



Securities and Exchange Commission of Pakistan  
63-NIC Building, Blue Area, Islamabad  
(Support Services Division)  
(Administration Department)  
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**Subject: Quotations required for Service Level Agreement (SLA) Fire Suppression System (FSS) at Head Office and CRO Lahore Data Center**

The Commission intends to hire services and engage in Service Level Agreement (SLA) for Fire Suppression System (FSS) at Head Office and CRO Lahore Data Center as per requirements given at **Annex “A”**.

**Terms and Conditions**

- **Price** must be inclusive of all taxes applicable by Govt. of Pakistan.
- **Bid Validity:** Minimum 30 Days from quoted date.
- **Bid Submission Time/Date:** as per last date given on SECP website.
- **Legal Agreement Details:** Agreement will be signed with the selected vendor which must cover at least the following:
  - 02 x copies of the agreement should be submitted to SECP.
  - First page of the agreement should be on a legal stamp paper of worth Rs.100/-.

**If you are interested, please submit sealed quotation for the above item/services to the undersigned SECP, 63-NIC Building, Jinnah Avenue, Blue Area, and Islamabad within the specified period.**

With best regards.

Asim Ayaz  
ME (Admin)

**Technical Requirements for Service Level Agreement (SLA)  
Fire Suppression System (FSS) at Head Office and CRO Lahore Data Center**

1. Quarterly maintenance of FSS is required at both locations.
2. 24x7 on call support.
3. Initial response time, must be 02 hours or less.
4. Operational support of GSM module integrated with FSS control panel at head office.
5. Mobile number updates/ modifications in GSM module as and when required.
6. Free of cost 04 complimentary/ emergency visits other than routine quarterly visits.
7. The fire alarm and Control Panel will be examined and tested. The test and overall Procedure will be as follows:
  - All external circuits will be isolated
  - All zones will be tested for correct alarm mode operation
  - All fault indicators will be checked in the following manner:
    - Disconnecting one alarm line from each zone to ensure correct indication
    - Disconnecting 220 volts mains supply to the charger for main failure indication
    - Disconnecting standby battery leads to check battery failure indication
    - Testing supplies failure by disconnecting the DC supply
    - Checking Reset Alarm by triggering each zone into alarm condition and resetting it thereafter
    - Testing the general evacuate alarm
    - Checking that all the bell isolation switches operate
    - Carrying out testing & inspection procedures for battery & charging equipment
    - Testing the battery voltage with the charger disconnected
    - Testing the charger output with the battery disconnected
    - Ensuring that all the Terminals are tight and well-greased
    - Testing lamp indicator to check the function of all LEDs
    - All components/ parts will be inspected and cleaned
  - All manual Call Points/ alarm bells will be examined and tested on each visit. A visual inspection will be made to ensure that the structural or occupancy changes have not affected the requirements of such triggering devices.
  - On each visit the engineers will ensure by means of visual check and with the help of artificial smoke that all smoke detectors are secured, undamaged and are working properly.
  - To ensure the surface of the covers is clean and we will check to see that the combustion products are not being generated by other equipment in the vicinity of the detector head.
  - Lock-Off controls, lamp indicator units, relays etc. will be examined and tested at the time of each visit.
  - A detailed examination to be carried out to ensure that all electrical connections are safe and in working order.
  - A training/ demonstration to be provided (for operational usage) to at least 02 SECP resources at each site.
  - Support matrix and escalation for Head Office (Islamabad) and CRO (Lahore) must be mentioned in the SLA.