

# SCOPE OF WORKS – DESIGN CONSULTANCY AND PROJECT MANAGEMENT

## WORKS

### 1.0 Project background and objectives

The objective of this scope of work (SOW) is to outline the specified services for renovating Robi regional offices (RO) in both existing and newly leased premises.

- (a) Design Consultancy
- (b) Project Management, Supervision; and contract administrator; and
- (c) Advisory services as the lead consultant

The Consultant shall provide and ensure professional services to prepare plans, specifications, and construction costs estimates (PS&E) for the Project in consultation with the Vice President, Admin of Robi Axiata Limited (“the Client”) and his team in finalisation of the overall design concept, layout, functional and space requirements.

### 2.0 Condition Precedent

The Consultant shall perform the services expeditiously to meet the requirements of the Client and shall complete any portion or portions of the services in such order as the Client may require. The Client shall have the right to take possession of and use any completed or partially completed portions of the work. All design calculations, drawings, investigations, reports and other like intellectual property will become property and copyright of the Client.

### 3.0 General Responsibilities

#### 3.1 The Consultant will be responsible for

- (a) ensures that designs are in compliance with the local and international codes of practice and standards. Ensure best practices are used throughout the project.
- (b) Prepare and reviews detailed designs which may involve dealing with other disciplines (mechanical, electrical, structural engineering etc.) to ensure coordination and compatibility of design elements
- (c) Supervise renovation works and ensure designs are getting rightly implemented in terms of shared specifications and quality.
- (d) ensuring that the design and execution complies with the fire and safety rules and regulations.
- (e) the overall design complies with the minimum requirement as per the labour law and rules
- (f) ensuing that the plan complies with the safety and security requirements.
- (g) ensuing that design and implementation comply with Company’s sustainability goals and
- (h) shall prepare drawings and details for the interiors of the rooms in consideration of all necessary components such as acoustics, lightning and audio visual, storage and necessary cabling for WiFi, IOT, TV, Video Conferencing, PC/laptop and other digital devices etc.
- (i) devise a QA plan to ensure quality standards are duly met for all the delivery.
- (j) providing the following documents (the “Deliverables”):
  - detailed Construction Plans for the Project
  - construction specifications for the Project including any special provisions, if any
  - construction cost estimates/ BOQ
  - employee and support staffs seating plan with amenities

- (k) Invoice Review Requirements - The firm shall review and verify all requests/ invoices payments to ensure work accomplished or product delivered satisfactorily. The consultancy firm shall review this invoices, Challans etc. within three (3) calendar days of receipt and shall provide an email to ROBI and the vendor identifying tentative approval or disapproval. Final invoice approval shall be made by ROBI. If the invoice is disapproved, the email shall clearly summarize the reason for disapproval.
- (l) As-Built Drawings Review Requirements - The firm shall review the vendor's work and prepare As-Built drawings. Such drawing will be provided to Robi with written comments within 30 calendar days of receipt. Consultant will collect AC/HVAC/Electrical Work etc. details layout from the respective vendor/s.

#### **4.0 Project Management**

##### **4.1** Manages site supervision on a daily basis.

- a. directs and monitors work of contractors.
- b. carries out performance tests on completion of contract to ensure compliance. with specifications.
- c. ensures that projects are constructed to specification, on time and within financial. constraints
- d. supervises the satisfactory completion of projects and correction of defects before producing for approval of final payment.
- e. completes consultations and correspondence with contractors, building authority public utilities and other departments as required.
- f. Holds/attend regular project meetings with the Client, contractor and records minutes.

The key sub -steps under this step, most of which are undertaken all through this stage of project include:

- Kick-off meeting – Immediately upon award of work
- Preparation of Master schedule
- Sort out the import related materials and share with Robi along with distributor list.
- Drawings and specifications management
- Submittals management and tracking
- Request for Information tracking and management
- Non-conformity notices Issuance and tracking
- Schedule monitoring
- Change Control management
- Generating progress reports
- Reporting quantity of items being actually used/ installed
- Testing and Inspection services
- Daily inspection reports
- Management of Incoming/ Outgoing correspondence
- Materials procurement tracking
- Health and Safety program oversight
- Quality checking and reporting in terms of actual renovation.
- Project photography
- Projects issues documentation
- Last, but not the least, Contractor's Performance Monitoring and Management

#### 4.2 Investigations and Feasibility Studies

- a. Completes site inspections, surveying and information gathering for preliminary investigation work
- b. Completes alternative engineering solutions through economic analysis and feasibility studies. Provides scheme options with estimated costs for clients.

#### 4.3 Administration

- a. Consults with all organizations, building authorities, landlords and Government bodies that may be affected by any proposed works.
- b. Supervises consultants undertaking specialist activities on behalf of the Client.

#### 4.4 Management

- a. Prepare reports for the client on the status of the project as required.
- b. Provide project cost estimates to the Client

### 5.0 Project details and Scope

- (a) Cluster and Regional Offices across regions of the country.
- (b) Space Size: varies in category:
  - a. Space -1: 1,000~2,500 sft
  - b. Space -2: 2,501~4,000 sft
  - c. Space -3: 4,001 ~ 7,000++ sft
- (c) Interior design and fit out works of Regional and Cluster Offices
- (d) Interior design and fit out works for meeting rooms accommodating 8 ~12 or any number of person as required by the Robi.
- (e) Interior design and fit out for a pantry of 3~8 seats.
- (f) Adequate collaboration and breakout facilities
- (g) Adequate number of washrooms, as per the legal requirements

### 6.0 Project Timeline

To be completed within 3 Months from receiving PO for each Regional Office. This includes design till complete execution (PMO service) for each site.

### 7.0 Project Specific PMC Requirements

The partner shall provide appropriate level of Design Consultancy, Project Management and QA support during fit out phases which includes –

- Appointing Principal Architect, Main Project Architect, Project Architect and a Project Manager for this project.
- Project Manager and other required personnel to work at Robi's premise during the renovation phase.

- Coordination between Architect, Robi, all the suppliers and parties involved in the project.
- Floor layouts and 3D in accordance with the requirements of Robi.
- BOQ along with benchmark cost and ranges of items.
- Vendor/ supplier list for this project.
- Assist Robi to on-board all the suppliers and contractors for this project.
- Onsite supervision works by
  - Appointing site wise dedicated full-time experienced site engineers as to manage works at different locations. Renovation will proceed in parallel in number of locations and Robi requires 24/7 supervision at there.
  - Project Architect to visit 3 to 4 time in a month per site and as and when required to the regional locations. Initial period involvement would be higher.
  - Design architect to visit twice in a month per site and as and when required to the regional locations. Initial period involvement would be higher.
  - Principle architect to visit 3 to 4 time per site during renovation period and report to Robi management about the work progress bi- weekly basis.
- QA Management
- Work schedule preparation and project timeline management
- Value engineering
- Snag list development
- Acceptance procedure development and close out reporting.

## 8.0 Responsible Team Structure

Within five (5) calendar days of contract award/ PO issuance, the firm shall provide the names and qualifications of personnel responsible for this project management and QA activities at the site. ROBI will have the right to approve/ disapprove or seek replacement during any phase of the project sharing the valid reason.

While submitting RFQ, the firm shall also submit work force/ team distribution plan for this project. Robi may evaluate the plan as per this project requirements and share feedback if necessary.

**9.0 Completion and Closeout Support** – During the project completion, the Challenge lies in ensuring seamless transition of the project from Project Management to Robi Administration Team, thus resulting in a smooth handover of the Facility to Robi. The sub- steps involved under this step include;

- a) QAT (Quality Assurance Test) in applicable cases
- b) Scheduling snag-list walkthrough
- c) Preparation and distribution of snag-lists
- d) Monitoring the progress on rectification works
- e) Organizing snag-list sign-off walkthroughs
- f) Substantial completion/ Handing over from Vendors
- g) Preparation of Closeout deliverables tracking sheet

- h) Organizing training sessions for facilities team
- i) Obtain Contract closeout deliverables like As-Builts, O&M Manuals, Warranties, Extra materials, etc. and turnover to Client

**Table-2, Documentation Deliverables –**

Deliverable	Deliverable Date
PMC Organizational Structure for Project	within 5 calendar days of contract award.
Design PMC and Work Plan/ schedule	within 14 calendar days of contract award.
Summarizing the import items and share the distributors for the items along with alternative products.	within 15 calendar days of contract award.
PMC and QC Coordination Meeting with vendors	prior to the start of work.
Monthly Reports to ROBI	within 7 calendar days from end of reporting period.
Weekly Reports to ROBI	no later than 11:00 pm every Saturday.
Materials and Furnishings Inventory	Within 7 calendar days of turnover.
Copies of all relevant correspondence	at the time of transmission
Scanned copies of all forms, logbooks and other associated documents	within 7 calendar days of construction completion.
Email notification to ROBI of date vendors mobilization to the project site.	within 24 hours of mobilization.
Email notification of review of vendor's pay request certification form (invoice) with tentative approval/disapproval	within 3 calendar days of receipt
Comments regarding review of As-Built Drawings	within 10 calendar days of receipt.
QAT (Quality Assurance Test) for all installations.	within 3 calendar days of performing test.

### 3.0 RESPONSIBILITY MATRIX in details

SL	Activity	Robi	PMC	Renovation Partners
1	Site survey	R	R	R
2	Design Development	S	R	
5	Work Schedule Finalization	S	R	R
6	Change Management		R	
7	On site issue management	S	R	S
8	Site Supervision	S	R	R
9	Co-ordinate with Contractors		R	R
10	Weekly reports to clients		R	S
11	Monthly reports to clients		R	S
12	Meeting Management (Weekly/ Monthly)		R	S

SL	Activity	Robi	PMC	Renovation Partners
13	Quality inspection		R	R
14	Conduct Quality and Quantity Checks		R	R
15	Quality records and quality management		R	R
16	Request for Information management	S	R	S
17	Submittals management (Shop drawings, samples, Product data, coordination drawings)		R	S
18	Approval to Technical submittals	R	R	S
19	Measurement records	S	R	S
20	Clarifications on Design and providing drawing/ spec interpretations		R	
21	Bill Certification	S	R	
22	Generate snag-lists	S	R	
23	Update on the snag-list status		R	S
24	Snag-list sign-offs	S	R	R
25	As- Built Design		R	S

Legend: **R** – Responsible, **S** - Supporting

#### A. ACCEPTANCE PROCEDURE

Acceptance procedure will be separately derived in discussion with PMC team and Robi Team.

#### 5. **Liquidated Damage Clause (LD) during Construction, Implementation, Testing and Commissioning Phase:**

- a) Robi Axiata Limited holds the right to cancel the PO or any items of the PO if quality of works and deliverables are not met or found deviation from the agreed SoW.
- b) If the actual project delivery occurs later than the agreed schedule and the delay is caused solely by the lack of appropriate supervision and escalation, Robi shall have the right to claim liquidated damages for delay-
  - I. Any liquidated damages shall be calculated on the PO or/ and Agreement price for the service delayed beyond agreed period.
  - II. The rate of liquidated damages shall be five percent (5%) for two (2) week delay, ten percentages (10%.) for four (4) week delay, fifteen percentages (15%) for six (6) week delay, up to a maximum 25% of respective PO or/ and Agreement or/ and invoice value for beyond twelve (12) week delay. The Parties may case by case agree that the amount of liquidated damages.
  - III. In the event of imposing such LD to the Partner for failing to successfully deliver as per agreed schedule, or within any extended period granted in writing by Robi, Robi may cancel the work order and can place fresh order with any of the incumbent Service Provider and actual bill of service delivery shall be adjusted from Bank Guarantee/ actual payment to the Partner.

IV. In terms of identified quality issue, LD to be assessed and finalized mutually.