

**APPENDIX "D" - SCOPE OF WORK**

**CONTRACT NR. XXXXXXXXXXXXX**

**PROVISION OF MAINTENANCE & CLEANIG SERVICES AT COMPANY'S PREMISES IN**

**MAPUTO, MOZAMBIQUE**

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## 1. INTRODUCTION

The scope of work of the CONTRACT consists on the provision, by a qualified company ("CONTRACTOR"), of the General Maintenance Service ("GMS") and Cleaning & Vending Service In Maputo Facilities (Offices and Residences) of Mozambique Rovuma Venture ("COMPANY")

CONTRACTOR shall be solely responsible for the correct and complete execution of all maintenance & cleaning activities.

For this purpose, CONTRACTOR shall ensure:

- The GMS, Cleaning and Vending Management;
- An adequate organization;
- The logistics for its personnel and equipment;
- The procurement of necessary goods and/or services;
- The supply of consumables as per this CONTRACT specifications;
- The supply of equipment spare parts as per this CONTRACT specifications.
- The execution of maintenance activities;
- The full compliance to HSE requirements;
- The periodical reporting on the maintenance activities as stated in the CONTRACT.

The specific characteristics of each type of activity are detailed in the following pages.

## 2. DEFINITIONS

For the purposes of the CONTRACT and unless otherwise stated in the text, certain words and expressions used in the CONTRACT shall have the following meanings, , includes reference to the plural and vice versa:

**WORK CYCLE:** document giving the description of a specific type of preventive maintenance and identifying the necessary resources and the intervals of execution.

**CO:** Corrective Maintenance.

**CONTRACTOR:** The Company that is awarded the CONTRACT for the performance of the General Maintenance and Cleaning Service

- Environmental Audit: System of technical checks on a building or real estate for the analysis of the indoor comfort (e.g. thermal, acoustic, visual, air quality, etc.), energy quality and degradation conditions of the plant heritage.
- Technological Conduction: Set of responsibilities, skills and actions aimed to ensure that the maintenance of a Facility or of its specific functional units (thermoregulation, electrical, hydraulic).
- Ordinary Maintenance: Types of maintenance interventions during the life cycle, aimed to maintain the original integrity of the asset, maintaining or restoring the efficiency of the assets, containing normal degradation of use, guaranteeing the useful life of the asset, recording the accidental events. The aforementioned interventions do not modify the original characteristics of the asset itself and do not modify its essential structure and its intended use.
- Extraordinary Maintenance: Type of non-recurring and high cost interventions compared to the replacement value of the asset and the annual ordinary maintenance costs of the asset. The interventions can also prolong the useful life and / or, in the alternative, improve efficiency, reliability, productivity, maintainability and inspectability; they do not modify its original characteristics and essential structure; they do not involve changes in the intended use of the property.
- Failure or Corrective Maintenance: maintenance performed following the detection of a fault and aimed to report an entity in the state in which it can perform a required function.
- Scheduled Maintenance: preventive maintenance performed on the basis of a time program or a set number of quantities.
- Maintenance According to Condition: preventive maintenance based on the monitoring of the performance of an entity and / or parameters significant for its operation and on the control of the measures taken accordingly.
- Third Responsible: the natural or legal person who, being in possession of the requisites established by current regulations and in any case of suitable technical, economic, organizational capacity, is

delegated by the owner to assume responsibility for the operation, maintenance and adoption of measures necessary for the containment of energy consumption and environmental protection

- HSE: Health, Safety and Environment.
- IMS: Integrated Management System.
- PPE: Personal Protection Equipment.
- KPI: Key Performance Indicator. Key indicators for measuring the different performance levels achieved by a service for a building or for real estate assets.
- CDL: Contract Documents List.
- Spare Parts List: List of Materials relevant to a specific equipment package.
- COMPANY: Mozambique Rovuma Venture S.p.A.
- IW: Improvement Works.
- WO: Work Order.
- SM: Scope of Maintenance.
- Party: Depending on the context, CONTRACTOR or COMPANY.
- Parties: CONTRACTOR and COMPANY.
- PM: Preventive Maintenance.
- SLA - service level agreement: contractual agreement on expected service levels.
- EXECUTION PRIORITY: the type and order of urgency in respect to the works to be carried out.
- RM: Request for specific maintenance activity.
- Services and/or WORK: the activities under the CONTRACT Scope of Work.
- GMS: General Maintenance Services under the Contract.
- SUB-CONTRACTOR: any company, corporation, firm, partnership or any combination thereof engaged directly or indirectly by CONTRACTOR for the performance of the WORK or any part thereof.

### 3. SCOPE OF MAINTENANCE , CLEANING & VENDING SERVICES

CONTRACTOR's service will include Routine Activities and Extra Routine Activities

The Routine Activities will include:

- The carrying out of all works necessary for the maintaining in working and safe conditions Services in conformity with the schedule proposed in Annex C in COMPANY's Offices in relation to the present scope of work ;
- The carrying out of Cleaning Services in conformity with the schedule proposed in Annex C, in COMPANY's Offices;
- Management of all above activities;
- Periodical reporting.

In addition, upon COMPANY's request, CONTRACTOR shall carry out Extra Routine Activities:

- Extraordinary maintenance/repair works;
- Improvement / modification works;
- Extraordinary Cleaning works
- Procurement activities;
- Management of Offices condominium fees and water and electricity fees;
- The carrying out of all repair and corrective works that can arise during the day (on day basis) in COMPANY's Offices

All activities above described are to be executed in accordance with COMPANY and international HSE norms for the safeguard of workers' health and safety and Local Labour Law.

### 4. ROUTINE ACTIVITIES

All maintenance and any repair works performed should be in accordance with the Schedule, and are to be performed in COMPANY' Offices.

For all activities that are included in this Article 4 shall be invoiced by CONTRACTOR, on monthly basis, in accordance with the fixed rate quoted in: **Appendix A – "COMPENSATION", Table 1, Item 1.**

**Note 1:**

All consumables / materials / Spare Parts to be used under Preventive / Routine Maintenance services shall be invoiced on monthly basis according to **Appendix A – “COMPENSATION”, Table 3 Consumables & Extra Works Attachment 01.**

**Note 2:**

All Routine Maintenance activities, shall be carried out in accordance to the frequencies included but not limited to the ANNEX C,

#### **4.1. Maintenance of Offices Air Conditioners**

The Preventive / Routine Maintenance for most Office equipment such as Air Conditioning Systems (Chiller, Cooling, Split Unit, etc.), included but not be limited to;

**Air Conditioning System**

- The Cleaning / Servicing of the Heat Exchangers Systems;
- Washing and Cleaning of Air Grilles, Diffusers, Air Grilles Filters, Fresh Air Intake Filters and the Return Air Filters;
- Checking the belt tension of both evaporator and condenser, adjust to proper tension where necessary and scheduled /Periodic Fan Belt Replacement;
- Checking the alignment of motors and shaft pulley and adjust where necessary;
- Checking the Drainage to be free from any obstruction;
- Inspect drain pan and piping of evaporators. Clean pan and clear drain pipes;
- Inspect condensers and evaporators coils for leaks using leak detector. Rectify any obstructions to airflow and restrictions;

**SERVICE CONDITIONS:**

**Air Conditioner System**

- CONTRACTOR shall warrant that professional Engineers and Technicians will execute the services to the air conditioner system, in a safe manner, fulfilling all required standards and procedures as per manufactures advice and using original spare parts;
- In case of partial/total breakdowns of the air conditioners system, CONTRACTOR shall immediately take actions to repair it;
- CONTRACTOR shall make sure that all remote controls have working batteries (AA or AAA), and be ready to replace with new batteries all remote controls. ;
- CONTRACTOR is expected to have a History Sheet highlighting all works done on every unit. Based on the history CONTRACTOR is expected to provide suggestion and recommendation on such units;
- CONTRACTOR is expected to be able to provide Long Ladders or Scaffold for units that are beyond easy reach;
- CONTRACTOR shall provide a record card for each equipment, showing the details of work done at each visit and the date.

#### **4.2. Plumbing Works**

CONTRACTOR is expected to correct all plumbing defects including all related works in the COMPANY Offices:

Services included but not limited to:

- Repair of leaking / dripping taps; water closets as well as tightening of valves;
- Replacement of flushing mechanism in water closets, water closet ball valves;

- Replacement of leaking / corroded pipes executed with galvanized iron type C pipes; copper pipes (but not exceeding 12 meter long); Replacement of leaking pipes plus fittings executed with PVC pressure pipes but not exceeding 24 meter long;
- Provision of drain sink/wash basin plugs;
- Clearing of airlock and elimination of blockages in sewage and waste water lines; water closets; wash-hand basins; bathtubs and shower trays. The unblock of offices toilets and office wash-hand basins shall be done immediately when the problem arise;
- Washing of water storage tanks.

#### **4.3. Electrical Service**

CONTRACTOR is expected to correct all electrical defects within COMPANY premises:

- Replacement of filament bulbs (pin or screw type – all wattage), energy saver types and spotlight types (all wattage) ;
- Replacement of fluorescent tubes all sizes 1ft, 2ft, 3 ft and 4 ft (all categories) ;
- Replacement of halogen tubes (all wattage) ;
- Repair/Replacement of security lighting whenever they are burnt;
- Repairs to sockets, switches etc;
- Replacement of doorbell;
- Replacement of circuit breakers (ABB, LEGRAND,...) ;
- Replacement of major Change Over switches;
- Replacement of burnt/faulty sockets/switches/plugs; Tracing and rectification of all conduit electrical faults;
- Checking and tightening every six months all electric cables' connection in the switches board;
- Checking and rectifying every six months the grounding system;
- Rectification of phase loss on power supply and liaison with the Electricity Authority for reconnection of power.
- UPS devices maintenance.

#### **4.4. CCTV SYSTEM**

CONTRACTOR is expected to correct all CCTV System defects including all related works in the COMPANY Offices:

Services is included but not limited to:

##### **Camera and Housing, Wiring and Cables, and Control Equipment.**

##### **Camera & Housing**

For the system's camera and housing, verify the following:

- Camera/lens focus and auto iris is adjusted properly.
- Camera field, check if view is adjusted to customer's requirements.
- Camera/housing viewing window is clean, inside and out.
- Camera lens is dust free.
- Interior of camera enclosure is clean and dry.
- Check operation of pan tilt and zoom focus. Use controller in control room to check all these operations.

##### **• Wiring & Cables**

For the system's wiring and cables, verify the following:

- Check wiring and cable harnesses for wear and fray.
- Check to make sure cable is dressed properly.
- Check connectors and cable entry points for loose wiring.
- Check that the coaxial cable is transmitting an adequate video signal to control room. Signal should be free of distortion, tearing, hum-bars, EMI, and rolling.
- Make sure all coaxial connectors are insulated from conduit and pull boxes.

- **Control Equipment**

For the system's control equipment, verify the following:

- Monitors are free from picture burn-in and distortion.
- Monitors have proper contrast and brightness.
- VCR's are functioning properly and providing distortion free recording.
- Check that all control equipment is operational. This means that switchers allow proper sequencing, multiplexers are properly encoding and decoding, and matrix switcher keyboards are operational.
- Clean all monitor screens, control panels, and keyboards with a diluted cleaning solution.
- Check all coaxial connectors on the back panels for loose connections.

#### 4.5. FIRE DETECTION SYSTEM

CONTRACTOR is expected to correct all Fire Detection System defects including all related works in the COMPANY Offices:

Inspections are included but not limited to verification of:

- Automatic fire detection system;
- Automatic fire shut-off system;
- Evacuation system.

The performance of the fire detection systems maintenance services should be according to the terms and conditions of the contract and will also be the object of the contract.

##### a) Description of the Fire Detection

Each plant as a whole, even if not explicitly specified, is considered to consist of:

- Detectors (manual and automatic with various criteria related to the phenomenon monitored, configuration, type of transmitted signal, possibility of recovery and removal);
- Control and signaling units (circuits for receiving signals from the detectors, output and interfacing for centralization, programming, signaling and processing organs);
- Acoustic and luminous signaling devices (sirens, alarms, flashers, timers);
- Actuators (electromagnets, micro for status detection, servo controls, drives, etc.) for fire doors, fire dampers, smoke and heat evacuators;
- Registration and reporting / displaying bodies;
- Power supply units (power supplies, batteries);
- Centralization devices (central devices and interfacing circuits, peripheral units and provision for possible message senders);
- Connection elements (signals interconnections and power supplies);

##### b) Detectors to be tested and maintained

The CONTRACTOR must perform the operations required by current legislation on the following systems / components:

- Systems with only fire detection;
- All manual and automatic detectors.

#### **c) Centralized system**

##### **Central Processor**

The CONTRACTOR must perform the operations required by the current legislation and perform the following activities:

- inspect all input and output connections including power supply connections and restore correct operating conditions.
- Verification of the diagnostic Software with possible restoration of files;
- Check integrity and keyboard operation with possible reset;
- Check integrity and internal / external cleaning of the Work Station;
- Verify correct insertion of cards, cleaning of the same and verification of supply voltages;
- Verification of all the calibration levels of the monitor with possible restoration of the correct operating conditions;
- Generation of alarms (at least 3) for each control panel and verification of video and print the results; execution of signal acquisition procedures with possible restoration of the correct operating conditions; alarm reset;
- Generation of 2 commands for each control panel through "subsystem management" file;
- Check available space and troubleshooting in the historical archive.

#### **d) Printer Terminal**

The CONTRACTOR must perform the operations required by current legislation and the following activities:

- Check integrity of all input and output connections including power supply connections and restore correct operating conditions;
- Check integrity and internal / external cleaning of the printer body and of all the mechanical parts including the paper paths;
- Verification of the correct execution of the printing procedures with possible restoration of the correct operating conditions.

#### **e) Unit Of Concentration and Integration**

The CONTRACTOR must perform the operations required by current legislation and the following activities:

- Check integrity of all input and output connections including power supply connections and restore correct operating conditions;
- Check integrity and internal / external cleaning of the unit;
- Check supply voltages on the bus;
- Check card integrity;
- Verify correct insertion of components mounted on plinths with restoration of the correct operating conditions.

#### **f) Automatic Fire Detection Systems**

The following operations will be carried out according to and required by current legislation:

- General visual inspections of the status of the entire system; before the start and during the maintenance operations, all the necessary fire prevention measures will be adopted

- (communication of the start of the work to technical personnel and security officer; provision of a sufficient number of portable fire extinguishers);
- During plant inspections, the control units must be powered only by the secondary electricity source (batteries);
  - Inspections on the voltages and battery status autonomous emergency supply (before and after the test);
  - Inspections of the status and correct functioning of the battery power supplies;
  - Test and intervention of all detectors automatically (by means of a special simulation device, if of a traditional type);
  - Intervention test for system failure;
  - Checking correct operation and operation of the control unit; cleaning of its parts (relays, boards, terminal blocks, connectors, etc.); tightening control;
  - Adequate cleaning of the detectors;
  - In case of difficult intervention of the detector, verify the sensitivity of the intervention by means of special instrumentation and possible recalibration or replacement;
  - Blank operating test of all the manual and command alarm buttons;
  - Correct activation of the optical, acoustic and signaling alarms (on site and remotely on guarding screens or remote terminals);
  - Correct execution of all the command and alarm sequences, test of the release of supply coils, closing of shutters, shut-off valves, etc. ;
  - Verification of the closing of the doors and fire dampers at the intervention of the detectors;
  - Checks on smoke and heat evacuators (at least once a year);
  - Check TF ports on automatic control devices (control automatisms, door closers, closing regulators, release magnets, ampoules), seals and non-automatic devices (bars, releases, etc. that allow the maintenance of the open position, verification of the ease of opening / closing movement); the document will show the n. registration number of the interested door.
  - Diagnosis of failure, correction of the same (with replacement of faulty parts), operation check and recommissioning (reset);

The COMPANY may request tests on automatic fire detection systems consisting of detectors using standard fireplaces.

#### **g) Automatic Detection and Extinguishing Systems**

For systems equipped with automatic fire detection and shutdown, in addition to the operations described above for the detection systems only, the following operations and the activities envisaged by current legislation will be carried out:

visual check of the condition of the entire system with verification of the integrity of the pipes for extinguishing gas, stability of the anchors of the containers, non-occlusion of the nozzles and verification that there are no impediments in the vicinity of the same;

- Control of the state of charge by weighing and / or checking the pressure of the containers;
- Verification of the electric power circuits of the actuators (explosive capsules and solenoid valves);
- Blank tests of manual and automatic operation proceeding to prevent the actuators from being switched off and using test lamps;
- Verification of the programmed timings of the extinguishing discharge;
- System reset, commissioning and sealing of the drives;
- Diagnosis of failure, correction of the same (with replacement of faulty parts), operation check and recommissioning (reset);

#### **h) Synoptic Panel Activation Panel**

- Test operation in alarm state of the key switches with possible restoration of the correct operating conditions.

#### **i) Control of the Extinguishers**

- The CONTRACTOR must inspect all the extinguishers, both those owned by the COMPANY and those hired, present in the facilities, in addition to the replacement of the original inscriptions if not legible;
- CONTRACTOR must inspect each building and record the last inspection carried out and report to the COMPANY's representative;
- The CONTRACTOR is held responsible for delayed and / or missing Fire extinguisher controls present in the COMPANY's premises;
- Update and record the Maintenance card periodically.

On the card must necessarily be reported:

- Serial number or other identification details of the fire extinguisher;
- Company name and full address and other details for identifying the maintenance technician;
- Gross mass of the extinguisher;
- Effective charge;
- Type of phase performed;
- Date of last intervention (month / year in mm / yyyy format);
- Legible signature or identifying mark of the maintenance technician.

#### **j) Testing**

- It consists of a prevention measure designed to verify, with the frequency specified below, the stability of the tank or the cylinder of the extinguisher, as it is part of pressure equipment. Carbon dioxide (CO<sub>2</sub>) extinguishers and auxiliary gas cylinders must meet the deadlines set by the current legislation on compressed and liquefied gases;
- Fire extinguishers that are not already subject to periodic checks, must be tested every 12 years by means of a hydraulic test lasting 30 s at the pressure of test (Pt) indicated on the tank;
- Fire extinguishers that are not already subject to periodic checks, must be tested every 6 years, using a hydraulic test lasting 1 min at a pressure 3.5 MPa, or as a value punched on the tank if greater;
- At the end of the tests, no leaks, transudations, deformations or dilatations of any kind must occur";
- All the indications of the manufacturer to carry out the tests must be followed;
- The Contractor must certify the successful Testing by means of an appropriately signed test report which must contain, among other things, the list of revised extinguishers.

### **4.6. ANTI-INTRUSION SYSTEM**

CONTRACTOR is expected to control and correct all Anti-Intrusion System defects including all related works in the COMPANY's Offices in conformity with the schedule proposed in Annex CAnnex C:  
Services are included, but not limited to, as follows:

An inspection and test procedure must be undertaken at each scheduled maintenance visit consisting of checks to the following:

- Tamper detection;
- Setting and unsetting;

- Entry & exit procedures;
- Power supplies & circuits;
- Operation of detectors,
- Warning devices and the alarm transmission equipment.
- Check the installation, including type, location and siting of all equipment and devices is in accordance with the System;
- Record (As Fitted) ;
- Clean all sensor covers;
- Inspect the satisfactory operation of all detection devices including deliberately operated devices;
- Inspect all cables and conduit are properly supported, undamaged and showing no signs of wear;
- Inspect for sound physical fixings of all equipment including loosening or corrosion of supports and fixings;
- Inspect all flexible connections;
- Inspect and tighten all terminals;
- Inspect mains and stand-by power supplies including charging rates;
- Inspect control unit for correct operation;
- Inspect remote signaling equipment.

#### 4.7. ACCESS CONTROL SYSTEM

CONTRACTOR is expected to correct all Access Control System defects including all related works in the COMPANY Offices:

Services are included, but not limited to:

- System use;
- System components;
  - Perimeter protection;
  - Buttons and readers;
  - Controllers and power supplies;
  - Cabling.

##### a) System Use

- Verify that the system use is being unchanged from the original specification;
- Confirm that the building or area has not been developed in any way that can now compromise the system; Ensure that the perimeter protection devices remain secure and that no additional access routes exist.

##### b) System Components

Perform a full check of all System components and equipment, which include:

- **Perimeter Protection**
  - Include all locking devices and hardware associated with the barriers and doors plus ancillary equipment's;
  - Alignment should be checked and any parts requiring lubrication should be serviced.
- **Buttons and Readers**
  - Clean and service all tokens and readers;
  - Check on keys on keypads to make sure that they must all function properly;

- Non-contact readers must have the range proved and batteries fitted appropriately;
- Voltage supplied to readers should be confirmed as satisfactory and all the results must be recorded in log records.
- **Controllers and Power Supplies**
  - Take readings for the output voltage and current loadings and prove the mains supply and its physical route have not been modified since the original installation;
  - For power supplies with back-up batteries, these should be proved to support the system if the mains are disconnected;
  - The charging voltage has to be checked and the batteries changed if any weakness is found and for sealed lead-acid batteries, this is to be a maximum of five years;
  - The controllers should be checked for off-line or any degraded mode of operation and the log viewed for any working problems during the life of the system;
  - Automatic functions that are not normally used and may have been rarely employed in the system life should be proved.

- **Cabling**

During the maintenance visit, the service technician should assess the area that such hardware is operating in order to ensure that the following are not creating problems:

- Temperature;
- Humidity;
- Corrosion;
- Vibration;
- Dust and other contamination;
- Physical abuse.

The results of the inspection are to be entered on a maintenance visit record along with the signature of the COMPANY's representative at the end of the visit.

Keep historical record with the date of every visit, faults found and action taken, and keep all information for at least 24 months after the inspection.

#### **4.8. CLEANING & VENDING SERVICES**

CONTRACTOR is expected to perform the activities below, but not limited to, in the COMPANY Premises:

- Cleaning;
- Office Management, cleaning controls, offices activities(meetings, breakfasts, lunch), correspondences;
- Vending Services (Provision of Office Consumables) ;
- Car Cleaning & Washing;
- Pest Control Services;
- Environmental Analysis.

**a) Scope of the service**

The Scope of Service to be is the provision of Cleaning, Office Management, Vending Services, Car Cleaning & Washing, Pest Control and/or additional SERVICES as described here below as well as any other additional SERVICE that may be requested by COMPANY under the Contract.

**b) Office cleaning service**

The office cleaning SERVICE is divided in daily basis, periodic in conformity with the schedule proposed in Annex C (weekly and monthly), during office hours SERVICE and performed as herein described:

- Daily Basis Cleaning Services;
- Periodic Cleaning Services.

**c) Cleaning products, materials and equipment**

The CONTRACTOR must provide the Cleaning products, Materials and Equipment and perform the Cleaning Services in accordance to the schedule.

The Cleaning products, Materials and Equipment to be used in the COMPANY's premises shall be of good and best quality and according with COMPANY's Standards.

Prior supplying the products, materials and/or equipment the same shall be approved by COMPANY's Representative.

**5. EXTRA-ROUTINE ACTIVITIES**

All extra-routine activities included in Article 5 and requested by COMPANY shall be invoiced by CONTRACTOR in accordance with the rates quoted in: **Appendix A – "COMPENSATION", Table 3 Attachment 01.**

The scope of work shall cover: corrective services and shall include the replacement of major worn out parts of the appliances, major corrective maintenance/repair works, renovation/revamping works and new projects. COMPANY shall pay to CONTRACTOR the cost of the spare parts used in the course of repairs as specified in the price list of Consumables & Extra Work marked Table 3 Attachment 01. Items that are not under listed shall be added...% Mark up with the original invoice / receipt attached (reference to Article 19 - "Procurement of Spare Parts and Materials").

The Scope of Work under Extra-Ordinary Maintenance shall cover the applicable rates to be used for such work shall be in accordance with the rates quoted in Appendix "A" Table 3 Attachment 01 "Consumables & Extra Work".

**5.1. Maintenance of Water Filters and Water Pumps**

CONTRACTOR is expected to replace water filters and water pumps within COMPANY's premises:

Water Filters:

- External – Replace the filter's cartridge (if any) on monthly basis;
- Internal – Osmosis system. Replace the filter's cartridge (if any) on monthly basis;
- Water Pumps;
- Checks the pumps periodically. If any leaks, unusual noise, or overheating are noticed, repairing work shall be immediately provided;
- CONTRACTOR has to verify the level of water in the premises water tank with periodical frequency and inform COMPANY's representative accordingly in order to request water supply (if necessary).

**5.2. Swimming Pools Services**

CONTRACTOR is expected to provide maintenance services on call, within COMPANY's premises with Swimming Pools of various capacities and shapes.

CONTRACTOR's personnel are expected to:

- Backwashing and flushing of the Water;
- Cleaning and mopping of the Swimming Pool Walls and surrounds;
- Application of Algaecides on grouts and walls to avoid algae growth and discoloration;
- Testing of the PH scale, chlorination level, TDS and record keeping as per HSE requirement;
- Application of Chlorine and necessary chemicals;
- To adhere to a Service Schedule;
- Able to replace Pool Pump machines;
- Clear or remove Stains on tiles using pneumatic tools, especially calcium deposits.

Provide:

- Chlorine dosing Pump;
- Chemical mixer;
- Contactor switches 100 amps;
- Gassing the tank;
- Filter media 1:2:3:4 (fine sand, coarse sand, carbon etc) per cylinder.

CONTRACTOR is expected to have Swimming pool Pumps, material and spare parts ready in stock for immediate replacement and to make necessary recommendations and monthly report.

CONTRACTOR personnel are also expected to clean the surrounds of the Swimming pool, including furniture and floors.

CONTRACTOR is also expected to be capable of Swimming and respond to Emergency drowning situations.

### 5.3. Gardening Services

CONTRACTOR is expected to provide Gardening Services on “call off” basis.

Examples of the gardening services that CONTRACTOR shall be able to provide are:

- Watering of landscape and flowers, using Modern Tool Instruments such as rotational sprinkler, jet sprinkler etc.
- Trimming of all hedges and flowers therein as and when required;
- Periodic replacement of old plants and flowers as and when required;
- Application of plant grow and recommended fertilizers as and when required;
- Periodic Cleaning of all external surrounding of the garden facilities;
- General Cleaning of the garden and surrounding area;
- Collection of all gardening waste;
- Landscaping, gardening and planting of new grass, plants, flowers, trees, shrubs, vines (accordingly to space available);
- General Maintenance of Landscape (grass, plants, flowers, trees, shrubs, vines);
- All adequate consumables material;
- Prevention and curative action against all plant bugs;
- Provision of new plants/trees and pots upon request.

### 5.4. Generators Maintenance

CONTRACTOR shall carry out the maintenance on all Generators.

The checks shall include the following activities:

Checking:

- Check and top up (refuelling) the fuel tank;
- Check the engine oil level (top up if below the gauge);
- Check electrolyte level in batteries (top up to level if desired);
- Check batteries, terminals and connections;
- Check water level in the radiator and cleanliness of the radiator;
- Check and note the hour meter reading;

- Verify belt tension;
- Visually inspect the generator for oil leaks and any other unusual things;
- Start the generator and let it run for five minutes;
- Verify if alternator is charging;
- If no problem detected stop generator and turn batteries off;
- Note observation in the generator record.

**Testing:**

- Verify the functioning of oil and water securities;
- Verify all panels and instruments;
- Verify for any abnormal noises;
- Put generator on load and test for alternator performance. (Occupants should be informed before changing power sources for tests.) ;
- If technical defect is observed make a note of the defect to alert COMPANY's representative immediately for remedial action.

WHEREAS, CONTRACTOR shall undertake the procedures mentioned above and services shall include in addition to these:

- Start Genset and let it run for five minutes;
- If no problem stops Genset and turn off batteries;
- Drain engine oil;
- Change air filter;
- Replace oil filter (if applicable turbo oil filter) ;
- Grease pump and belt tensioner (if applicable) ;
- Check oil level in the injection pump (if applicable) ;
- Steam clean radiator;
- Flush the radiator at Every Service, using steam machine.

The scope of work shall cover major items of corrective maintenance repairs involving:

- CONTRACTOR shall provide services throughout the week (Mondays to Friday);
- CONTRACTOR shall guarantee all corrective / repairs maintenance works. Any spare parts supplied that does not meet manufacturers' specification shall be rejected and the cost of such spare part if already paid for shall be deducted from subsequent Invoices;
- Every generator shall have a logbook in which shall be entered the date of service, spare part replaced and nature of work done.

## **5.5. Carpentry Service**

CONTRACTOR shall carry out the service upon COMPANY's request, in case of emergency as opening a door because key missing and relevant replacement of door cylinder, CONTRACTOR shall carry out the services upon COMPANY's request. For any emergency situation, CONTRACTOR shall carry out the services within 1 (one) hour from the telephone call.

- Repair of door not closing properly;
- Replacement of faulty union mortise door lockset;
- Other minor carpentry repairs like shaking / weak chair legs, bed stools etc. ;
- Replacement of broken drawer handles; door handles etc. ;
- Force open door with missing /lost keys and mend doorframes;
- Replacement of door hinges;
- Replacement of cylinder locks;
- Installation of pictures, wall boards, boxes of keys, wall racks and other kinds of works.

## **5.6. Painting Service**

CONTRACTOR shall carry out the service upon COMPANY's request.

- Painting to surfaces (either in gloss or emulsion paint using high grade paint (preferably Berger Luxol, dulux)), must always provide masking tape to protect surfaces and paper cover on floors, and clean upon completion ;
- Sand papering brush varnishing of woodwork etc. not exceeding one square meters;
- It is mandatory one (1) undercoat lay (Primer) ;
- The use of Ladders is expected to be HSE complaint;
- The Painter should have all his PPE to perform the services.

#### **5.7. Masonry Service**

CONTRACTOR shall carry out the service upon COMPANY's request.

- Closing of chases in block wall with cement mortar rendered after maintenance/repair works;
- Chiselling and patching of surfaces in cement mortar; mending chipped edges of flat roof felt;
- Provision of concrete haunches over exposed pipes;
- Servicing of Crittal-Hope and Aluminium windows and doors to function properly;
- Servicing of Collapsible gates.

#### **5.8. Minor Civil Work**

CONTRACTOR shall be responsible to intervene upon COMPANY's request in case of necessity to carry out any minor construction or improvement works including, but not limited, to the following:

- Structural repairs and minor refurbishment works;
- Enhancement works;
- Electrical Work;
- Metal works (structures in aluminium, steel etc.);
- Carpentry Works;
- Painting Works;
- Plumbing Works.

#### **5.9. Waste disposal (except hazardous waste)**

CONTRACTOR shall be responsible to collect, if so, requested by COMPANY, the Offices Waste, and/or old material/furniture/equipment to be sent and dispose only to authorized landfill. The waste should be segregate by composition type (metal, wood, papers, etc.).

Note 1:

CONTRACTOR is expected to be able to provide Waste Bins of various sizes and volumes if so, requested by COMPANY.

#### **5.10. Provision of Loaders and Carpenters Services**

CONTRACTOR shall provide upon COMPANY's request with Loaders and Carpenter Services as per following services type:

- Assistance to COMPANY personnel during moving (delivery, assembling and completion of boxes);
- Loading and unloading of furniture, equipment, etc.
- Moving and/or Assembly of furniture inside offices.

#### **5.11. Water supply (using water truck)**

CONTRACTOR shall provide upon COMPANY's request supply of Filtered Treated Water, as per H.S.E standard, to any water tanks at COMPANY's premises.

The supply and delivery will take place at any time upon COMPANY's request.

- The Trucks are to be of Hygienic in Nature, No Rust residue, No Leakages, washed on a weekly basis, using approved Hygienic Chemicals;
- Water test Reports are expected to be provided to COMPANY's medical Doctor on every water supply composed of Data that is in line with WHO standard;
- COMPANY's medical Doctor have the right to examine the water supplied by CONTRACTOR.

Samples are expected to be extracted from:

- Inside the truck at low level;
- Reservoir Tank, where trucks collect;
- In case of any breakdown of CONTRACTOR's truck, contractor is expected to provide a standby truck, in order not to stop the service;
- The water trucks should be equipped with all necessary tools (long hoses) in order to deliver the water in the empty Offices and/or Houses tanks.

#### **5.12. Supply of Diesel for Company's Generators**

CONTRACTOR shall supply and deliver Diesel to all COMPANY's Generators, making sure they are kept running efficiently, with NO CAUSE to breakdown due to lack of diesel, at any time, during any scarcity period.

The supply and delivery will take place at any time upon COMPANY's request.

Quantity to be confirmed upon delivery and the quality also shall be confirmed.

In any case:

- Generators are expected to be fuelled at all times, according to their tank capacity;
- Supplied diesel are expected to be of pure in nature leading NOT to generator breakdown, any failure in this would be the CONTRACTOR's expense to repair;
- It is the Contractor's responsibility to monitor the consumption rate of each generator, and record keeping is a must;
- There is supposed to be predictive plans for any scarcity situation, in order to avoid "NO Diesel" situations; i.e. CONTRACTOR is expected to stock up where necessary, in his reservoir, to provide the optimum service.
- It is CONTRACTOR's responsibility to secure the To & Return Lines of the generator connection to the Tanks;(Any suggestion should be brought forward to be reviewed by Contract Administrator);
- There are instances where COMPANY may request major quantities into COMPANY's Reservoir Tanks.

#### **5.13. Sewage Collection and Disposal Services**

The aim of this Service is to provide 10,000--15,000 lit Truck equipped with pump vacuum systems and short and long hoses as required, in order to emptying and cleaning the Houses' septic tank from the waste water (black water) and deliver it at an authorized disposal dump area.

The service will take place at any time upon COMPANY's request.

- The truck is expected to be within the HSE standard, avoidance of any over spills, if any immediate treatment is expected to clean and disinfecting the area contaminated;
- Safety and protective tools are required for CONTRACTOR staff providing the services;
- The Truck should be equipped with Adequate Firefighting equipment / Fire Extinguishers.

#### 5.14. Management of Offices and Houses Condominium & Utilities Fees

Upon COMPANY's request, CONTRACTOR shall manage and pay all Condominium fees and all Utilities bills related to COMPANY's premises (Offices and Houses). The aim of this Service is to provide the management of all condominium fees, water bills and electric bills that include but not limited to the following:

- A dedicated person to collect from all COMPANY offices and houses all relevant invoices;
- To control it;
- Regarding the recharge of electricity in the houses, the dedicated person shall buy credit (amount decided by COMPANY) on monthly basis and recharge each house electric meter;
- To keep records, all supporting documents and all receipt of payment.

#### 5.15. Cleaning of Company Facilities on "Call-out" basis

SUPPLIER shall provide, on "call out" basis and at sole COMPANY's option, the needed manpower and/or SERVICES as herein defined:

##### **Cleaning SERVICE at COMPANY facilities.**

For Security reasons, the cleaner will be chosen/proposed by COMPANY.

- o Cleaning of window glasses for MRV GM Residence;
- o Cleaners for COMPANY's premises;
- o Cleaners for extra Services;
- o Upholstery Cleaning;
- o Curtains Cleaning;
- o Cleaning and Washing of COMPANY's vehicles;
- o Receptionist Services;
- o Messenger-boy;
- o Pest Control Services;
- o Vending Services;
- o Daily Cooking Services.

At COMPANY's request, other premises could be added and SERVICE provided upon agreed between both parties and at COMPANY's REPRESENTATIVE writing request.

### 6. CONTRACTOR'S ORGANIZATION AND WORK CHARACTERISTICS

#### 6.1. Adequate Organization

CONTRACTOR shall ensure an adequate organization in terms of personnel and facilities, inclusive but not limited to:

- Secretarial / administrative support;
- Management of the technical documentation;
- Management of customs formalities;
- Maintenance of all documentation related to the equipment under the Contract (manuals, drawings, specifications, etc.) and use of COMPANY's coding system.

#### 6.2. Contractor Minimum Requirements

As COMPANY Minimum Requirements to accept the SERVICE, CONTRACTOR shall submit the following documentation:

- Description and location of CONTRACTOR stores and office;
- CONTRACTOR Company Organogram;

- CONTRACTOR Operating in Mozambique for 10 years, performing Facilities Preventive & Corrective maintenance and Cleaning SERVICES;
- The five maintenance areas are:
  - Electrical(Main Supply, lighting, generators, UPS, etc);
  - HVAC(chillers, VRVs, splits, ventilators, etc);Hydraulic(water tanks, water treatment systems, etc);
  - Security Automatic Systems(CCTV, Access Control, Intrusion, CDI) ;
  - Fire Fighting System(fire extinguishers, fire hoses, carreteis, etc);
- Company with proven Facility Management services for international clients;
- List of references to whom is/was providing similar SERVICE;
- Minimum 650 sqm of the office space managed in Maputo;
- Qualified personnel, providing CV`s of key Supervisors/ technicians
- Full capacity to perform interventions with technical equipment`s like: thermographic camera, phase analyzer, lux meter, sound meter;
- Facility management software (Arquibus,...);
- Experience in technical audits to the offices & houses;
- Full capacity to perform minor civil works, and minor fit up works;
- Capacity to perform layout updates(AutoCAD) & Architectural Services;
- Capacity to respond to emergencies 24/7 in any situation;
- List of cleaning products to be used during CONTRACT period, including but not limited to; floors, walls, kitchenettes, desks, toilets, glasses, dishes, etc.;
- List of hand liquid soap products to be used in the toilets;
- List of chemical products used for Pest Control service and according with International Standards;
- To provide MSDS (Material Safety Data Sheet) for all chemicals and Pest Control products to be used;
- To provide Official Certification or License to provide Pest Control Services;
- To provide signed document confirming compliance with MRV HSE-Q Minimum Requirements Policies;
- To provide signed document confirming total acceptance of APPENDIX “D” – Scope of Work” (this document);
- International standard practices followed and their own Quality & Safety Manual/Procedures;
- Certification ISO 9000:2015 in Mozambique;
- The name of CONTRACTOR’s REPRESENTATIVE.

### 6.3. CONTRACTOR’s Minimum Personnel

The minimum basic CONTRACTOR’s personnel equipped with their professional working tools that have to be at COMPANY disposal for the provision of Routine Maintenance as described in above article 4 shall be composed by specialists with the following specialties:

Specialty	Additional Notes	Comments
Coordinator	Expatriate engineer, Experienced in Facilities and Maintenance Management	Available 50% daily
Supervisor	Skilled Engineer Expert in maintenance activities	Daily
Skilled - Plumber	Expert also of Mechanical and Metal works	
Skilled Electrician	Expert in switchboard and earthing system	Daily
Expert Air-Conditioner	Expert of Air Conditioning Systems (Chiller, Cooling, Split Unit, etc.)	Daily
Specialist House Appliances	Expert in washing machine, dish washer, ovens etc.	

Specialty	Additional Notes	Comments
Skilled - Carpenter	Including duty as per above Article 5.5	
Skilled - Masonry	Expert also in Painting and Aluminium works	
Specialist Generators	Expert in Mechanical and Electrical generator parts	
Helpers - Skilled assistant	To assist Plumber, Electrician, Air-Conditioner Expert, House Appliances Specialist, Carpenter, Masonry and Generator	Daily
Cleaning Supervisor	To Control all the Cleaning Activities	Daily
Cleaner assistant	To perform the cleaning Services	
Store Keeper	To Control the stock of the Consumables warehouses	
Messenger Boy	To perform all offices administrative requests	Daily
Maid	To perform the cleaning activities in the houses	
Cooker	To perform the cooking activities in the COMPANY houses	

- The compensation of above minimum basic CONTRACTOR personnel that should be at COMPANY disposal, is included in **Appendix A – “COMPENSATION”, Table 1, Item 1**
- Any additional CONTRACTOR personnel requested by COMPANY for the Extra Routine Maintenance services, will be compensated in accordance to **Appendix A – “COMPENSATION”, Table 2,**
- COMPANY’s REPRESENTATIVE shall be at liberty to object to and require CONTRACTOR to immediately replace any person or SUBCONTRACTOR who, in his opinion, commits misconduct himself or itself, is incompetent or negligent in the performance of his duties or whose employment is otherwise considered undesirable. Such person or subcontractor shall not be re-employed upon the service without the written permission of COMPANY’s REPRESENTATIVE

#### 6.4. CONTRACTOR’s Minimum Equipment

- Minimum 1 (One) pick-ups for the transport of staff, equipment and materials to and from COMPANY’s premises; CONTRACTOR shall provide more depending on the job requirements;
- Professional working tools as required for all CONTRACTOR staff;
- Mobile phones for the Coordinator, Supervisors, Electricians, Plumbers and Carpenter.

#### 6.5. Working Hours

- From Monday to Friday 7h00 - 12h00 / 13h00 - 17h00.
- Saturday 08h00 – 12h00

#### 6.6. Time Response During the Working Hours

within 20 minutes maximum for “Priority 1” (very urgent) jobs as detailed below:

- Failure or shut-down in the air conditioning of technical (ICT)rooms;
- Major leakage in water distribution system;
- Failure or shut-down in fire-fighting system;
- Short circuit in electricity distribution;

- Failure or shut-down of generator.

within 1 hour maximum for “Priority 2” (urgent) jobs as detailed below:

- Leakage in water distribution system;
- Failure or shut-down in the air conditioning;
- Failure or shut-down in collective appliances;
- Gas cylinder delivery.

within 2 hours maximum for “Priority 3” jobs (normal) as detailed below:

- Failure or shut-down in domestic appliances etc.
- Others.

#### 6.7. Time Response During Night Shift or Official Holiday

within 1 hour maximum from call phone jobs as detailed below :

- Failure or shut-down in the air conditioning of technical (ICT) rooms;
- Major leakage in water distribution system;
- Failure or shut-down in fire-fighting system;
- Short circuit in electricity distribution;
- Failure or shut-down of generator;
- Force open door with missing /lost keys and replacement of door cylinder (h24);
- Failure or shut-down in the air conditioning (from 8h00 to 20h00);
- Failure or shut-down in domestic appliances (refrigerator, deep freezer and cooker) (from 8h00 to 20h00).

#### 6.8. Duty Assignment Plan

CONTRACTOR shall establish a Duty Assignment Plan detailing:

- The person in charge with portable phone no. for any intervention during working hours;
- The person in charge with portable phone no. for any intervention outside working time.

### 7. LOGISTICS

CONTRACTOR is responsible for logistic organization for the work under the CONTRACT.

In particular CONTRACTOR shall:

- Settle and manage its logistic / operational base in Maputo;
- Operate and/or install telecommunication system compatible with COMPANY's systems;
- Supply and operate transport and lifting equipment;
- Pay and be responsible for its personnel transportation and meals when on duty;
- Maintain the purchased materials, equipment and consumables until installation/use.

### 8. COMPANY'S INSTALLATIONS AND MAINTENANCE SCOPE

8.1. This GMS Contract covers the Maintenance of the following, but not limited to, COMPANY's premises (Offices and Houses).

N.	Description	Location
1	Office at JAT 6 Condominium (about 650 sqm)	Rua dos Desportistas 918

### 9. EXECUTION OF MAINTENANCE SERVICES

The maintenance activities will be carried out on the basis of:

- The Plan of Activities agreed in the Annex C with COMPANY's REPRESENTATIVE;
- Interventions to solve any problems arising daily;
- The available technical documentation establishing the timing of periodical interventions.

The conditions and main characteristics of activities management and execution are detailed below.

## **9.1. Maintenance Programs**

CONTRACTOR shall establish the following Maintenance Programs:

### **10.1.1. Annual Maintenance Program**

The Annual Maintenance Program shall state:

- List of works to be done;
- Procurement plan;
- Organization plan in terms of manpower;
- Logistic aspects;
- Possible shut-down period of the equipment and/or facilities.

The Annual Maintenance Program is to be submitted to COMPANY at least one month in advance.

### **10.1.2. Monthly Maintenance Program**

The Monthly Maintenance Program, detailing the works to be executed in the month, is to be submitted to COMPANY before the 20th of the preceding month.

### **10.1.3. Weekly Maintenance Program**

The Weekly Maintenance Program is to be submitted in the preceding week and shall detail all the works to be executed during the week after verification of the available resources in terms of manpower, equipment, materials, spare parts, consumables, etc.

All the Maintenance Programs are to be approved by COMPANY before their implementation.

## **9.2. Visual Inspection and Up-keeping**

On the basis of maintenance Programs defined in the Clause 9.1 above and specific COMPANY's requests or declared new priorities, CONTRACTOR shall conduct the following Visual Inspection and Up keeping Activities as per schedules below:

### **10.2.1. Daily Inspection and Up keeping**

Consisting of visual and functional controls on the safety and first aid equipment and generators.

### **10.2.2. Weekly Inspection and Up keeping**

Consisting of visual and functional controls of elevators and electric boards

### **9.2.3. Monthly Inspection and Up keeping**

Consisting of visual and functional controls of air conditioning equipment, water distribution and external lighting

## **10. COORDINATION PROCEDURE**

A specific mutually agreed Coordination Procedure will govern the relations between COMPANY and CONTRACTOR for the matters under this CONTRACT.

For such a purpose CONTRACTOR will, at Contract Kick-Off Meeting time, submit for COMPANY's review and approval a draft of said Coordination Procedure.

The Coordination Procedure shall define:

1. Organization Charts of CONTRACTOR and COMPANY as regards the activities under the Contract;
2. References and interfaces;
3. Coordinates of personnel on duty;
4. Job description of resources involved;
5. Possible risk/reward program;
6. Information channels COMPANY/CONTRACTOR;
7. Possible interference between CONTRACTOR and COMPANY's activities;
8. Safety and security measures.

Before the CONTRACT COMMENCEMENT DATE, the final approved Coordination Procedure is to be fully agreed and issued.

Where necessary and following a specific COMPANY's request, the Coordination Procedure can be revised, updated and finally approved by the PARTIES.

## **11. MEETINGS BETWEEN THE PARTIES**

Immediately after the Contract award, the following meeting between the PARTIES will take place:

### **11.1. Kick-off meeting**

During the Mobilization Period, a Kick-Off Contract Meeting will take place in COMPANY's office.

During the Kick-off Meeting the following matters will be reviewed and confirmed:

- Actual Organization Chart of CONTRACTOR;
- Contract General Program review;
- HSE topics;
- Reporting Duties; Interface between COMPANY and CONTRACTOR;
- Agree deadlines to provide the Contractual Documents.

### **11.2. Planning Weekly Meeting**

Every week COMPANY and CONTRACTOR's shall meet in COMPANY's office in order to define in detail the following topics:

- The list of activities to be carried out during the week on a routine maintenance basis;
- The list of activities carried out on the previous week on a routine maintenance basis;
- The list of activities carried out on the previous week related to daily arisen problems;
- The list of activities carried out on the previous week on a Improvement and/or Extraordinary maintenance basis and relevant cost estimate;
- The materials / spare parts used on previous week.

### **11.3. First Planning Meeting**

During the First Planning Meeting - to be held within one month from start date - the following matters will be reviewed and confirmed:

- Resources fully dedicated to the Contract activities
- Coordination Procedure.

### **11.4. Minutes of Meeting**

CONTRACTOR shall issue the Minutes of Meeting of all Meetings within 3 working days from the meeting date.

## **12. REPORTING**

### **12.1. Daily Register**

CONTRACTOR shall maintain a Daily Register to record all the day-by-day activities, by detailing:

- Visited COMPANY's premises
- The type of executed maintenance (Preventive - Corrective – Improvement - Extraordinary) and the nature of intervention
- The date and time of intervention and the list of employed resources. COMPANY's REPRESENTATIVE shall have the right at any time to ask for consultation of the Daily Register.

#### **12.2. HSE Register**

- The Contractor is expected to record all Incidents and report to COMPANY HSE representative, including all related HSE activities.

#### **12.3. Monthly Reporting**

CONTRACTOR shall issue, maintain and submit to COMPANY a Monthly Report on the activities carried out under the Contract.

Furthermore, upon COMPANY's request, CONTRACTOR shall submit any other specific report on particular or critical work / situations.

The Monthly Report designed as per Company's standard, has to be submitted on electronic format to COMPANY within the first fifteen (15) days of the month following the reference month.

#### **12.4. Equipment History**

On a weekly basis the first 6 months and then on a monthly basis, CONTRACTOR will submit to COMPANY the updated information of activities carried out on the following items of equipment:

- air-conditioner systems;
- electronic switchboards;
- electric ground system;
- electronic groups / generators;

### **13. CLEANING OF WORK/SITE AND WASTE MANAGEMENT**

CONTRACTOR will be responsible and pay for the systematic and efficient cleaning of the sites where the maintenance activities are performed and for the produced waste management and disposal.

### **14. CONTINUOUS IMPROVEMENT OF SERVICES**

The continuous improvement of SERVICES is one of the main targets of CONTRACTOR. This objective will be reached by the following means and strategies:

- periodical updating of working cycles and frequency;
- consumable and spare parts stock optimization;
- management of the available technical documentation;
- technical reporting;
- analysis of malfunctioning equipment;
- elaboration and suggestion of innovative maintenance solutions;
- use and analysis of the Key Performance Indicators.

Any proposed change to the Maintenance Program will be approved in advance by COMPANY.

### **15. PROCUREMENT OF SPARE PARTS AND CONSUMABLES**

### 15.1. General

CONTRACTOR shall be responsible for the procurement and management of all required materials, spare parts and consumables. The reimbursement will be in accordance to **Appendix A – “Compensation” Table 3 Attachment 01**

In particular, CONTRACTOR shall pay and be responsible for:

- purchase of required spare parts, materials and consumables;
- storage of spare parts, materials and consumables;
- definition of minimum required level of storage for spare parts and consumables;
- transport of spare parts, materials and consumables from point of origin to the installation / work / use site;
- customs clearance;
- Obtainment of importation and work permits.

### 15.2. Procurement of Spare Parts, Consumables and Materials

CONTRACTOR shall procure all required spare parts of the equipment subject to the maintenance under this CONTRACT, including without limitation the spare parts relevant to:

- Air conditioners;
- Hydraulic installations;
- Electric installations;
- Appliances;
- Generators;
- Fire detection System;
- Access Control System;
- Intrusion System
- Cleaning Services

In case of use or supply of “Hazardous Materials” (i.e.: any chemical, material or other substance defined as or included in the definition of "hazardous substance", "hazardous material", "hazardous chemical", "hazardous chemical substance", "hazardous waste", or "toxic substance" or words of similar meaning and regulatory effect, as such terms are defined under any Environmental Laws), CONTRACTOR shall deliver to COMPANY the relevant technical description / chemical analysis and a copy of such documentation is to accompany the materials during the transport from point of origin to the use site.

All materials before being purchased by CONTRACTOR shall be approved (in written) by COMPANY’S REPRESENTATIVE.

All purchased material shall be invoiced with full back-up documentation and shall be available for COMPANY REPRESENTATIVE’S inspection (at CONTRACTOR local warehouse in Maputo).

For the supply of any additional Spare Parts, Consumables, Materials and Services that COMPANY may require, the following provision shall apply:

After receiving a written request from COMPANY REPRESENTATIVE, CONTRACTOR shall start immediately the search on the local market, providing 3(three) quotations from different suppliers showing the details of the material required including price(s), delivery time, transport, etc.

After COMPANY’S approval, CONTRACTOR shall speed up the procedure of the purchase, in order to achieve the delivery of the goods and to avoid any delay. If the material required is not available in Mozambique market, the search shall be expanded out of Mozambique. A diligent and constant “follow up” is mandatory to avoid any problem/misunderstanding/delay. CONTRACTOR will invoice the approved actual costs plus mark-up fees as indicated in the Appendix A - “COMPENSATION”, Table 3 Attachment 01 “Consumables & Extra Works” Bill 12 “Other Services/Material/Spare Parts”.

CONTRACTOR remains responsible for the integrity and the operation of the goods provided, in line with the guarantee of the seller.

**16. ATTACHMENT TO OPERATIONAL SPECS.**

**LIST OF LOCATIONS WITH GENERATORS:**

(This list is indicative and not limited to the following locations)

NR	MRV	LOCATION
1	n. 2 MRV Office	Rua dos Desportistas 918