

Special Conditions for the Annual Preventive Maintenance Contract for Server Room Infrastructure (One year Contract)

1. Scope of Maintenance Services

The contractor shall perform preventive and periodic maintenance services for all server room infrastructure components, including but not limited to:

- Electrical power systems and distribution panels.
- UPS systems and batteries.
- Precision air conditioning systems for server rooms.
- Fire suppression and early warning systems.
- Access control.
- Grounding systems and static electricity protection.
- Environmental sensors for temperature, humidity, and water leakage.
- Monitoring and alerting systems related to the server room.

2. Periodic Maintenance Visits

- The contractor shall conduct periodic preventive maintenance visits at a minimum frequency of one visit per month, or as required by the owner.
- A detailed technical report shall be submitted after each visit, including:
 - Activities performed.
 - Detected faults and observations.
 - Technical recommendations.
 - Equipment and systems status.
 - Potential risks, if any.

3. Emergency Fault Response

- The contractor shall respond to critical faults within the following timeframes:
 - Critical faults: within 2 hours.
 - Medium-level faults: within 4 hours.
 - Non-critical faults: within one business day.
- Technical support services shall be available 24/7 for emergency cases.

4. Technical Personnel

- The contractor shall provide qualified and experienced technical personnel specialized in data center and infrastructure systems.
- Technical staff shall possess accredited certifications or proven relevant experience.

5. Spare Parts and Consumables

- The contractor shall use original and manufacturer-approved spare parts.
- No replacement part shall be installed without prior approval from the owner.
- The contractor shall provide warranty coverage for replaced parts and performed services.

6. Technical Reports

The contractor shall provide:

- Monthly technical reports.
- Quarterly infrastructure assessment reports.
- A final annual report including:
 - Overall system status.
 - Recurring faults analysis.
 - Improvement recommendations.
 - Risk assessment.

7. Safety and Security Compliance

- The contractor shall comply with occupational health and safety standards within the server room.
- Unauthorized personnel shall not be permitted access to the server room.
- The contractor shall maintain strict confidentiality regarding all information, configurations, and data related to the owner.

8. Working Hours and Coordination

- Maintenance activities shall be performed in prior coordination with the owner.
- Any work that may impact services shall be scheduled outside official working hours or during approved maintenance windows.

9. Service Level Agreement (SLA)

The contractor shall comply with the following performance indicators:

- Compliance with agreed response times.
- Resolution of faults within the agreed timelines.
- Timely submission of technical reports.

10. Penalties and Liquidated Damages

The owner reserves the right to impose penalties in the following cases:

- Delayed response to faults.
- Failure to perform scheduled maintenance visits.
- Repeated faults resulting from poor maintenance practices.
- Failure to submit the required technical reports.

Penalty values shall be determined in accordance with the financial terms of the contract.

11. Confidentiality and Data Protection

The contractor shall maintain the confidentiality of all technical and operational information and shall not disclose such information to any third party without prior written approval from the owner.

12. Contract Duration

The contract duration shall be one calendar year commencing from the project start date

13. Compliance with Standards

The contractor shall adhere to internationally recognized best practices and standards related to data centers, including:

- TIA-942 standards.
- Uptime Institute standards.
- Applicable electrical and environmental safety standards.

14. Change Management

No modifications or changes to the infrastructure or technical configurations shall be implemented without prior written approval from the owner.

15. Documentation Handover

The contractor shall update and submit:

- Technical drawings and diagrams.
- Maintenance logs.
- Inspection and testing reports.
- Updated asset and equipment maintenance records.

Additional Requirements

- Provide two maintenance options:
 - Option 1: Maintenance including spare parts.
 - Option 2: Maintenance excluding spare parts.
- A site survey is preferred prior to submitting the bid.
- The bidder shall comply with all terms and conditions stated in the proposal.

Yearly maintenance contract for the following Items: -

Data Centre Maintenance					
Device	Brand	Specificati on	Qty	U.Price	Sub total
Air Condition	Airedale	5 ton unit	2		
UPS	G tec 30KVA	DS3TK30 BA000F9A	1		
Generator (Cummins Engine)	Aksa	model 6BtA5.9G2	1		
ATS			1		
Circuit breaker Panel			1		
Fire alarm and Extinguishing System	FM 200	6 Zone	1		
Fire alarm System	Thorn Security	8 Zone	1		
Replace Oil Filter, Fuel Filter For Power Generator			1 (lot)		
Replace Generator Oil One Time During Contract Period			1		
Provide 12-volt Battery 80 Amp compact			1		
Sky control Environmental System with current configuration	Sky Control		1		
Installing Power Supply in Closed Cabinet for Access Door and Magnetic lock for two doors Data center and ICT Door up to4 X 12 Volt 10 Amp					
Supply Air-condition 2Ton Full inverter include (10 meter Pipe and power cable) التوريد عند الحاجة بالتنسيق مع مديرية تكنولوجيا المعلومات			1		
Supply Air-condition 5 Ton Full inverter (20 meter Pipe and Power cable) as optional Items التوريد عند الحاجة بالتنسيق مع مديرية تكنولوجيا المعلومات			1		
Supply Portable Fire Extinguisher			1		
Total price with tax					