



Expression of Interest

for

Selection of Private Operator for Performance based Contract for Operation and Maintenance of Software Technology Park (STP-2) and other allied facilities located at Kawran Bazar, Dhaka, in PPP framework

June 2026

**Bangladesh Hi-Tech Park Authority (BHTPA)
Information and Communication Technology Division
Government of Bangladesh
Dhaka**



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DISCLAIMER

The information contained in this Expression of Interest (EOI) or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of Bangladesh Hi-tech park Authority (BHTPA), (hereinafter referred to as "Implementing Agency") or any of its employees or advisors, is provided to Applicants on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided.

This EOI is not an agreement and is neither an offer nor invitation by the Implementing Agency to the prospective Applicants or any other person. The purpose of this EOI is to provide interested parties with information about the Project, to gather information about all interested firms, and to record any concerns of interested firms. The Expression of Interest shall not be used to either shortlist or disqualify applicants. Any entity which has not submitted Expression of Interests shall also be allowed to participate in the Request for Qualification stage according to terms and conditions that may be specified thereof.

This EOI includes statements, which reflect various assumptions and assessments arrived at by the Implementing Agency in relation to the PPP Project. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This EOI may not be appropriate for all persons, and it is not possible for the Implementing Agency, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this EOI. The assumptions, assessments, statements and information contained in this EOI may not be complete, accurate, adequate or correct. Each Applicant should therefore conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this EOI and obtain independent advice from appropriate sources.

Information provided in this EOI to the Applicant(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. None of the Implementing Agencies, its employees, or advisors accepts any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. The Implementing Agency, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part of this EOI or arising in any way by the participation in this prequalification process.

The Implementing Agency, its employees or advisors, likewise accept no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this EOI. The Implementing Agency may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this EOI. The Implementing Agency reserves the right to discontinue the process without assigning any reason whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Expression of Interest including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Implementing Authority or any other costs incurred in connection with or relating to its Expression of Interest. All such costs and expenses will remain with the Applicant and the Implementing Agency shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Expression of Interest, regardless of the conduct or outcome of the procurement process.



Glossary and Abbreviations

Term / Abbreviation	Definition
AMC	Annual Maintenance Contract; a contract entered into for periodic and breakdown maintenance of systems and equipment.
BHTPA	Bangladesh Hi-Tech Park Authority; the Implementing Agency responsible for development and management of hi-tech parks in Bangladesh.
BMS	Building Management System; an automated system used to monitor and control building services.
CAM	Common Area Maintenance; charges levied for maintenance of shared facilities and areas.
Concession Agreement	The agreement to be executed between BHTPA and the selected private partner governing implementation of the PPP Project.
DLP	Defect Liability Period; the period during which the contractor is responsible for rectifying defects.
EOI	Expression of Interest; a non-binding process to assess market interest and gather feedback.
ESMP	Environmental and Social Management Plan; the plan addressing environmental and social safeguards.
FMS	Facility Management System; a software-based system for managing O&M activities.
Invitation for Bid	The next stage of procurement following the EOI.
IT	Information Technology; computer-based systems and services.
ITES	Information Technology Enabled Services; services delivered using IT systems.
MEP	Mechanical, Electrical and Plumbing systems forming building core services.
MIS	Management Information System; reporting framework for monitoring performance.
O&M	Operation and Maintenance; activities related to operating and maintaining the Facility.
OEM	Original Equipment Manufacturer; the manufacturer of installed equipment.
PPP	Public-Private Partnership; a contractual arrangement between public and private entities for project delivery.
PPP Project Facilities	Identified project components to be developed, operated, and maintained under the PPP framework.



Term / Abbreviation	Definition
PRIDE	Private Investment and Digital Entrepreneurship; a World Bank-supported project of the Government of Bangladesh.
RFP	Request for Proposal; the document inviting financial and technical proposals.
RFQ	Request for Qualification; document used to shortlist eligible bidders.
STP	Software Technology Park; a facility developed to support IT and ITES enterprises.
STP-2	Software Technology Park – Phase 2 located at Kawran Bazar, Dhaka.
UPS	Uninterruptible Power Supply; system providing backup power.



1. INTRODUCTION

- 1.1 Bangladesh Hi-Tech Park Authority (BHTPA) has been established under the 'Bangladesh Hi-Tech Park Authority Act-2010' with the objective of creating an investment-friendly environment and facilitating employment through the development and growth of high-tech industries in the country.
- 1.2 Since its inception, the Bangladesh Hi-Tech Park Authority has been working for socio-economic development by establishing Hi-Tech Parks / Software Technology Parks / IT Training and Incubation Canters in different parts of the country to ensure employment of the country's huge youth and create skilled human resources. The key responsibility of the Bangladesh Hi-Tech Park Authority is to bring economic prosperity to the country through development of appropriate investment infrastructure and skilled human resources to increase investment and employment in the IT / ITES sector.
- 1.3 With this vision, BHTPA is implementing the project for development of Software Technology Park (STP-2) adjacent to the existing STP-1 in the Karwan Bazar area in the city as a part of Digital Entrepreneurship and Innovation Eco-System Development Project, under Private Investment and Digital Entrepreneurship (PRIDE) Project of Bangladesh. with financial support from World Bank. The vision of the project is to create the country's largest agglomeration of ITS and ITES SMEs in the heart of Dhaka.
- 1.4 The STP-2 tower is currently under construction, and a critical success factor for achieving the project's intended outcomes is the establishment of a robust operation and maintenance framework from the outset. Accordingly, BHTPA recognizes the need for a robust O&M structure that is aligned with a performance-based contracting approach, ensuring high service standards, sustainability of assets, and long-term operational efficiency.
- 1.5 In this connection, **BHTPA intends to engage a private operator for operation and maintenance of STP-2 and other allied facilities located at Kawran Bazar, Dhaka, in Public Private Partnership framework through a Performance based Contract under an appropriate PPP format**
- 1.6 **As a precursor to final selection of the private operator, BHTPA invites EOI from national and international agencies to register their interest for the proposed project and put forward their suggestion towards successful implementation of the project.**
- 1.7 **The main purpose of issuing this EOI is to obtain formalized feedback from the market in relation to Operation and Maintenance of Software Technology Park (STP-2) and other allied facilities in PPP framework. The EoI aims to**
- a. disseminate information about the Project
 - b. gather information about all interested firms; and
 - c. obtain feedback from interested firms regarding structure of the project and
 - d. record suggestions of the interested firms.
- 1.8 The Expression of Interest may be used by the Implementing Agency to better determine private sector interest in the project and may also be **used to seek suggestions from private entities on how best to design the Project scope or other parameters of the PPP Project.**



2. PROJECT DESCRIPTION

2.1 Background

- i. The Government of Bangladesh aims at alleviating poverty, strengthening good governance further and transforming Bangladesh into a modern and world-standard country. The growing strength of the ICT Industry is one of the key pillars in the country's transformation to a global standard Digital Economy. Realizing the importance for the ICT Sector, the Government of Bangladesh seeks to increase the contribution of the ICT sector to the national economy.
- ii. The Private Investment and Digital Entrepreneurship (PRIDE) supported by the World Bank aims at promoting private investment, job creation, and environmental sustainability in participating economic zones and software technology parks in Bangladesh. The project is expected to create more jobs, establish Dhaka's first digital entrepreneurship hub, and attract domestic and foreign private investment.
- iii. Digital Entrepreneurship and Innovation Eco-System Development Project the fourth component of PRIDE Project aims to strengthen the foundation of the digital entrepreneurship and innovation ecosystem in Bangladesh. The fourth component is being managed by BHTPA and aims at strengthening the foundation of the digital entrepreneurship and innovation ecosystem in the country. Besides creating the largest cluster of IT and ITeS firms in Bangladesh, it will design and implement a program that supports digital entrepreneurship at multiple levels. The first part of component 4 of PRIDE as mentioned above envisages development of the country's largest agglomeration of ITS and ITES SMEs in Dhaka's Software Technology Parks through a transformation into a green building and promote digital entrepreneurship more broadly among young professionals and women. The project is expected to establish Dhaka's first digital entrepreneurship hub, and attract domestic and foreign private investment.



2.2 The Project

The Project seeks to make Dhaka a relevant digital entrepreneurship hub in South Asia and involves development of Software Technology Park (STP-2) at Karwan Bazar area in the city. The STP-2 along with the expansion of STP 1 is expected to result in creating a cluster of nearly 182,000 sq. ft of micro entrepreneurs and Startups in the heart of Dhaka city.

2.2.1 Project Site & Location

The project site is in Kawran Bazar situated in the heart of Dhaka adjacent to the STP- 1. Kawran Bazar is a major business hub of the city and is one of the biggest commodities markets which caters to a range of commodities.

Kazi Nazrul Islam Avenue is on the west of the project site and Bangladesh Film Development Corporation is on the east. Pan Pacific Sonargaon, a five-star hotel is located on the south and several important office complexes including WASA, Standard Chartered Bank and One Bank are in proximity. There is a railway track on the east of the site.

The major landmarks within the 2.5 radius are Teljgaon Mahila College and other administrative establishments. Some major commercial areas include Kawran Bazar Super Market, Basundhara Shopping Complex, Motalib Plaza, Mouchak Market, Eastern Plaza Shopping Complex, Aziz Super Market and others.

The Bangladesh National Parliament complex is situated around 4 kilometres from the project site. The other major government establishments are also situated within the vicinity of 5 km from the site.

The project site is strategically located in the vicinity of major commercial and trade activities, major educational institutions, government institutions and major residential areas, thus providing demand of commercial office space with high rental demand for commercial spaces in the regions.



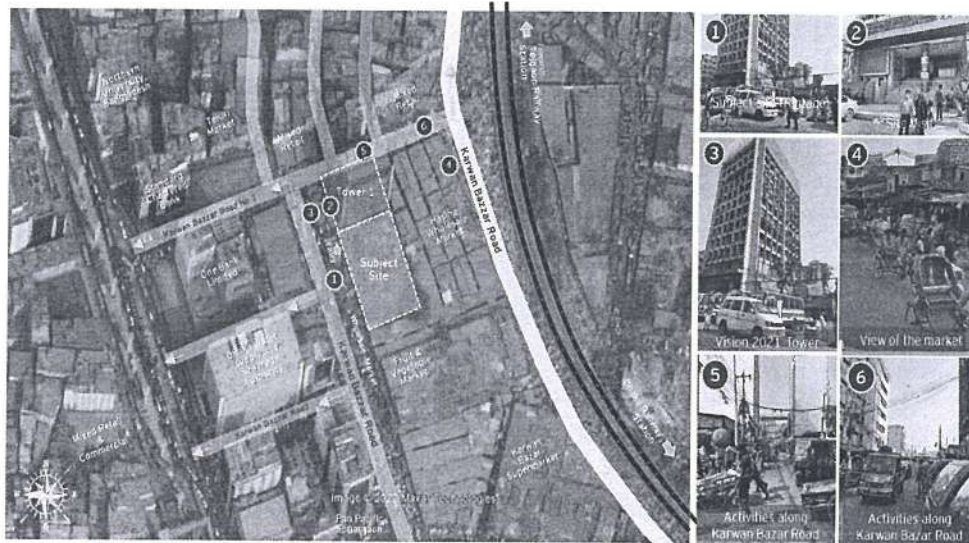


Figure 1: Site Location and Surroundings

2.2.2 Site Accessibility

The project site is located adjacent to the existing STP - 1 over an area of 0.47 acres of land. The proposed project site is accessible through multiple access roads connected with highway (Kazi Nazrul Islam Avenue), metro rail and Kawran Bazar BFDC Road.

Rail Connectivity	Tejgaon Railway Station which is about 0.5 kilometres from the site.
Metro Rail Connectivity	Kawran Bazar Metro Station is the closest Metro station situated at a distance of 300 meters from the site. The nearest operational metro station is Agargaon which is 4.5 kilometres from the project site. Kawran Bazar metro station is a part the MRT line 06 from Uttara North Station to Motijheel station (as per Dhaka Mass Transit Company Limited (DMTCL)).
Bus Connectivity	Mohakhali Bus Terminal is one of three main inter-city bus stations in Dhaka. The terminal is located only 2.6 kilometres from the subject site.
Air Connectivity	Hazrat Shahjalal International Airport at Dhaka is the major Airport catering to the Dhaka city. The Airport offers domestic and international connectivity and is located 15 Km away from the site.
Road Connectivity	There is one 80 feet wide road to the west of the site which acts as a major access to the Kazi Nazrul Islam Road. The site has multiple approach and passes through the dense neighbourhood of wholesale market, fruit and vegetable market. The presence of multiple markets cause congestion in the immediate site vicinity. The neighbourhood accommodates Government and Private offices, Banks, Educational Institutions, Hotels, Eateries and various mixed retail outlets. Emergency services like Fire Station & Hospitals are within vicinity of 5 km from the project site.



2.2.3 Project Component

The Software Technology Park (STP-2) is conceived as a green and smart building, designed in line with sustainability principles and modern workplace standards. The facility comprises well-planned office spaces supported by essential infrastructure including lifts, escalators, ramps, staircases, power substation, generators, fire-safety systems, water supply, and parking facilities. In addition, the building integrates start-up floors and shared amenities such as cafeterias, fitness and gaming areas, kitchens, prayer rooms, and landscaped outdoor spaces to promote a healthy and productive working environment.

STP-2 is a permanent column-beam structure with a development footprint of approximately 182,000 square feet, comprising a nine-storey superstructure with four basements and one semi-basement. The semi-basement accommodates administrative offices, gender-segregated prayer areas with ablution facilities, driver waiting areas, utilities, control rooms, and dedicated car and bicycle parking with associated shower facilities. The basements primarily house car and motorcycle parking, maintenance and utility spaces, water reservoirs, pump rooms, and rainwater harvesting systems with adequate provision to meet statutory parking norms and operational requirements.

The detailed Area Statement is provided in Annexure 1 A



3. BRIEF SCOPE OF WORK FOR PRIVATE OPERATOR

3.1 Broad Description of Scope of Work

The Expression of Interest is intended to assess market interest and capability for the operation and maintenance of Software Technology Park (STP-2), including support for positioning and promotion of the tower and facilitation of tenant acquisition, through a performance-based contracting framework. The EOI also seeks feedback from the market on the proposed approach for managing identified PPP components, with a view to informing the subsequent procurement and contracting strategy under the World Bank-supported PRIDE project.

The tentative scope for private operator are as follows:

- ▶ **Operation and maintenance of the proposed Software Technology Park (STP-2)**
- ▶ **Support in procurement of tenants for the Software Technology Park (STP-2)**
- ▶ **Operation and maintenance of identified common facilities in Software Technology Park (STP-2) such as cafeteria/business centre/ car parking etc. on PPP.**
- ▶ **Capital investment for development of the identified common facilities on PPP in Software Technology Park (STP-2).**

Tentative identified PPP component	Preliminary identified source of revenue
Café at ground floor	Management fee/Brokerage for bringing in tenants
Rooftop restaurant	Common area maintenance charges
Auditorium	Income from PPP components
Parking	Sharing of lease rental

The above is currently tentative and shall be finalized prior to issue of bidding Invitation for Bid (IFB) document.



3.2 Operation, Maintenance and Management

Software Technology Park (STP-2) aspires to be a world-class, green and smart building which will be developed on the principle of sustainability and will hold incredibly high standards for the quality and management of the spaces, buildings and amenities.

The scope of work for Operation and Maintenance services for Software Technology Park (STP-2) is broadly divided into following categories:

- a. Operation
- b. Maintenance
- c. Management

The Operator shall be responsible for the uninterrupted operation, maintenance, and management of STP-2, ensuring that all buildings, systems, equipment, and services are maintained in efficient working condition in accordance with applicable standards and good industry practice. This includes day-to-day operations, preventive and breakdown maintenance, coordination with contractors and service providers during defect liability and warranty periods, and compliance with statutory safety and emergency preparedness requirements, to meet the service levels expected by BHTPA and end users.

Detailed Scope of Work for Operator is provided in Annexure-B

Management of PPP Project Facilities

The identified PPP Project Components/ Facilities proposed to be taken up by the PPP Operator are as follows.

- **Café at Ground Floor**
- **Roof top Restaurant**
- **Multi-purpose hall (Auditorium)**
- **Parking facilities (only surplus parking lots for car available after lots reserved for office has been considered). Parking lots for motorcycle and bicycle will not be considered in PPP)**

The PPP Project Facilities are envisaged as part of an integrated development, and interested Applicants are invited to participate in their development, operation, and maintenance through well-defined and transparent contractual arrangements. Subject to the provisions of the Concession Agreement to be issued at the Invitation for Bid (IFB) stage, the selected private partner will be permitted to license or sub-license the developed PPP Project Facilities and to enter into project contracts for their operation and management. Consistent with the public ownership and integrated nature of the project, no proprietary rights in the PPP Project Site or land shall accrue to the Applicant, and the Site shall not be licensed, transferred, or encumbered in any manner. This structure is intended to provide operational flexibility and revenue opportunities to the private partner, while ensuring long-term public stewardship of the project assets

Indicative scope of PPP Operators is provided in Annexure 1C



4. DESCRIPTION OF THE EXPRESSION OF INTEREST PROCESS

- 4.1 The EoI is open to all and all Interested Applicants having relevant experience of operation and maintenance of similar projects are invited to participate in the EoI. For clarity, similar projects means: IT-Parks, SEZ, Commercial Office Buildings / Commercial Facilities, Real Estate like Residential, Residential cum Commercial Projects, Hotels, Hospitality Centres, Institutional Buildings, Commercial Complex, Retail Space, Business Centres etc.
- 4.2 Interested Applicants may submit queries regarding the Project to the Implementing Agency in written form email: pd.deiedp.@bhtpa.gov.bd up to 30th June 2026.
- 4.3 The Implementing Agency may convene meetings to interact with Applicants, so as to facilitate greater interest and understanding of the proposed PPP Project among potential private entities which may be attended by any interested Applicant on the dates and venue to be intimated later on by posting on the website www.bhtpa.gov.bd or through email: pd.deiedp.@bhtpa.gov.bd to Applicants who has shared their queries.
- 4.4 The Implementing Agency will provide written responses to all or some of the queries by 12th July 2026. The responses will be provided posting on the website of BHTPA emailed to those Applications who has shared their EoI through email.
- 4.5 Interested Applicants are requested to submit an Expression of Interest by the Expression of Interest Due Date, which is 23th July 2026 by below email or physical. The Expression of Interest should contain at least the information specified in Schedule 1 of this EOI.
- 4.6 The address for submission of EoI through email or hard copy is given below:
- Mr. Monjur Mohammad Shahriar
Project Director
Digital Entrepreneurship and Innovation Eco-System Development Project
Bangladesh Hi-Tech Park Authority (BHTPA)
Information and Communication Technology Division
F-20/B, Bangladesh Copyright Bhaban, West Agargaon, Sher-e-Bangla Nagar,
Dhaka-1207, Bangladesh
Email: pd.deiedp.@bhtpa.gov.bd
Telephone: +88 02 55006889
- 4.7 The Implementing Agency will create a register in which all Expressions of Interest received are recorded. The Invitation for Bid (IFB) when issued will be issued to all Applicants for whom Expressions of Interest were received by the Implementing Agency. The Invitation for Bid (IFB) will be open also to interested private entities may have not participation in the Expression of Interest.



SCHEDULE 1: EXPRESSION OF INTEREST TEMPLATE

Sl. No.	EOI Information	
1	Name of Applicant	
2	In case of Consortium, name of each member	
3	Registered address of the applicant	
4	Country of Operations	
5	Details of Authorised Signatory of the Applicant	Name Designation Address Telephone E-mail
6	Details of Similar Project Experience	Please provide a list of projects with total area under operation and maintenance
7	Any comments on the Scope of Work of the Project	
8	Any comments or issues of concern regarding the PPP Project	
9	Any questions regarding the PPP Project that have not yet, or not adequately, been answered by the Implementing Agency	
<p>The Applicant or Consortium Members may optionally provide general information on their entities, such as annual reports, company brochures, or other information on relevant project experience.</p>		



Annexure 1 A: Area Statement of STP 2

TABLE-A: FLOOR AREA ANALYSIS (Ground to 9th Floor)								
Type	Description	Area (Sq m)		BHTP A	Comm on Faciliti es (Comm ercial)	Auditori um	Circulati on & Utilities	Total (sq. m)
Ground Floor (excluding ramp)	Office Area	137	137					137
	Cafe	137			137			137
	Daycare	68					68	68
	Lobby, Reception & Lounge	232					232	232
	Utility Area (Lift, Stair, Lobby, Toilet)	212					212	212
	Sub-Station	108					108	108
	Security & Fire Control	47					47	47
	Ramp (excluded)- 410 sq m							
	Subtotal	941	137	0	137	0	667	941
1st Floor	Rentable Office Space	286	286					286
	Multipurpose Hall	318				318		318
	Utility Area (Lift, Stair, Lobby, Toilet)	215					215	215
	Ante Space & Corridor	247					247	247
	Meeting + Training Room	116	116					116
		1,182	402	0	0	318	462	1,182
2nd Floor (Podium)	BHTPA Office	700		700				700
	Utility Area (Lift, Stair, Lobby, Toilet)	202					202	202
	Double Height Space (Multipurpose Hall)	280				280		280
	Subtotal	1,182	0	700	0	280	202	1,182
3rd Floor	Start-Up & R&D	813	813					813
	Open Terrace	159					159	159
	Utility Area (Lift, Stair, Lobby, Toilet)	210					210	210
	Subtotal	1,182	813	0	0	0	369	1,182
4th & 5th Floor	Office Area (2 Floors)	1626		1626				1626
	Utility Area (Lift, Stair, Lobby, Toilet) (2 Floors)	420					420	420
	Subtotal (2 Floors combined)	2,046	0	1,626	0	0	420	5,115
6th to 8th Floor	Office Area (3 Floors)	2439	2439					2439
	Utility Area (Lift, Stair, Lobby, Toilet) (3 Floors)	630					630	630
	Subtotal (3 Floors combined)	3,069	2,439	0	0	0	630	3,069



TABLE-A: FLOOR AREA ANALYSIS (Ground to 9 th Floor)								
Type	Description	Area (Sqm)		BHTP A	Comm on Faciliti es (Comm ercial)	Auditori um	Circulati on & Utilities	Total (sq. m)
	Total Proportionate Distribution (up to 8th Floor)		2,978	3,139	137	598	2,750	9,602
	% of Distribution		31.01 %	32.69 %	1.43%	6.23%	28.64%	100.00 %
9th Floor (Roof)	Restaurant	205			205			205
	Utility Area (Lift, Stair, Lobby, Toilet)	175					175	175
	Roof (Open Gym, Garden)	643					643	643
	SUBTOTAL	1,023	0	0	205	0	818	1,023
	Total Proportionate Distribution (up to 9th Floor)		2978	3139	342	598	3,568	10,625
	% of Distribution		28.02 %	29.54 %	3.22%	5.63%	33.58%	

TABLE-B: BASEMENT AREA ANALYSIS (Basement 01 to 04)								
Type	Description	Area (Sqm)		BHTP A	Comm on Faciliti es	Parki ng	Circulati on & Utilities	Total (sq. m)
Basement -01	Office Area	355	355					355
	Prayer Space	145			145			145
	Utility Area (Lift, Stair, Lobby, Toilet)	232					232	232
	Ansar & Stuff	110			110			110
	Generator Room	108					108	108
	STP Control Room	38					38	38
	Maintenance Office	43					43	43
	Parking Area	450					450	450
	Subtotal	1,481	355	0	255	450	421	1,481
Basement - 0	Stair	48					48	48
	Parking Area	1,311				1,311		1311
	Store	58			58			58
	Rainwater Filter	35					35	35
	Driver's Waiting	29			29			29
	Subtotal	1,481	0	0	87	1,311	83	1,481
Basement - 03	Stair	48					48	48
	PARKING AREA	1,178				1,178		1178
	MAINTENANCE OFFICE	58			58			58
	DRIVER'S WAITING	29			29			29
	U.G.W RESERVOIR	168					168	168



TABLE-B: BASEMENT AREA ANALYSIS (Basement 01 to 04)								
Type	Description	Area (Sqm)		BHTP A	Comm on Facilities	Parking	Circulation & Utilities	Total (sq. m)
	Subtotal	1,481	0	0	87	1,178	216	1,481
Basement - 04	Stair	48					48	48
	Parking Area	1,173				1,173		1173
	Maintenance Office	58			58			58
	Pump Room	34					34	34
	U.G.W Reservoir	168					168	168
	SUBTOTAL	1,481	0	0	58	1,173	250	1,481
	Total Proportionate Distribution		355	0	487	4,112	970	5,924
	% of Distribution		5.99%	0.00%	8.22%	69.41%	16.37%	100.00%

N.B: Space allocation plan may be changed in future.



Annexure 1 B: Detailed Scope of Work for O&M

The scope of Operation and Maintenance Services will include **all staffing, materials, fuels, and supplies required for general operations and maintenance of buildings, structures, utility systems, fountain, public spaces, Furniture, Fixtures, and Equipment (FF&E), vehicles, capital project management, daily custodian services, etc.** Scope of services may include but not be limited to the operation, maintenance, cleaning, repair, preventative maintenance, renovation, addition to or modification of the following structures, property, and systems:

- ▶ Permanent and temporary buildings and structures including, roofs, facades, windows, doors, joints, masonry/cladding systems, foundations, structural systems, interior build-out, finishes, furnishings, and equipment, etc.
- ▶ Interior and exterior Mechanical, electrical and plumbing (MEP) MEP utility, fire protection, security, and communications systems
- ▶ Walkways, emergency exits, roadways, fencing, civil/drainage structures, fountains, property equipment.
- ▶ Signage, site lighting, wayfinding, and public art installations

A high-level scope for Operation, Maintenance and Management is as follows:

1. Planning and managing on-site operations and maintenance activities:

- Ensuring that operational goals and operating plans are consistent with the Annual Project Operating Plan approved by the Authority.
- Assuring that the Software Technology Park (STP-2) is operated in accordance with this Agreement and in a safe, reliable, efficient, and prudent manner.
- Assuring that operations and maintenance personnel are trained and qualified for their assigned responsibilities and tasks, and that such qualification is maintained.
- Assuring that the Project meets contract, regulatory, and environmental requirements set forth in the Project Agreements or otherwise identified by BHTPA.
- Managing and controlling costs consistent with budget requirements.
- Planning, scheduling and managing work and maintenance activities.
- Defining and documenting operational technical requirements.
- Defining and delineating responsibilities between Operator and BHTPA and identifying reporting requirements.
- Establishing labour relations and personnel programs that will meet applicable requirements and encourage employee retention.
- Maintaining a current inventory of materials and procuring all services, spare parts, operational materials, consumables, office equipment, tools and shop equipment, or any other items or materials required to operate or maintain the Project.
- Controlling outages, both planned and unplanned, by using detailed and integrated plans and schedules, and resource management.



- Maintaining Project performance levels by using routine system and component performance testing.
- Maintaining a file of pre-planned outage-related work to allow for efficient use of any forced outage downtime.
- Establishing open purchase order or contract agreements with Project equipment vendors, industrial suppliers, jobbers, and maintenance contractors in accordance with Project Agreements to ensure timely response to Project maintenance needs.
- Promptly notifying BHTPA in writing of any teardowns and overhauls of major equipment or capital improvements that Operator believes are necessary or advisable together with a proposed schedule for completing such repairs or improvements.

2. Project Marketing and Maintenance Fee Collection

- Collection of agreed Maintenance fees from the tenant
- Operate the Identified Common Facilities
- Support BHTPA in Marketing of the project and procuring tenants as per credentials and mix approved by BHTPA.

3. Regulatory Compliances

- Complying with all regulatory compliances relating to the provision of the contract, the environment and social, employees and/or safety necessary for the protection of persons or property.
- Obtain and maintain in force all the necessary consents, licenses, authorisations, and permits required in respect of the operations.
- Comply with and give all notices required by or under the regulatory provisions relating to its activities in terms of the Agreement.
- Comply with all legislation, laws, policies and the regulatory provisions relating to the implementation of this Agreement.

4. Staffing/ Employment of Personnel

- The Operator shall employ adequate all required employees including but not limited to the list specified in the contract required for execution of all the defined works in the O&M Contract.
- The Operator shall ensure that all its employees working on the operation and maintenance of the Software Technology Park (STP-2) are properly trained and qualified, competent, and experienced to carry out their respective responsibilities.
- The Operator shall provide 24-hour comprehensive operations and maintenance service with daily hours of operation to fully complete all facility management tasks. Operating plans and strategies are to be implemented to ensure that adequate resources are always available (24/7/365) to properly support or respond to the scale and technical complexity of the building systems and operational needs. This shall include inclement weather, environmental or other events that may disrupt normal day-to-day operations.
- The Operator shall coordinate property management tasks with BHTPA and BHTPA's construction contractors and service providers.



- The Operator staff shall include adequate Manager, Building Superintendent, Licensed Stationary Engineers to cover shifts 24-hours/7 days a week operation, and custodial staff to cover shifts 7 days a week. Staffs shall be trained in Building Management Software (BMS), facility maintenance, work order and inventory tracking software etc. The Operator will provide any additional support staff required to meet any additional foreseen, or unforeseen needs to complete the full scope and requirements of the agreed upon contract.
- The Operator shall develop staffing plans that minimize overtime expenses by planning and scheduling, in advance, recurring work tasks assigned to staff that are on all shifts.
- The Operator shall maintain a high level of productivity and quality standard in the maintenance work force.
- The Operator shall develop operating plans and strategies which ensure that adequate resources are always available to properly support or respond to the scale and technical complexity of building and property systems, equipment, events, or other occurrences.
- All staff shall be provided with uniforms suitable for year-round weather conditions. Uniforms shall be in keeping with BHTPA brand and color standards and approved by BHTPA.
- The Operator's employees should be trained to be customer-service oriented and to positively and politely interact with employees and the public when performing contract services. The Operator's employees should be clean, courteous, efficient, and neat in appearance at all times and committed to offering the highest degree of service.
- The Operator shall monitor any sub-contractor or service provider performance to ensure services are delivered consistent with agreement terms, technical requirements, and service specifications.

5. Safety, Risk Management and Quality Control

- The Operator shall develop and implement 24-hour emergency response and procedures for responding to building alarms and severe weather conditions that affect life safety, physical assets, or business operations.
- The Operator shall follow all code and safety regulations in relation to any and all work accomplished under this contract. The Operator shall develop emergency response plans as needed and be prepared to execute the support responsibilities identified by those plans. A designated safety officer is to coordinate all regulatory, building code, fire and safety requirements and to develop, implement, maintain, and be point of contact for regulatory agency inspections the following:
 - An effective program supporting all statutory regulations, regulatory reporting requirements and safety related training requirements.
 - A safety data sheets program (SDS) for all chemicals used at any site contained within the portfolio under the Operator's range of responsibilities.
- The Operator shall provide BHTPA with copies of its safety program(s) as requested. The Operator shall ensure that its subcontractors adhere to safety requirements.
- The Operator shall maintain compliance at all times with all local, state and national laws and/or regulations regarding use, storage and disposal of the chemicals or other hazardous materials used during their services performed at project location.
- All staff are to be provided with appropriate PPE to perform their duties safely.
- The Operator shall provide quality improvement monitoring and evaluation programs.



- The Operator shall work with BHTPA to develop and maintain a library of facilities drawings, operation, and maintenance manuals, as built and shop drawings, safety programs, and emergency procedures.
- The Operator shall provide the expertise to ensure all systems function and operate per design, operate reliably, and conserve energy usage. The Operator is to identify improvement opportunities to increase reliability of operation, extend life cycle of equipment and reduce operation cost to including conservation of energy.
- The Operator is to provide preventive/predictive maintenance and property inspections including, but not limited to, building mechanical, electrical, fire/life safety and plumbing systems to keep all in good working order and in compliance with codes, manufacturer's recommendations, and industry best practices.
- Daily tasks, operations, maintenance, and preventative maintenance services and required inspections are to be logged daily. Quality Control inspections and meetings with BHTPA are to be conducted on a regular basis.

6. General Maintenance, Preventative Maintenance, Permits, Inspections

- The Operator shall be responsible for the general maintenance, preventative maintenance, service contracts, permits, inspections, testing and associated documentation for all buildings, structures, signage, public spaces, walkways, emergency exits, stairways, railings, fences, gates, etc. All maintenance items are to be documented in the asset management system. Manuals and warranty information are to be tracked and readily available as needed. The services will include, but not be limited to, the following utility/building systems:
 - Access Control System,
 - HVAC, Mechanical and Refrigeration Systems, Chillers
 - Electrical Systems, Lighting, Power Distribution and Seasonal Decorative Lighting
 - Plumbing Systems, Pumps
 - Fire Protection Systems
 - Data/Communications
 - Vertical Transportation
 - Emergency Generator
 - General Carpentry, Drywall, Paint, Etc.
 - Exterior Envelope; Windows, Doors, Siding, Roofing, Drainage, Etc.
- Various service contracts and inspections are to be in place and will be added to as projects are being completed. It is the responsibility of the Operator to maintain service contracts and inspection services and identify any additional services are required or as contracts expire.
- The Operator for preventive maintenance shall coordinate, administer and certify works of Main Contractor, Interiors Contractor, Vendors, Suppliers and Manufacturers, AMC service providers for rendering the services as per the terms and conditions stipulated in this document.
- Preserving the project, its equipment's and assets as per the satisfaction of BHTPA.



- Day to day repairs/service of the facilities
- AMC /Warranty of all equipment's such as AC, lift, DG set, UPS, CCTV, Electrical Breakers, Building Management System etc. procured by the Client from time to time.
- Keep the Inventory of all spares and consumables required for the unhindered operation and maintenance of the facility and update on weekly basis.
- Prepare list of probable spare parts, Electrical and Mechanical items, plumbing, AC spares including Chillers, split units etc. and DG spares and will coordinate and supervise for availability of these spares for items under AMC.
- Annual Building Survey and prepare program for Repairs and submit action plan. (To be prepared by the Building Department/BHTPA in consultation with the Contractor, Operator and the supervisory officials of the buildings In-Charge.)
- In project facility area, replacement of required plumbing and sanitary works (including fixtures), light fixtures, chokes, capacitor, switch, regulator starters, ballasts etc. for common area and service, service rooms, sub-station and external lights including the landscaping.
- Operation of all equipment in the project facility, including their minor repairs and replenishment such as electric lights, LED bulbs etc.
- Providing and replacing Connectors, contactors, lugs, Belts, Bearings, Grease, Cotton Waste and other similar minor items, PVC/GI couplings, bends, fuse and other similar minor items.
- Repair & rewinding of AHU (Air Handling Unit), Ventilation Fans, Pumps, Motors geyser, Oil heater etc., (After Defect Liability Period/Warranty Period).
- Daily operation of all electrical power system- incoming and outgoing and DG sets and minor maintenance and replacing fuse, tube lights, bulbs, minor wiring etc.
- Regular checking and minor paint touch-up of all wall, ceiling, windows, grill etc. Regular checking and minor touch-up of polish and paint to all wood works.
- Regular checking and minor repairs of all carpentry fixtures. Checking up of all doors, windows, tables, chairs, lock, door closer, door stopper etc. on routine basis
- Ensure availability of Specialized Tools / Tackles such required for operation and maintenance.
- **Furniture, Fixtures, and Equipment/Tools (FF&E) Asset Tracking:**
 - BHTPA assets such as furniture, fixtures and equipment including tools can be tracked in an asset management software system (BHTPA will be maintain the asset management software system) . The Operator will be responsible to update and maintain the inventory system adding all new items at time of purchase.
 - The Operator will be responsible for securely storing all equipment and tools, monitoring usage and implementing sign out systems as necessary for asset tracking.
- **Building Management System:** The Operator shall use building management system (BMS) and building automation system (BAS) which will be in place, once the project completed and train appropriate staff members on the use of each system.



- **Public Art:** BHTPA may implement, both seasonal and permanent art installations. The Operator work with BHTPA to coordinate installations, maintain, protect and facilitate repair of artwork as needed.

7. Janitorial/Custodial Services

The Operator is responsible for daily janitorial/custodial services of Software Technology Park (STP-2) maintaining the cleanliness of the buildings, structures, site furnishings and surrounding grounds. Custodial services within the buildings includes cleaning/mopping/vacuuming floors, sanitizing surfaces, floors, collecting trash/recycling to ensure a clean space for the property users.

7.1 Cleaning Services

- Perform routine cleaning of the internal and external areas to meet the required service standard.
- Cleanliness of all common spaces and space inside the location within Project Facility.
- Perform cleaning and upkeep of exhibits and artifacts, IT & AV equipment's in the project facility as per the directions in Manuals / as per directions of BHTPA.
- Perform periodic cleaning of glass facades, structure at entrance, external claddings etc. at all heights (internally and externally)
- Additional housekeeping services as and when required by BHTPA.
- Deploy equipment's for cleaning and shall be responsible for maintaining these at all times. All costs for purchase/repair/spares/ maintenance etc. for these equipment's will be borne by the Operator.
- Responsible for the safekeeping of these equipment's at the project facility and shall not take out these equipment's any time during the term of contract other than for repairs. In case such repairs take more than a week, the Operator shall arrange to provide alternate equipment for the Project Facility.
- Adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to the property at Project Facility as soon as they become aware of such defects in the course of their duties under this Contract.
- Dusting / cleaning of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings and glass pans etc. to remove debris, stains, cobwebs and marks.
- Stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust, debris, stains and marks
- Polishing / vacuum cleaning / cleaning of floors, carpets, carpet tiles, mats and mat wells and ensure the same must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals.
- Clean all water tanks and rainwater harvesting tanks and disinfects specially before start of rainy season and as instructed by BHTPA.
- Regular cleaning of storm water drains, manholes, sewage lines etc. for removal of any blockages.
- Entrances, service areas, parking areas, paving, paths, roads, courtyard, lawns at the entrance, outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.



- Server Room, Control Room etc. must be free from dust, static electricity and be left clinically clean.
- Sticky substances like chewing gum shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover.
- Care is to be exercised when staff/visitors are still on the premises. Wet floors should be sign-posted. Trailing cables and open sockets should be made safe.
- All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering.
- Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent.

7.2 Cleaning of Toilets

- All sanitary wares including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected.
- Floors should be cleaned to the same standard as other building floors. In addition, there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- All toilets should be kept fully stocked with supplies and should be made available at all times.
- Dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears.

8. Waste Management – Trash, Recycling, Dumpsters

- The Operator will be responsible for daily waste/recycling/litter collection at Project Facility. Emptying of waste receptacles, sweeping, removal of site litter is to be monitored throughout the day and removed regularly to avoid overflowing receptacles.
- Mixed material recycling is encouraged in all areas with appropriate receptacles available to users in exterior and interior spaces.
- The Operator will be responsible for dumpster management at Project Facility. A designated area for trash and mixed recycling containers will be designated by BHTPA.
- Bins must be emptied, cleaned, and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times.
- The Operator shall Collect the garbage from the garbage collection point and segregate the waste in recyclable and non-recyclable type and shall ensure proper disposal of waste outside the premises as per the standards and directions provided by BHTPA.
- The Operator shall ensure that 100% of recyclable waste is being recycled.
- The Operator shall be responsible for arranging the transport and in consultation with BHTPA, shall identify the area / frequency for garbage disposal. Proper waste disposal system shall be adopted, and collection points shall be defined.



- Waste management methodology shall comply with the guidelines as laid down in applicable Waste Management Rules, ESMP guidelines and all other applicable rules & guidelines.
- Renovation Debris is to be stored at designated space at designated area.
- The Operator undertaking the renovation work would remove the debris when it amasses to a volume equivalent to a tempo load.

9. Pest Control

The Operator shall be responsible for ensuring the disinfectants, insecticides and pesticides used for rendering the services shall be safe, having low toxic levels, duly approved by Government of Bangladesh.

9.1 Disinfestations Treatment

Pest Covered: Ants, cockroaches, silverfish, spiders, ticks, bugs, crickets, termites etc.

The Operator shall take the following control measures:

- Intensive / extensive spray with oil / water-based chemicals.
- Frequency: Fortnightly as per client schedule and need base

9.2 Rodent Control

Pest Covered: Domestic/Field Rodents.

The Operator shall take the following control measures.

- Baiting with anti – coagulant rodenticide / asphyxiates type chemicals.
- Trapping with lures
- Eliminating rats / mice with glue traps
- Frequency: Monthly as per client’s schedule and need base.

9.3 Fly Control

The Operator shall take the following control measures:

- Sanitation
- Chemical control
- Frequency: Monthly as per client schedule and need base
- Sanitation
- Chemical control
- Frequency: Monthly as per client schedule and need base



9.4 Mosquito Control

The treatment will be carried out all over the premises and surrounding areas inside and outside. The Operator shall take the following control measures:

- a) Residual Spot Spraying
- b) Fogging Operations
- c) Mist Blowing
- d) Frequency: Fortnightly as per client schedule and need base

10. Garden & Lawn Maintenance

The Operator shall be responsible for ensuring proper maintenance and upkeep of all horticulture works. Adequate equipment shall be maintained by the Operator including grass cutting machine and other tools required for maintenance of horticulture areas. Operator shall grow seasonal plants and seasonal flowers as deemed fit by BHTPA to maintain the horticulture/ landscape as per the satisfaction of BHTPA. The Operator shall make required arrangements and proper use of required insecticides, Pesticides, Fertilizers, Manures etc.

The broad scope of work will be as follows:

- Daily watering
- Weed removing
- Trimming and pruning
- Soil mulching
- Lawn mowing
- Hedges and Shrubs cutting etc.
- Cleaning Garden areas
- Applying fertilizer or compost manure/vermi culture manure alternate month or as and when required.
- Applying pesticides and fungicide alternate month or as and when required.
- Maintenance of vermi compost pits
- Disposal of dry/fallen leaves.
- Seed collection and sowing.
- Rising of Nursery.
- Preparation and maintenance of Planting Materials.
- Operation of Tools, Machinery as required for the Garden.
- General maintenance of existing plants, Tools implements etc.

11. Parking Management-

Parking and Vehicle Management is in the Operator scope. The activities and responsibilities of the Operator are:



- Support for parking management
- Manage operations at Entry and Exit terminals, (Inserted in Security)
- Vehicle and traffic management in Project Facility,
- Manage way - finding / space monitoring & guiding for parking,
- Coordination with local Client where required,

12. Water Management, Plumbing and Sewerage System, STP-

- Thoroughly clean all overhead and underground water storage tanks periodically.
- Water management, operational records, inflow and outflow control.
- Regular checking and repairs of all sanitary fixtures and supply lines.
- Check-up of all valves, taps, floats and other plumbing and sanitary fittings free from leakage.
- To operate & maintain the STP, if installed and sludge disposal (If any)
- Follow up for AMC of the STP or any other accessories.
- Maintain the rainwater harvesting system.

13. Watch & Ward Services

Security of Project Facility is in the Operators scope. The activities and responsibilities of the Operator are:

- To provide watch & ward services for the protection of life and property against theft, pilferage, fire etc.,
- Manage operations at Entry and Exit terminals,
- Ensure safety and security of men and material,
- Guiding visitors to desired locations/concerned officials/ occupants,
- Regulating entry of unwanted visitors/salesmen and maintenance of visitor's register,
- Checking of gate passes if applicable and to regulate the entry and exit of vehicles/materials,
- Prevent entry of stray animals like cow, dogs etc.,
- Round the clock patrolling of the Project Facility,
- Frisking and checking of visitors during and after operational hours,
- Handheld metal detectors should be provided by the Operator to Security Guards for checking and frisking of visitors as well as their carry bags,
- Checking of vehicles at entry and use inverted mirror detectors for checking vehicles,
- Operator shall maintain records of inwards and outwards movement of men, materials and vehicles, etc. with proper check as per instructions given from time to time by Client,
- Effective involvement during the crisis management like fire accidents and bomb threats and during periodical drills. Liaison with appropriate agencies in case of emergencies/Disaster & be well equipped with their update contact numbers,
- Visitor's management in common, during events & exhibitions, and during other special occasions,



- Having effective control on movement of materials in / out,
- Physical guarding of entry / exit points,
- Screening / directing of visitors,
- Patrolling and guarding various common areas and surroundings to ensure adequate safety and security,
- Checking of vehicles at entry and use inverted mirror detectors for checking vehicles,
- Agency shall maintain records of inwards and outwards movement of men, materials and vehicles, etc. with proper check as per instructions given from time to time by BHTPA,
- Effective involvement during the crisis management like fire accidents and bomb threats and during periodical drills. Liaison with appropriate agencies in case of emergencies/Disaster & be well equipped with their update contact numbers,
- Visitor's management in common, during events & exhibitions, and during other special occasions,
- Having effective control on movement of materials in / out,
- Physical guarding of entry / exit points,
- Screening / directing of visitors,
- Patrolling and guarding various common areas and surroundings to ensure adequate safety and security,
- Assisting the occupants during the emergency evacuation of the building,
- Rescue operation of passengers stranded in the lifts,
- Complete disaster management in case of emergencies/ disasters,
- Providing of adequate security as per the requirement,
- Ensuring and monitoring the operations of Boom Barriers & Access Control System, if installed.
- Lodging of complaints/FIRs in case of emergency/disaster on intimation,
- Operator shall provide a logbook register for making entries by the security personnel of their presence at duty site.
- The Operator shall provide at his own cost
 - proper clean uniform and badges and
 - photo identity cards as per laid down rules for Private Security Agencies.
- The Operator shall have his own Establishment/Setup/Mechanism, etc. At his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract. The Operator shall get guards and supervisors screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. BHTPA will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty. The Operator shall bear all the expenses incurred on the following items i.e., required security devices, metal detectors, Walky-Talky, provision of torches and cells, and other equipment to security staff, stationary for writing duty charts and registers at security check points and records keeping as per requirements.



14. HVAC, Air conditioning & its accessories & Air Handling Units (AHU'S)

- Thoroughly wipe with an appropriate detergent and cloth and keep also free from dust, also wipe area surrounding the Air vent.
- Follow-up for the AMC of Air-condition equipment's with appropriate agency & coordination with AMC agency for trouble free operation.
- Air conditioning system under Operation & Maintenance to start and stop as per requirement or schedules that will be given to you by the Maintenance In charge of BHTPA, Building Unhealthy systems, abnormalities in performance or malfunctioning if any will be reported/rectified within a reasonable time period and help support OEM engineer for rectification work if required.
- Regular visual inspection of all mechanical drives
- Check all the air-conditioning equipment for any sign of external leaks, check and prevent leaks immediately in help of AMC supplier.
- Prepare log sheets for routine maintenance as per O&M manuals of all equipment and ensure that the instruction of O&M manual is strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage.
- Prepare inventory of spares and ensure that critical spares are always available.
- To ensure that all meters are in working condition and all equipment is working according to the design parameters given in O&M Manual.

15. Control of Fire Hazards: Fire Services

- To watch any short circuit due to loose or weak electrical wire and to take immediate steps to check the short circuit fire and intimation to the Engineer In Charge- BHTPA/ Competent Authority.
- In case of Fire hazard / Smoke noticed should be attended immediately using the fire extinguisher etc. and intimation to the Fire Department for further control duly intimation to the Engineer In Charge- BHTPA/ Competent Authority.
- Service cover, crisis management including fire and life safety programs.
- Any incident of a fire is to be recorded and reported through the Incident report for available for reporting any incidents.
- All fire-fighting equipment are regularly checked for functioning efficiently and such checks will be properly recorded. Whenever and whenever necessary arrangements will be made to refill the equipment.
- A close liaison with the local fire brigade is maintained.
- Maintain the fire water reservoir with sufficient water as per applicable rules & regulation.
- Conducting mock drills on regular interval. Follow-up for the AMC of the firefighting equipment with the appropriate agency & coordination with AMC agency for trouble free operation.
- Maintaining a log record of all services.
- The Operator shall provide training to the Security Supervisors as the occupant reprehensive of the building to ensure that they are well conversant and familiar with all operational aspects of the Fire-fighting system to operate the system during emergencies.



- Conducting Fire Drill once in a month.
- The Operator will also manage operational preparedness for functioning of the system at all times via prescheduled checks. All replacement of spares will be recorded in a register be presented for the signature of Maintenance-in-charge.
- FIRE ALARM, PUBLIC ADDRESS & SPRINKLER ANNUNCIATION SYSTEM: Round the clock monitoring the FAS (Fire Alarm System) and logging any abnormality. On any eventuality ie, in case of fire and to be required to vacate the premises, the operator should announce the same in PA (Public Address) and Sprinkler Annunciation system about the fire and request to evacuate as per fire warden instructions. Attending lift car calls & arranging to rescue the trapped passengers.

16. Management Services

The Operator shall be responsible for integrated facility management of the Project Facility and managing the following aspects for ensuring proper operation and maintenance of the facilities in the premises:

- Provide required assistance to the Client during transition period of handover – takeover of the Project Facility from the Main Contractor including but not limited to providing assistance in snagging, de-snagging, testing and commissioning of equipment's etc.
- Take ownership of all the services as described in scope of work and will work as an independent Unit.
- Co-ordination with all the stakeholders of the Client, Contractors, Consultants and other agencies.
- Maintain a record of all the Equipment/ assets at facility, keep record of the Vendors details, keep track of the dates of AMC/Warranty validity and inform the Client when the validity is within 2 months of completion and also co-ordinate with vendors for extension of services on behalf of Client.
- Submission of Daily Position Reports, Failure Investigation Reports, Operation & Maintenance Reports,
- Maintenance of Reports, Log Books etc. for Operation & Maintenance of various Systems & Equipment's, Maintenance of Equipment History,
- Co-ordinate with Main Contractor/ Interior Contractor for rectifying of defects under the DLP period.
- Assist the Client in payment of all utility bills,
- Preparation, submission and obtaining approval on detailed O&M plan including maintenance and security, staffing requirement and schedule; equipment, tool and machineries to be maintained; maintenance schedule; manpower and incident reporting structure; etc.
- Prepare a preventive maintenance plan for all equipment/fittings & fixtures, ensuring 100% compliance. The Operator shall co-ordinate for: Repair technician for doors, blinds and floor springs etc.
- Co-ordinate administer and certify works of Vendors/Manufacturers /Suppliers for the purpose of preventive maintenance and upkeep of the equipment during AMC/Warranty period.
- Prepare and maintain the records of routine services, visits provided by AMC providers and tracking to be done against actual visits.



- Keep the Inventory status of all spares and consumables required for the maintenance of the facility and update on weekly basis and maintain the records of consumption.
- Conduct quarterly xiii systems & equipment health audits with and through the AMC Service provider and submit a health status report to the Officer authorized by Client.
- Coordinate with third party for conducting equipment audit, fire audit as and when required by Client.
- It is the responsibility of the Operator to ensure highest level of uptime and reliability of all equipment is maintained at site.
- Prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.
- Brief the representative on maintenance and operational proceedings on day-to-day basis.
- Liaison with local, state authorities, and/or private agencies related to the Facility.
- Control and report any violation in sound emanating from the Facility is within the noise pollution norms prescribed by the Government and any notification issued by the Government of Bangladesh.
- Provide support and guidance to the Client in all matters as requested.
- The Operator, within its staff shall provide persons who are trained in first-aid/ paramedics to coordinate with Wellness Centre/ First Aid Room in case of emergency.

17. Complaint management

The Operator shall create complaint kiosk with designated senior official of Operator managing the same with adequate infrastructure for time bound complaint management. FMS shall develop an online software-based application for facilitating complaint raising by end-users where an acknowledgement number shall be issued automatically to the complainant and enabling easy monitoring by the Client. Such facility shall be easily approachable and adequate signage should be provided to guide end-users to the complaint kiosk.

18. Reporting

The Operator shall establish a MIS system for reporting. The Operator shall submit the following reports within the stipulated time to the Authorized Officer of the Client:

- Initial Review Report;
- Monthly Reports;
- Deployment Report; and
- Attendance Reports
- Statutory compliance intimation report

The MIS report shall cover the following aspects:

- Consumption and stock of consumables
- Compliance of preventive maintenance plan
- Resource deployment report (manpower, equipment)
- Expense report (committed and invoiced amounts)



- e) Status of periodic activities as described under scope of work for Operation, Maintenance.
- f) Facility Inspection: The Operator shall conduct regular comprehensive facility inspection and perform any additional ones that will maintain/enhance the appearance, operation, and safety aspects of all the facility as approved by Client. The Operator shall indicate frequency of inspection covering all premises.
- g) Highlight Critical Issues/Problems with recommended solutions which should contain the technical recommendations / alternatives, cost, time schedules, etc.
- h) Customer Feedback Analysis
- i) Report on Audits/ drills etc.
- j) Complaint Management reporting.
- k) MIS on procurement, statutory payments & on any other invoices processed by Client.
- l) Any other reports as needed from time to time.
- m) The Operator has the option to use /implement any software for managing the Facility.
- n) The Operator shall submit the Performa and format and the same shall be approved by Authorized Officer.
- o) Statutory compliance intimation report: The Operator shall maintain a log/ tracking sheet of all statutory or regulatory compliances such as environment clearances, all NOC's, etc. including their renewal dates. The Operator shall monitor and intimate the Client minimum 30 days in advance before expiry of any such statutory or regulatory compliances.
- p) Any other reports / compliance certificates as needed from time to time by BHTPA.



Annexure 1 C: Scope of PPP Facilities

A high-level scope for PPP Project Facilities is as follows:

- Design, finance, develop & construct the PPP Project Components (PPP Project Facilities), market, manage, administer, operate and maintain the PPP Project Facilities;
- Determine, demand, charge, collect, retain and appropriate project revenues in respect of the PPP Project Facilities;
- Determine, demand, collect and appropriate fee based on market driven rates from Users liable for payment of Fee for using the PPP Project Facilities or any part thereof and refuse entry to any User if the fee due is not paid;
- Grant licenses / sub-licenses/ Contractors (of developed PPP Project Facilities) or enter into franchising, management service, or other suitable arrangements on mutually agreed conditions for a period less than or coterminous with the Concession Period with eligible entity/persons for carrying on its business of constructing, managing, marketing, operating and maintaining the PPP Project Facilities;
- Exercise all rights and remedies available under the Applicable Laws to recover the revenues from the PPP Project Facilities, including suspension, termination or cancellation of the applicable service to the relevant defaulting user, including licensees and Contractors, provided that the same shall be in compliance with the requirements of the applicable laws.
- Bear and pay all costs, expenses and charges in connection with or incidental to the performance of the obligations for Operation and Maintenance of the PPP Project Facilities;
- Appoint Contractors on its behalf to assist in fulfilling its obligations in relation to the PPP Project Facilities insofar as the development and construction of the PPP Project Facilities are concerned;
- Neither assign, transfer or sublet or create any Encumbrances on the whole or any part of the PPP Project Site nor transfer, lease or part possession thereof, save and except as expressly permitted under the Concession Agreement,
- Apply for and obtain all requisite applicable permits for the development of the PPP Project Site and PPP Project Facilities / PPP Project Assets,
- Perform and fulfill all of the Applicant's obligations and carry out such other activities incidental to the foregoing in a manner which is considered to be safe, efficient, economic & environment friendly and in accordance with Applicable Laws & Good Industry Practice;
- Make timely payments to BHTPA towards all dues including Concession Fee, Revenue Share, etc. (wherever applicable)
- Transfer and hand over, at the end of the concession period, the PPP Project Site, / PPP Project Facilities along with the PPP Project Assets to BHTPA or its nominated agency in a good operable working condition at no cost, free from any liens, claims, encumbrances, in a good working condition and in accordance with the provisions the concession agreement.
- The Applicant shall, from time to time, undertake renovation or upgradation of the PPP Project Facilities.
- The Applicant shall at all times during the subsistence of the concession agreement, pay all taxes, levies, duties, cesses and all other statutory charges, dues, assessments or outgoings payable in



respect of the PPP Project Site / PPP Project Facilities which may be levied by any Government Instrumentality.

- Procure, as required, the appropriate proprietary rights, licenses, agreements and permissions for materials, methods, processes and systems used or incorporated into the PPP Project / PPP Project Facilities;
- Perform and fulfill its obligations for financing the PPP Project Facilities
- Ensure and procure that its Contractors comply with all Applicable Permits and Applicable Laws in the performance by them of any of the Applicant's obligations under this Agreement;
- Procure that all facilities and amenities within the PPP Project Facilities are operated and maintained in accordance with Good Industry Practice and the users have non-discriminatory access for use of the same in accordance with the applicable laws;
- Ensure that the PPP Project Facilities shall be used for the intended purpose only as agreed between the Applicant and BHTPA

