

Scope of Work for DC & DR site

BRAC Bank DC Site

SL	Item Code	Description of Item	Unit
1.	CCTV System	Number of IP camera available	27
		Number of NVR	2
		Storage Capacity of NVR	48 TB
		Network port available in NVR	7
		Operating system of the NVR	Windows
		Monitoring station of these IP cameras available or not?	Available
		Number of CC camera available	6
		CC camera Not functional	3
		Number of DVR	1
		Storage capacity of DVR (HDD)	1 TB
		Port available in DVR	3
2.	Access control System	Number of Access control devices	12
		Number of Standalone device.	2
		Number of Access control devices not functional.	4
		Model of Access control devices.	Brand : ID Teck (Software: Starwatch Dual Pro) + Soyal Pegasus
3.	Fire Safety Items	Number of Fire & smoke detector installed.	18 Pair
		Number of heat detector installed.	18 Pair
		Control panel is Addressable/conventional	Conventional
		Brand of the control panel	SLE, Malaysian Brand (3 Control Panel)
		Number of Fire extinguisher	22
		Number of ABC&E Fire extinguishers with expiry dates.	16 (30.11.2020)
		Number of Co2 fire extinguisher with expiry dates:	6 (30.11.2020)
		Number of Auto modular type fire extinguishers with expiry dates.	Kidde Fire Protection ,1 Nos FM-200 (Expiry dates : 2028) 2 Nos NAF S-125 (Expiry dates : 2038)
		Installation date of the suppression system.	Kidde Fire Protection , FM-200 Installation date : 2008 NAF S-125 Installation date : 2018
		Expiry date of the suppression system.	Kidde Fire Protection, FM-200 Expiry Dates : 2028 NAF S-125 Expiry Date : 2038

Scope of Work for DC & DR site

BRAC Bank DR Site

SL	Item Code	Description of Item	Unit
1.	CCTV System	Number of IP camera available	26
		Number of NVR	2
		Storage Capacity of NVR	48 TB
		Network port available in NVR	7
		Operating system of the NVR	Windows
		Monitoring station of these IP cameras available or not?	Available
		Number of CC camera available	6
		Number of DVR	1
		Storage capacity of DVR (HDD)	1 TB
		Port available in DVR	3
2.	Access control System	Number of Access control devices	8
		Number of Standalone device.	1
		Number of Access control devices not functional.	1
		Model of Access control devices.	Brand : ID Teck (Software: Starwatch Dual Pro) + Pegasus
3.	Fire Safety Items	Number of Fire & smoke detector installed.	38
		Number of heat detector installed.	27
		Control panel is Addressable/conventional	Conventional
		Brand of the control panel	SLE, Malaysian Brand (1 Control Panel)
		Number of Fire extinguisher	14
		Number of ABC&E Fire extinguishers with expiry dates.	12 (30.11.2020)
		Number of Co2 fire extinguisher with expiry dates:	2 (30.11.2020)
		Number of Auto modular type fire extinguishers with expiry dates.	3 Nos NAF S-125 (Expiry dates : 2034)
		Installation date of the suppression system.	NAF S-125 Installation date : 2014
		Expiry date of the suppression system.	NAF S-125 Expiry Date : 2034

As per above mentioned product vendor have to provide Technical Supports and Service as per below criteria:

Scope of Work for DC & DR site

1. MAINTENANCE OF DEVICES

- 1.1 All items will be under comprehensive Annual Maintenance Contract.
- 1.2 It is assumed that vendor maintains a stock/inventory of spare parts to provide support services to BRAC Bank to avoid any critical level disaster. Also, a panel of qualified engineers will be employed by the vendor. Vendor should share the stock/inventory and information of their engineer pool with BRAC Bank quarterly. BRAC Bank or its auditors will hold the right to audit the vendor on this information anytime.
- 1.3 Vendor should do periodic proactive maintenance (bi-weekly or monthly) of the Data Center items and provide a technical certificate mentioning their actions and findings.

2. OWNERSHIP OF DEVICES UNDER MAINTENANCE

The Vendor will ensure that the AMC ownership shall be in the name of BRAC Bank, vendor shall only be custodian of the equipment under maintenance.

3. TECHNICAL SUPPORT SERVICES

- 3.1 This service provides maintenance of equipment, including preventive and predictive support, as well as repair and/or replacement activity, bidder shall provide a single point of contact to BRAC Bank for the equipment's. Provide the escalation chart to BRAC Bank.
- 3.2 For any issue Bank will ask for submit root cause report for any specific incident.
- 3.3 Responsible for daily basis malfunctioning status reporting or if any specific reports should be shared.
- 3.4 Provide equipment maintenance services, corrective maintenance to rectify a problem and scheduled health check to maintain the equipment.

Note: If any additional equipment installed further or any spare parts required or any emergency service required, the vendor should provide instant maintenance support as per requirement and the expertise vendor should suggest us further improvement.