TERMS OF REFERENCE(S) (TOR)

FOR SELECTION/EVALUATION OF

Facilities Management (FM) Company or Consultant

Operations & Maintenance services required for the USEFP's Newly Constructed Building

HVAC | Electrical | Fire Fighting |Plumbing | Passive Data Network

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1 Overview & Background

The United States Educational Foundation in Pakistan (USEFP) was established in 1950 by the governments of Pakistan and the United States. USEFP is a binational commission composed of an equal number of Pakistanis and Americans, with the Chair alternating between a Pakistani and an American Board Member. USEFP is one of 49 'Fulbright Commissions' located throughout the world. Since 1951 when the first group of Pakistani grantees travelled to America and in 1952 when the first American grantees visited Pakistan, the USEFP has fostered mutual understanding between the people of Pakistan and the United States through educational and cultural exchange. Nearly 9,000 Pakistanis and more than 900 Americans have participated in USEFP administered exchange programs.

The Foundation receives support and counsel from both the Pakistan and U.S. Governments, but it is not an agency of either. The Foundation supervises a variety of programs that send Pakistani students and scholars to American campuses while bringing American scholars to universities in Pakistan. The goal of all USEFP programs is to help Pakistanis learn more about the U.S. and to help Americans learn more about Pakistan and its people.

2 Purpose of this Document

The purpose of this document is to specify the approach that USEFP will use to select the company or consultant interested in providing **Facility Management** services for the newly constructed office building of the United States Educational Foundation in Pakistan.

Additionally, this document details the criteria that the company or consultant must meet to be considered for selection. Both qualified facility management companies and consultants are invited to submit their applications in response to these Terms of Reference.

3 Scope of Work

The United States Educational Foundation in Pakistan (USEFP) is seeking the servicer of reputable companies or consultants for operation and maintenance of it newly constructed office building in sector H-8/1, Islamabad. This Terms of Reference (TOR) defines the scope of engagement, responsibilities, deliverables, and staffing requirements for a Facilities Management (FM) company or consultant appointed to oversee the operations and maintenance (O&M) of USEFP office building. The company or consultant shall be responsible for managing a dedicated in-house O&M team, which will be employed on the company or consultant's payroll. The detailed resume of proposed team is mandatory with the proposal. The scope of work has been formulated to facilitate the bidders. However, it is bidder's responsibility to visit the site before proposal submission and incorporate all elements of facility management within their proposal.

1. **Systems:**

The building is equipped with the following major MEP systems:

- HVAC & Ventilation - Variable Refrigerant Flow (VRF) system

- Electrical systems (MV/LV distribution, UPS, lighting, earthing)
- Fire Fighting systems (suppression, detection, alarm, emergency lighting)
- Plumbing & sanitary systems (potable water, drainage, sewage, pumps)
- Passive Data Network

Exclusions: *The company or consultant shall NOT be responsible for housekeeping, cleaning, gardening, pest control, waste collection, or any soft facilities management services. These are managed separately by the Client.*

SLA Activities: All maintenance activities covered under manufacturer-issued Service Level Agreements (SLAs) for installed equipment are expressly excluded from this TOR. The Client shall manage such SLAs directly with equipment manufacturers or authorized service providers. The company or consultant's team shall not duplicate these activities but shall interface and coordinate with SLA contractors.

2. Objectives of the Engagement

The key objectives of this appointment are:

- To ensure all MEP systems operate at peak efficiency, reliability, and safety.
- To establish a structured preventive and corrective maintenance programme that excludes SLA-covered equipment service.
- To manage, supervise, and develop a skilled O&M team on the company or consultant's payroll.
- To ensure compliance with applicable local regulations, codes, and standards.
- To act as the primary technical interface between the building Owner/Client and third-party SLA contractors.

3. Scope of Services

3.1 HVAC

Note: Routine servicing and refrigerant-related maintenance covered under VRF manufacturer SLA are excluded. The company or consultant's team handles all non-SLA maintenance activities.

- Visual inspection and performance monitoring of indoor and outdoor VRF units
- Monitoring of control system parameters, setpoints, and alarms via BMS/dedicated controller
- Cleaning and replacement of air filters (indoor units) on scheduled basis
- Inspection and clearing of condensate drain lines and drip trays
- Checking of electrical connections, control wiring, and isolators
- First-level fault diagnosis and troubleshooting (excluding compressor/refrigerant works)
- Coordination and supervision of VRF SLA contractor visits (access, safety, permit to work)
- Post-SLA visit verification that systems are restored to full operation
- Maintaining maintenance logs, fault records, and trend analysis for VRF assets
- Monitoring energy consumption and flagging anomalies

3.2 Electrical Systems

Note: Specialist servicing of major switchgear under manufacturer warranty/SLA (e.g., MV panel testing by OEM) is excluded.

- Inspection of LV distribution boards, MCBs, ACBs, and bus bars
- Monitoring of UPS systems - battery health, load levels, alarm status
- Inspection and testing of earthing and bonding systems
- Inspection and replacement of lighting fixtures, lamps, and emergency lighting batteries
- Operation and monitoring of automatic transfer switches (ATS) and diesel generators
- Periodic load measurements and imbalance checks on distribution feeders
- Operation of power factor correction panels and verification of capacitor banks
- Cable tray inspections and cable condition assessments

- Maintaining electrical single-line diagrams and panel schedules up to date

3.3 Fire Fighting Systems

Note: Annual certification, pressure testing by statutory authorities, and any servicing under a third-party SLA or civil defence contract are excluded.

- Visual inspection of fire hydrant landing valves, hose reels, and portable extinguishers
- Monitoring of fire alarm control panel (FACP) - alarm, fault, and isolate zones
- Weekly functional test of fire pumps (jockey, main electric, diesel standby)
- Checking water levels in fire storage tanks and pressure gauge readings
- Inspection of wet/dry riser systems, sprinkler alarm valves, and flow switches
- Resetting of fire alarm system after activations and recording events
- Ensuring escape routes, and signage are clear and functional
- First-response coordination in the event of fire alarm activation
- Scheduling and witnessing periodic drills in coordination with building management

3.4 Plumbing & Sanitary Systems

- Daily inspection of water supply pumps (booster sets, water transfer pumps), pressure tanks, and storage tanks
- Monitoring water levels in overhead and underground tanks
- Inspection and maintenance of sanitary fixtures (excluding housekeeping cleaning)
- Maintenance and inspection of sump pumps
- Minor plumbing repairs - tap replacements, valve packing, pipe joint leaks
- Annual cleaning and disinfection of water storage tanks (coordination and supervision)
- Water quality monitoring and maintaining records
- Maintaining drainage systems free of blockages

3.5 Passive Data Networks

Specifically, the FM company or consultant's team should be responsible for on-call repairs and upkeep of the building's structured cabling infrastructure, including:

- Replacement of damaged patch leads, keystone jacks, I/O outlets, and faceplates
- Repair and replacement of damaged cable trays, trunking, and conduit sections
- Re-termination of loose or failed copper data cable ends
- Fault identification and first-line rectification of cabling issues reported by users
- Escalation of specialist works (e.g. fiber splicing, cable re-certification) to approved subcontractors

3.6 Rectification & Corrective Works

The company or consultant’s O&M team shall be responsible for carrying out first-line rectification works across all in-scope MEP systems. Rectification activities are defined as works required to restore a system, component, or asset to its intended operational condition following a fault, failure, or defect identified during routine inspections, user complaints, or system alarms. The following rectification responsibilities apply:

3.6.1 HVAC

- Replacement of faulty indoor ventilation unit fans (non-SLA components, owner supplied)
- Repair or replacement of condensate drain pumps
- Replacement of damaged or blocked flexible ductwork connections to indoor units
- Repair of VRF control wiring faults and replacement of faulty thermostats or remote controllers
- Repair or sealing of air leaks at duct joints, ceiling plenums, and unit casings
- Replacement of worn insulation on refrigerant pipework (external, accessible sections)
- Resetting of tripped electrical isolators and MCBs serving VRF indoor/outdoor units after fault investigation

3.6.2 Electrical Systems Rectification

- Replacement of failed MCBs and fuses in LV distribution boards
- Repair of loose or burnt electrical connections identified during inspections
- Replacement of faulty contactors, relays, and timers in control panels (owner supplied)
- Rectification of earthing faults and restoration of earthing continuity
- Replacement of failed light fixtures including emergency lighting units (owner supplied)
- Repair of damaged cable trunking, conduit, and cable tray sections
- Rectification of tripped circuit breakers following fault investigation and clearance
- Replacement of faulty power sockets, switches, and isolators
- Restoration of generator operation following non-SLA faults - fuel system checks, battery replacement

3.6.3 Fire Fighting Systems Rectification

- Replacement of faulty or damaged detector heads (smoke, heat, multi-sensor) and manual call points (owner supplied)
- Rectification of fire alarm circuit faults - short circuits, open circuits, and earth faults on detection loops
- Repair or replacement of faulty sounders, beacons, and voice alarm speakers (Owner supplied)
- Rectification of fire pump control panel faults - replacement of faulty pressure switches, control relays, and indicators (owner supplied material)
- Repair of leaking hose reel hoses, nozzles, and isolating valves
- Replacement of damaged or corroded fire hydrant landing valves and outlet caps (owner supplied material)
- Replacement of discharged or expired portable fire extinguishers (coordination with approved supplier)
- Replacement of failed emergency lighting fittings

3.6.4 Plumbing & Sanitary Systems Rectification

- Repair of burst or leaking pipes, joints, and fittings within accessible areas
- Replacement of failed water supply pump components - pressure switches, flow switches, and non-return valves (Owner supplied material)
- Rectification of faulty float valves and water level controllers in storage tanks

- Unblocking of internal drainage lines, floor gullies, and inspection chambers using mechanical or jetting methods
- Replacement of faulty tap bodies, mixer cartridges, flush valves, and cistern components
- Repair of leaking sanitary connections and pan connectors
- Replacement of failed sump pump - float switches and control panels
- Repair of damaged pipe insulation to prevent condensation and heat loss

3.6.5 General Rectification Protocols

The following protocols shall govern all rectification activities carried out by the O&M team:

- The O&M team shall maintain a spare parts inventory of critical consumables and fast-moving components to enable first-response rectification without delay
- Rectification works beyond the competence of the in-house team, or requiring specialist tools, shall be escalated to a specialist subcontractor with Client notification and approval
- A root cause analysis shall be documented for any recurring faults or failures within a 90-day period
- The cost of materials and consumables for rectification shall be governed by the contract's agreed materials supply mechanism

4. Explicitly Excluded Activities

4.1 Soft Facilities Management (Not in Scope)

The following services fall outside this TOR and are managed directly by the Client or separately appointed contractors:

- Housekeeping and general cleaning (internal and external)
- Landscaping, gardening, and external grounds maintenance
- Pest control and fumigation
- Waste collection and disposal management
- Reception, security, and concierge services
- Catering and vending management

5. Service Level Agreements. (SLA)

Sr. No.	Description	Vendor Name	Frequency
1	HT panels	Bilal Switchgear	Quarterly
2	BMS	CNSE	Monthly
3	Passenger lifts	Duncan Straton	Monthly
4	DG Set (650KVA)	Greeves Pakistan	Monthly
5	DG Set (200KV)	Greeves Pakistan	Monthly
6	HVAC (VRF System)	Iceberg	Quarterly
7	Solar System	Islamabad Solar System	Quarterly
8	Auditorium Equipment	Mansha Brothers	Quarterly
9	CCTV	Mansha Brothers	Quarterly
10	40KVA UPS for Auditorium Equipment	Mansha Brothers	Quarterly
11	UPS one 100KVA, two 10KVA	Multilink Eng.	Quarterly
12	NOVAC	Mytech	Quarterly
13	HVAC AHUs	Orient energy	Bi-Annual
14	Fire Alarm	Safe and sound	Quarterly
15	Transformer	Schneider	Quarterly
16	Fire Fighting Pump	Secure Vision	Quarterly
17	Public Address & Access Control System	Secure Vision	Quarterly
18	Road Blocker	Secure Vision	Quarterly
19	Smart cabinets	Secure Vision	Quarterly
20	Water Softening Plant	So Safe	Monthly
21	CRAC Units	Captive Aire	Monthly

The company or consultant will be responsible for coordinating all service level agreements with manufacturers or authorized service providers. USEFP will cover all SLAs costs and will directly pay to manufacturers or authorized service providers, but companies or consultants based on their experience help negotiate, coordinate and work with the vendors for all due services and maintain records. The company or consultant will also maintain and submit progress reports of all equipment and SLAs with their recommendations on monthly basis. The monthly report is mandatory to be submitted with the monthly invoice. The record of all repair and maintenance work should be available throughout the month to update USEFP regarding the seamless operation of USEFP office building. Failure to do so will result in deduction from monthly management fee on prorated basis.

The company or consultant will submit a proposal for maintenance associated with civil work as needed throughout the contract period. The execution of the work will occur only after receiving approval for both the work and the funds from USEFP, evaluated on a case-by-case basis.

6. Response time:

The company or consultant should adhere to the following response and resolution time.

Priority Level	Example Scenario	Response (On-Site)	Resolution Time
P1: Emergency	Total Power Failure, Fire Alarm, Burst Pipe	15 Minutes	4 Hours
P2: Critical	AC failure in Server/BMS Room, Lift Entrapment	30 Minutes	8 Hours
P3: Standard	Individual workstation power/AC, leaky tap	1 Hours	12 Hours
P4: Routine	Lightbulb replacement, cosmetic touch-ups	2 Hours	2 Days

The safety and health of equipment during operation and maintenance will be responsibility of company or consultant. In case of damage to the equipment during operation and maintenance all costs of replacement or rectification will be company or consultant's responsibility. USEFP will not bear any cost of damaged equipment cause due to incompetence or carelessness of the company or consultant staff.

The company or consultant should establish digital tracking and complaint management system for lodging complaints, tracking and resolution status and on-site O&M team extension on local network and cell number should be available to

receive complaints on phone by the staff having issues. The follow-up should be done after resolution of the complaints for feedback and upgrade of services in future.

7. Health, Safety, and Environment:

The company or consultant should adhere to the health and safety policies described by the laws of CDA and federal government authorities. In case of accidents or any loss to O&M team, USEFP staff members or any visitors, it will be company or consultant's responsibility. The operation and maintenance should be carried out after taking all safety measures. All damages will be forwarded to company or consultant for payments.

Permission to Work: The Operations and Maintenance (O&M) team must share comprehensive plan for maintenance of equipment to USEFP office before carrying out any work. After due approval of work by the concerned authorities the work should be carried out in accordance with health and safety regulations.

The insurance of O&M team will be company or consultant's responsibility with no additional cost to the management fee.

Health & Safety During Events: USEFP building is accessible to public and hosts many events on regular basis from small groups of ten guests to large gatherings up to 200 guests at a time. O&M team should coordinate with USEFP department concerned about event dates to ensure all systems of the building are seamlessly working and all audio visual and power sockets of the event venue are checked and working before the event date and time. It is also pertinent to state that O&M team should be extra careful during events. Their response time to complaints should be proactive and swift during events.

Personal Protective Equipment (PPE): The company or consultant is responsible for providing PPE equipment to O&M team at USEFP site. They are not allowed to work at USEFP sites without wearing PPE equipment.

Incident Reporting: The Operations and Maintenance (O&M) team is required to promptly report any incidents to the USEFP authorities, along with the emergency measures implemented for resolution, within one hour of the incident's occurrence.

Conservation of Energy: Considering elevated electricity costs and the USEFP initiative aimed at maximizing energy conservation, the Operations and Maintenance (O&M) team must prioritize electricity safety and submit a comprehensive plan detailing strategies for more efficient and effective operation of the installed systems, as well as methods for energy

conservation. Furthermore, the Operations and Maintenance (O&M) team should align their activities with the objectives of the USEFP initiative to promote energy conservation.

4 Selection Criteria

The agency will be selected based on following criteria:

	Criteria	Marks
1	**Company Information**	**15**
1.1	Legal structure of company (Proprietorship, Private Ltd, Public Ltd)	
1.2	Expertise and experience in the field, year of establishment etc. (more than 5 years)	
1.3	Geographical Coverage – in the case of all provinces, especially in Islamabad.	
2	**Technical Functionality**	**35**
2.1	**Prior / present experience of working with NGOs, Embassies, national & international organizations**	
	A) List past (not exceeding 10 years) clientage with names & period of engagement	
	B) List present clientage with names & date of business engagement	
2.2	**Personals**	
	A) Senior Management position & profile	

	B) Briefs of general / overall staff of the company	
	C) Qualification, experience and expertise of the staff to be assigned at Service Station (Implant) within USEFP premises (Attach CV)	
	D) Operation and maintenance team organogram: On-site staff, working hours, staff back-up plans for weekends and replacement during leaves, no shows, during extended event hours, after office hours, and during public holidays. A comprehensive plan for 24/7 is recommended.	
	E) List of equipment to be kept at USEFP site for operation and maintenance.	
	F) List of Personal Protective Equipment (PPE) for staff.	
3	**Pricing**	**50**
3.1	Product Pricing	
3.2	Volume discounts, additional services offered and other incentives to USEFP	
4		
	Grand Total	**100**

5 Other Terms and Conditions

Registration & Taxes: The applicant firms must be registered companies having complete postal address, telephone, fax, National Tax Number (attach copy). The quoted price shall be inclusive of all applicable taxes and duties. Income tax and sales tax will be withheld from payment, as applicable, under the relevant laws. In case of any exemptions, attach proof.

General Conditions: USEFP reserves the right to reject all or a part of this (TOR) WITHOUT NOTICE. Any changes to the proposal requirements will be made by written addendum. USEFP is under no obligation to select any of bidder(s) submitting the proposal and has right to cancel the assignment without any cause.
Pricing and Currency: PKR prices will be preferred.
Payment Terms: 100% upon delivery. All payments will be made in PKR by cheque. Payment processing time will be 30 working days after delivery has completed and invoice has been submitted along with monthly progress reports.
Warranty: Vendor/firm should provide assistance in maintaining the equipment and its warranties with manufacturers and authorized service providers. USEFP will provide all necessary documentation related to warranty.
Liability of Costs and Responsibility: USEFP shall not be liable for any costs incurred in preparing response to this TOR. The Respondent hereby indemnifies to hold USEFP harmless from all liability(ies), claim(s) or expense(s) incurred in any manner whatsoever by or on its behalf of that person or organization in connection with or relative to this process.
Validity: All responses must be valid for at least 90 days commencing on the Due Date, during which USEFP may request clarification or elaboration of the response for the purpose of evaluation. Such clarifications or elaborations shall not affect the remainder of the response except for the portion so amended or clarified.
Information Only: The information provided within this TOR is intended to help prospective respondents in creating a viable proposal. However, it shall be the sole and absolute responsibility of those responding to this TOR to complete their own due diligence.

5 Undertaking (Printed on company's letterhead)

I/We declare that the information provided in the "Operations & Maintenance services" is accurate and can be proved whenever required. I/We further declare that if in case the information provided by me/us in this "Expression of Interest" proved to be incorrect at any point, USEFP reserves the right to take any action deemed feasible by the USEFP authorities against me/us. I/We further declare that our company (********** Company Name here **********) is not blacklisted by any division, department or organization of Government of Pakistan. The decision of USEFP shall be regarding the acceptance or rejection of the bid shall be final and binding and will not be challenged in the court of law.

Signature and Seal

6 Proposal

The Proposal should clearly detail all the required information against the selection criteria mentioned above.

The sealed proposals in marked envelope **"Proposal for the Operations & Maintenance services"** complete in all respects should reach latest by **4:30 pm on June 29, 2026, to:**

Director Alumni
United States Educational Foundation in Pakistan
Office # 99, Sector H=8/1, Fulbright Road
Islamabad.
An e-mail must be sent to procurement@usefp.org informing that proposal has been submitted to USEFP.

8 Contact information

For questions and site visit please contact before proposal submission date.

Mr. Waqar Ahmed Khan
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