Battery Charger: Output Float Voltage 13.02 volts for 12-volt system, 26.04 volts for 24-volt system--Equalizing Voltage 13.98 volts for 12-volt system, 27.96 volts for 24-volt system---

Coolant Concentration: 40% Ethylene Glycol  
The boiling point of a 40% solution will be 222 degrees

Belt Tension: The belt tension should be firm enough so that pushing at the midpoint between two pulleys will depress the belt 1/4 to 1/2 inch.

Test Safety Indicator Light Bulbs: Depress push-to-test light modules to ensure bulbs are good, some gensets may have a lamp test pushbutton switch.

Test Day Tank Electric and Hand Pumps: --- Check Tank Fuel Level

Hourly-based Maintenance Checks Based on Hours of Time

Every 8 Hours

Check oil-bath filter,

Clean and replace oil as needed: ---

Every 100 Hours

1. Change engine oil and oil filters. The engine oil should be AS RECOMMENDED BY THE MANUFACTURER

2.Change fuel strainer and fuel filters:

3.Check entire engine for fluid leaks:

Every 500 Hours

1.Inspect and replace cooling system hoses as necessary:

2.Inspect fuel lines, tighten and replace as necessary:

3.Inspect and replace dry-type air cleaner element as needed:

4.Replenish cooling system corrosion inhibitors:

5.Inspect and clean radiator core fins as necessary:

Every 1000 Hours

Clean the cooling system with acid-neutralizer "cleaning compound

- 2.Flush cooling system and add new coolant and corrosion inhibitors:
- 3.Inspect genset vibration isolators for correct adjustment:
- 4.Inspect radiator exhaust ducting and canvas flexible connector:
- 5.Inspect air box drain tubes, clean as necessary:
- 6.Blow dust from generator, battery charger, and transfer switch cabinets using compressed air:
- 7.Inspect room intake and exhaust air louvers, clean as necessary:

## SECTION 2

### GENERATOR PREVENTATIVE MAINTENANCE CHECKLIST

I

Monthly Run Checks or as advised by the POC

- 1.Start engine and operation to 160 degrees F:
- 2.Record the following.
  - b. Frequency:
  - c. Lube Oil Pressure:
  - d. Water Temperature:
  - e. Fuel Pressure:
  - f. Output Voltage,
  - g. RPM
  - h. Hertz
- 3.Inspect for lube oil leaks:
- 4.Inspect for fuel oil leaks:
- 5.Inspect for coolant leaks:
- 6.Listen for any unusual noises:
- 7.Check for excessive vibrations:
- 8.Record color of exhaust smoke: Clear White  
Blue, Black/Gray. If the smoke is not clear,  
Troubleshoot and correct engine problem.

Final Preventative Maintenance Checks

1. After engine run test, clean generator drip pan:
2. Clean gen sets thoroughly, repaint areas that need it:
3. Clean up generator room and remove any debris from PM:
4. Ensure all generator control switches are restored to the positions they were in upon your arrival to site:
5. Inform Embassy's technical monitoring representative of all problems noted during your PM inspection and present a signed copy of this checklist to him with a written description of problems remaining to be corrected.

**ATTACHMENT 3**  
**A/C UNIT AND GENERATOR SET CONTRACT GUIDELINES**

- 1.Site spare parts stock: Reserved
- 2.Locally purchased parts: Additional parts may be purchased locally by the contractor with prior GSO approval under the provisions of the agreement. Such parts must be exact approved replacement parts.
- 3.Substitution of parts: Substitutions are not permitted unless approved by POC for temporary corrective actions to restore an inoperative system to operation. In the event of an approved substitution, immediate action will be taken by POC to procure the correct replacement parts.
- 4.Parts not on site and unavailable locally may be obtained through procurement. The Embassy will provide duty free import for these items.
- 5.The contractor shall review the equipment included in the terms of the contract and provide the government with a list of recommended on-site spares. This listing shall advise as to local availability of replacement parts and expendable items. This listing shall be provided to the COR within thirty days of the effective date of the contract.
- 6.Workmanship – All maintenance and repair work shall be performed in a neat and workmanlike manner in accordance with standard industry practices. All replacement work shall be performed in such a manner as to restore the equipment to its original factory or installed condition.
- 7.Clean up – No debris, old parts, fluids, etc., shall be left in the working area. The equipment shall be wiped down and left in a clean condition after each visit. In case of generator, drip pan shall be installed under the engine to catch any fluid leaks and this pan shall be cleaned each during each visit.
- 8.Safety for generator – No engine safety controls, circuit breakers, fuses or other electrical controls are to be jumped out electrically or operationally obstructed in any way. Contractor must utilize all applicable safety precautions while working on the Generators.
- 9.Contractor access to equipment – The contractor shall coordinate all activities with POC for the performance of work under the agreement. No equipment shall be shut down for either maintenance or repair without prior POC approval. Contractor must provide a list of Employees authorized to work on contract.

The estimated time for a contractor to complete all items on the regular checklist is 3 to 4 hours for each A/C unit and Generator. An additional estimated two hours will be required to complete the supplemental requirements at 100 and 500 hour intervals for a total of 5 to 6 man-hours. At 1000 hour intervals, the estimated man-hour requirements for additional checkpoints and maintenance services are 7 to 8 hours.

## Attachment 4

### TECHNICAL SPECIFICATIONS AND CHECKLISTS

#### Plumbing Services Check List

Note: Check and make sure all items are in working condition.

Item	Completed		Notes
Check bibcock			
Check bottle trap			
Check hand shower			
Check tape			
Check flush tank			
Check shower			
Check Bab cock			
Check flexible pipes			
Check mixtures			
Check Water closet			
Check bath tub			
Check bottle trap			
Check float drain			
Check Strainer			
Check tub stopper			
Check chain plug			
Check wash basins			
Check Sank			
Check basin waste			
Check water distiller			
Check services,			
Check Curtain rod			

#### • Electrical Services Check List

Note: Check and make sure all items are in working condition.

Item	Completed		Notes
Check and clean all electrical items			
Check sockets			
Check switches			
Check pedestal fan			

Check ceiling fans and dimmers			
Check exhaust fans			
Check door bell			
Check all lights			
Check all wires connections			
Check security lights			
Check main panel			
Check Grounding			
Check main switches			
Check table lamp			
Check auto switch			
Check GFCI breakers			
Check All appliances			

• **HVAC Services Check List**

Note: Check and make sure all items are in working condition.

Item	Completed		Notes
Check Ac service			
Check filters			
Check and trouble shoot the system			
Check gas charging			
Check ac protector			
Check drain line			
Check out door tray			
Check pipe insulation			
Check electrical connections			

• **Carpentry Services Check List**

Note: Check and make sure all items are in working condition.

Item	Completed		Notes
Check all doors			
Check all cabinets			
Check all closets			
Check all mirrors			
Check all locks			
Check weather striping			
Check dead bolts			
Check tower bolts			
Check bath accessories			



Check all windows			
Check curtain relaying			
Check window blinds			
Check window escape hatch pull handles			

• **Roofing Services Check List**

Note: Check and make sure all items are in working condition.

Item	Completed		Notes
Check all roofs for damage, ponding, deterioration			
Check all roof drains			
Check roof treatment			
Check roof tank			

• **Gardening Services Check List**

Note: Check and make sure all items are in working condition.

Item	Completed		Notes
Check Set garden			
Check cutting/trimming of bushes, trees, away from security wire			
Check trimming grass			

• **Masonry Services Check List**

Note: Check and make sure all items are in working condition.

Item	Completed		Notes
Check bath tile			
Check floor tile			
Check for wall cracks, crumbling			
Check driveways, walkways			
Check roof cracks			

• **General Mechanical Services Check List**

Note: Check and make sure all items are in working condition.

Item	Completed		Notes
Check Motor block widow			
Check mono block			
Check deep well pump			
Check pressure pump			
Check welding work			

• **Safety Equipment Services Check List**

Note: Check and make sure all items are in working condition.

Item	Completed		Notes
Check Smoke alarms			
Check Fire extinguisher			
Check for wood borer			
Check for any termite evidence			

## Attachment 5

### CONTRACTOR FURNISHED PROPERTY

The Contractor shall use only environmentally-preferred chemical cleaning products. The Contractor shall identify products by brand name for each of the following product types:

(a) All-purpose cleaner:	
(b) General degreaser:	
(c) General disinfectant:	
(d) Graffiti remover:	
Chrome and brass cleaner/polish:	
(f) Glass cleaner:	
(g) Floor Stripper:	
(h) Floor finisher:	
(i) Solvent spotter:	
(j) Gum remover:	
(k) Bathroom disinfectant :	
(l) Bathroom cleaner:	
(m) Bathroom deodorizers:	
(n) Urinal deodorizers:	
(o) Lime and scale remover:	

In addition, the contractor shall provide the material but not limited to the following against CLINs.

- 1 All kind of paint (ICI or burger)
- 2 Resin or plastic-based paint/Kitz
- 3 Varnishing/shellacking
- 4 Textured paint
- 5 All accessories for the installation of water heaters to include with 6" high stand fabricated by 1-1/2"x1-1/2" MS angle, black painted, 3 each valve(Kitz grade-1) 3/4" size, 3 each union 3/4", all other accessories such as tees, elbow, barrel nipples, and pipe 3/4" about 10feet. Electrical connection with 6mm cable Pakistan cable, dura duct, grounding wire, 30 Amp beaker for DB and earth leakage breaker exterior grade with cover near the heater. Provide materials for cover over heater. Contractor will install Temperature and Pressure relief Valve (TPRV) and TPRV drain piping.
- 6 All accessories for install of water filter to include elbows, connectors, valves etc.
- 7 Metal Table
- 8 Small metal shed
- 9 Copper grounding rod including wire
- 10 Sockets and switches. Provide and install SOKO/EURO type two with ground (Clipsal-Australia) including box

- 11 Breakers (Legrand) 20Amp
- 12 Breakers (Legrand) 16Amp
- 13 Ground wires 2.5mm<sup>2</sup> (Pakistan cable) including dura duct size 3/4"
- 14 Wire 4mm<sup>2</sup> (Pakistan cable)
- 15 Wire 4mm<sup>2</sup> (Pakistan cable) including dura duct size 3/4".
- 16 Wire 2.5mm<sup>2</sup> (Pakistan cable) with connection box including dura duct size 3/4".
- 17 RADAR Liquid level control switch ST-70ab. Made in Taiwan)
- 18 Exhaust fan metal body 8" inch size with louvers (Pak Fan)
- 19 Ceiling fan 56" (Pak fan).
- 20 LED light fixtures diffuser type. Double rod 36W each, 4' long
- 21 LED light fixtures diffuser type. Single rod 36W each, 4' long
- 22 LED light fixtures diffuser type. Double rod 18W each, 2' long
- 23 LED light fixtures diffuser type. Single rod 18W each, 2' long
- 24 FICO disconnect switch 100Amp
- 25 Metal tray (size 1'-6"x3') under outdoor units with outlet.
- 26 3/4" PVC pipe BETA exterior grade pipe.
- 27 American standard, refrigerant gas, insulation tape, aero flex pipes, duct tape, PVC pipe
- 28 Remote control batteries AA and AAA Duracell
- 29 Weather strip 2" wide, 1/4" thick rubber
- 30 Lock BAGATI 500, or YANK knob lock, or AM FAULTLESS high grade locks hand type
- 31 Cabinets and lock for cabinets KG or 808
- 32 Mesh screen of aluminum/wooden windows
- 33 Door stopper (heavy duty, best quality)
- 34 Door handles and hinges on cabinets and closets. (heavy duty, best quality)
- 35 Plywood 1/8" thick deodar or teak
- 36 Wooden architrave
- 37 Wooden base board
- 38 Windows blinds, aluminum (blinds shall be Butterfly blinds)
- 39 D-type curtain railing with double rod (aluminum) including fitting and accessories. Base shall be of deodar wood
- 40 Heavy duty drawers rail including accessories
- 41 Window glass 5mm thick clear or tinted glass including fitting.
- 42 Wire 6mm<sup>2</sup>
- 43 Wire 10mm<sup>2</sup>
- 44 Conduit sch. 40 PVC exterior grade electric conduit
- 45 Sch. 80 fittings, hangers, clips etc.

## Attachment 6

- QUARTERLY REPORT

Quarterly Report (Date) \_\_\_\_\_

U.S. EMBASSY, \_\_\_\_\_

1. Services Requested During the Quarter:

<u>BPA call Number</u>	<u>Location/Description</u>	<u>Dates</u>	<u>Status</u>

2. Other Notes (include BPA call number):

A. Problems Encountered:

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B. Major Repairs Needed:

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