

UNIVERSITY OF VOCATIONAL TECHNOLOGY

SECTION III

TERMS OF REFERENCE AND SERVICE REQUIREMENTS

Hybrid Outsourced Maintenance Services

Draft for Review and Approval

Item	Details
Procuring Entity	University of Vocational Technology
Assignment	Hybrid outsourced maintenance services
Bidding Document Section	Section III: Terms of Reference and Service Requirements
Contract Type	Term maintenance contract for routine reactive maintenance and planned preventive maintenance
Contract Period	One year, extendable subject to performance, budget availability, and approval
Status	Draft for review and approval

1. Introduction

The University of Vocational Technology intends to engage a suitably qualified and experienced service provider for the provision of hybrid outsourced maintenance services for University premises.

The selected service provider shall undertake routine reactive maintenance, planned preventive maintenance, emergency response, helpdesk or work order management, maintenance reporting, and related technical support services. Major refurbishment works, large-scale corrective works, statutory projects, capital improvement works, and major replacements shall generally be treated as separate procurements unless otherwise decided by the University in accordance with applicable procurement procedures.

This Terms of Reference forms part of the bidding document and shall be read together with the Instructions to Bidders, Bid Data Sheet, Evaluation and Qualification Criteria, Bidding Forms, Financial Schedules, Conditions of Contract, Contract Data, and any addenda issued by the University.

2. Background

The University requires a structured, responsive, and accountable maintenance service arrangement to support the continuity of teaching, administration, residential use, safety, and protection of public assets.

The present maintenance requirements include day-to-day corrective maintenance, planned preventive maintenance of building services and building fabric, emergency attendance for urgent incidents, and systematic recording and reporting of maintenance works.

The University intends to adopt a hybrid outsourced maintenance model, under which routine reactive maintenance and planned preventive maintenance shall be covered through a term maintenance contract, while major works shall be identified and procured separately.

3. Objectives of the Assignment

1. Establish a reliable and accountable maintenance service arrangement for University premises.
2. Ensure timely response to routine, urgent, and emergency maintenance needs.
3. Improve planned preventive maintenance practices for building services, building fabric, and related assets.
4. Reduce breakdowns, repeat failures, unsafe conditions, and avoidable disruption to University activities.
5. Maintain proper records of work orders, inspections, materials, labour attendance, completed works, pending works, and recommendations.
6. Provide a transparent pricing, approval, and verification mechanism for routine maintenance works.
7. Distinguish routine maintenance works from major works that require separate procurement approval.
8. Support safe and orderly maintenance operations in occupied University premises.

4. Contract Arrangement

The intended arrangement is a term maintenance contract for routine reactive maintenance and planned preventive maintenance.

The contract period shall be one year from the date of commencement, subject to satisfactory performance, availability of funds, and approval of the University.

The University may consider extension of the contract for a further period based on performance, service quality, compliance, and procurement approval. Any extension shall be at the sole discretion of the University and shall be subject to applicable procurement rules and internal approvals.

The contractor shall work under the direction, verification, and approval of the authorised University officer, Works Superintendent, or any officer nominated by the University.

5. General Scope of Services

The selected service provider shall provide hybrid outsourced maintenance services covering the following:

- a. Routine reactive maintenance.
- b. Planned preventive maintenance.
- c. Emergency response.
- d. Helpdesk, complaint logging, or work order management.
- e. Maintenance records and reporting.
- f. Minor maintenance-related technical support.
- g. Safety-critical make-safe works.
- h. Coordination with University officers and users.
- i. Identification and reporting of major works requiring separate procurement.

The services shall cover, where applicable, University buildings, building services, campus infrastructure, external areas, and related facilities.

6. Reactive Maintenance

Reactive maintenance refers to day-to-day corrective maintenance works required to restore normal functioning of University facilities.

The contractor shall:

- I. Receive, record, attend to, and complete day-to-day maintenance requests issued or approved by the authorised University officer.
- II. Attend to maintenance works relating to electrical systems, plumbing and sanitary systems, drainage systems, civil works, building fabric, HVAC and ventilation systems, carpentry, doors and windows, minor external works, and related campus support systems.
- III. Provide suitable trade personnel for multi-trade maintenance activities.
- IV. Attend to urgent and emergency incidents affecting safety, essential services, security, access, teaching, administration, residential use, or University operations.
- V. Make safe any unsafe condition immediately and report further corrective action required.
- VI. Maintain work order records for all reactive maintenance activities.
- VII. Obtain prior approval from the authorised University officer before carrying out works involving materials, replacement items, additional labour, or work exceeding approved limits.
- VIII. Avoid unnecessary disruption to academic, administrative, residential, and other University activities.

7. Planned Preventive Maintenance

Planned preventive maintenance refers to scheduled maintenance activities carried out to reduce breakdowns, improve safety, and extend the useful life of assets and building services.

The contractor shall:

- I. Prepare a planned preventive maintenance programme for the assets and systems assigned under the contract.
- II. Submit the initial preventive maintenance plan within the period stated in the Contract Data or as directed by the University.
- III. Develop inspection checklists and job cards for routine preventive maintenance activities.
- IV. Carry out periodic inspections, cleaning, adjustments, minor servicing, testing, and reporting.
- V. Cover, where applicable, electrical installations, plumbing systems, drainage systems, water systems, pumps, HVAC and ventilation systems, building fabric, roofs, gutters, doors, windows, selected safety-related systems, and other maintainable assets.
- VI. Record defects identified during preventive maintenance.
- VII. Recommend corrective action, replacement, specialist inspection, or separate procurement where required.
- VIII. Submit preventive maintenance records and monthly summaries to the University.

Preventive maintenance shall not be used to carry out major replacement or capital improvement works unless expressly approved by the University under the applicable procurement procedure.

8. Emergency Response

The contractor shall provide an emergency response arrangement for urgent and unsafe incidents. Emergency incidents may include, but are not limited to:

- a. Electrical hazards.
- b. Water leaks or pipe bursts.
- c. Drainage overflows.
- d. Safety-critical building defects.
- e. HVAC failures affecting essential areas.
- f. Storm-related damage.
- g. Unsafe access conditions.
- h. Fire and life safety related make-safe works.
- i. Any other urgent matter identified by the University.

The contractor shall provide escalation contact details and ensure that responsible personnel can be contacted during emergencies. Final response times shall be as stated in the Contract Data, Service Level Agreement, or as agreed with the University.

Priority	Description	Indicative Response Requirement
Emergency	Immediate risk to life, safety, property, or essential services	Immediate attendance or as agreed with the University
Urgent	Serious defect affecting teaching, administration, residential use, or important services	Same day or as agreed with the University
Routine	Normal maintenance request without immediate safety or operational risk	Within agreed response time
Planned	Preventive maintenance or scheduled works	As per approved maintenance schedule

9. Helpdesk, Work Orders, and Reporting

The contractor shall establish and maintain a practical system for receiving and managing maintenance requests. This may be a helpdesk, telephone and email logging arrangement, register-based system, electronic system, or another method acceptable to the University.

- a. Work order register.
- b. Complaint or request log.
- c. Preventive maintenance records.
- d. Attendance records of staff deployed under the contract.
- e. Material issue and usage records.
- f. Emergency attendance records.
- g. Pending work register.
- h. Repeat fault register.
- i. Monthly performance report.

10. Monthly Performance Reporting

The contractor shall submit a monthly maintenance performance report to the authorised University officer. The University may require the contractor to attend monthly progress and performance review meetings.

- a. Total number of work orders received.
- b. Number of completed work orders.
- c. Number of pending work orders.
- d. Emergency works attended.
- e. Urgent works attended.
- f. Routine works completed.
- g. Planned preventive maintenance activities completed.
- h. Repeat failures and recurring defects.
- i. Material consumption summary.

- j. Labour attendance summary.
- k. Safety issues and incidents.
- l. Delays and reasons for delay.
- m. Recommendations for further action.
- n. Works requiring separate procurement.
- o. Photographic evidence, where relevant.

11. Staffing and Key Personnel

The contractor shall provide adequate management, supervision, technical personnel, and support staff to perform the services effectively. The contractor shall submit the names, qualifications, experience, contact details, and deployment arrangements of key personnel before mobilisation.

- a. Contract Manager or Team Leader.
- b. Site Supervisor or Works Supervisor.
- c. Qualified electrical technician or electrician.
- d. Qualified plumbing technician or plumber.
- e. Civil or building fabric maintenance technician.
- f. HVAC technician or specialist associate.
- g. Carpenter or general maintenance technician.
- h. Store, records, or service coordination support.
- i. Emergency response personnel with defined escalation contacts.

12. Tools, Equipment, Transport, and Materials

The contractor shall provide the tools, basic equipment, test instruments, access equipment, transport, personal protective equipment, and other resources required for proper execution of the services.

- a. The contractor shall be responsible for safe custody, proper use, and maintenance of its tools and equipment.
- b. Materials and replacement items shall be used only with prior approval of the authorised University officer, unless required for immediate make-safe action during an emergency.
- c. Material claims shall be supported by documentary evidence such as invoices, delivery notes, material issue records, or other documents acceptable to the University.
- d. Any material handling charge or mark-up shall be as stated in the accepted Financial Proposal and Contract Data.

13. Safety, Health, and Environmental Requirements

The contractor shall carry out all works safely and in compliance with applicable laws, regulations, occupational health and safety requirements, environmental requirements, and University site rules.

- a. Method statements.
- b. Risk assessments.
- c. Permit-to-work procedures.
- d. Electrical isolation procedures.
- e. Working-at-height controls.
- f. Hot work controls, where applicable.
- g. Personal protective equipment.
- h. Warning signs, barricades, and access control.
- i. Incident reporting procedures.
- j. Safety induction and supervision for workers.
- k. Safe material storage and waste handling procedures.

14. Quality Control and Workmanship

All works shall be carried out in accordance with good engineering practice, accepted maintenance practice, manufacturer recommendations where applicable, and relevant national or international standards.

- a. Workmanship shall be safe, durable, and suitable for the intended use.
- b. Materials used shall be suitable, compatible, and approved where required.
- c. Completed works shall be inspected before submission for verification.
- d. Defective or poor-quality work shall be corrected promptly at the contractor's cost where the defect is due to poor workmanship or unsuitable materials supplied by the contractor.
- e. Repeat faults shall be investigated and reported.
- f. Works shall not be closed without proper verification.

15. Coordination with the University

The contractor shall coordinate all maintenance activities with the authorised University officer, Works Superintendent, or nominated representative.

- a. Follow University access, security, and work permit requirements.
- b. Avoid disturbance to lectures, examinations, official meetings, residential activities, and public events.
- c. Give prior notice for works that may affect access, utilities, safety, noise, dust, or normal operations.
- d. Obtain approval before isolating services such as electricity, water, drainage, HVAC, or communication systems.

- e. Protect existing services, finishes, furniture, equipment, and landscaping.
- f. Keep work areas clean, safe, and orderly.
- g. Remove waste and unused materials after completion of works.

16. Exclusions and Separate Procurements

The following shall generally be excluded from the routine term maintenance contract unless expressly approved by the University:

- a. Major refurbishment works.
- b. Major replacement of plant, equipment, or building components.
- c. Capital improvement works.
- d. Large-scale corrective works.
- e. Statutory projects.
- f. New construction works.
- g. Works exceeding the financial or technical limits approved for routine maintenance.
- h. Specialist works requiring separate procurement or statutory approval.
- i. Works requiring design responsibility beyond normal maintenance diagnosis and repair.
- j. Works requiring separate approval from external authorities.

The contractor shall identify and report such works to the University with basic observations, risk level, suggested action, and supporting photographs where relevant. The contractor may be permitted to quote for such works only where expressly allowed by the University and only in accordance with applicable procurement rules, conflict management requirements, and approval procedures.

17. Specialist Systems

Where specialist systems exist, the University may maintain separate specialist service contracts or may permit controlled specialist subcontracting through the contractor, subject to approval.

- a. Lifts and elevators.
- b. Fire alarm and fire protection systems.
- c. Standby generators.
- d. Central air-conditioning systems.
- e. Water treatment systems.
- f. Special laboratory or workshop systems.
- g. Any other system identified by the University.

The contractor shall not interfere with specialist systems without approval from the University and without the required competence, licence, or authorisation.

18. Deliverables

The contractor shall provide the following deliverables:

- a. Mobilisation plan.
- b. List of personnel assigned to the contract.
- c. Emergency contact list.
- d. Proposed helpdesk or work order procedure.
- e. Preventive maintenance plan and schedules.
- f. Preventive maintenance checklists and job cards.
- g. Work order register.
- h. Attendance records.
- i. Material usage records.
- j. Emergency attendance records.
- k. Monthly maintenance performance report.
- l. Safety and incident reports, where applicable.
- m. Repeat fault register.
- n. Recommendations for improvements, repairs, replacements, or separate procurement needs.
- o. Final handover or demobilisation report at the end of the contract, if required by the University.

19. Mobilisation Requirements

After award of contract, the contractor shall mobilise within the period stated in the Contract Data or Letter of Acceptance. During mobilisation, the contractor shall:

- a. Appoint the Contract Manager and Site Supervisor.
- b. Submit the list of personnel.
- c. Submit emergency contact details.
- d. Establish communication and reporting arrangements.
- e. Agree the work order procedure with the University.
- f. Review available asset and maintenance records.
- g. Conduct an initial familiarisation inspection of University premises.
- h. Submit the initial preventive maintenance plan.
- i. Submit safety arrangements and permit-to-work procedures.
- j. Confirm tools, equipment, transport, and support arrangements.

20. Performance Monitoring

The contractor's performance shall be monitored through work order records, response times, completion times, preventive maintenance compliance, safety performance, reporting quality, user feedback, and monthly review meetings.

- a. Percentage of emergency works attended within agreed response time.

- b. Percentage of urgent works attended within agreed response time.
 - c. Percentage of routine works completed within agreed completion time.
 - d. Percentage of planned preventive maintenance tasks completed within the scheduled month.
 - e. Repeat fault rate.
 - f. Number of unresolved work orders.
 - g. Accuracy and completeness of monthly reports.
 - h. Safety incidents and near misses.
 - i. Availability of required personnel.
9. Compliance with approval and reporting procedures.

The University may introduce corrective action requirements, warnings, deductions, service credits, or other contract remedies where permitted under the Conditions of Contract and Contract Data.

21. Approval of Works and Cost Control

The contractor shall not undertake any work involving chargeable labour, material, replacement item, specialist support, transport, or additional cost without prior approval from the authorised University officer, except immediate make-safe action during emergencies.

- a. Written estimate.
- b. Breakdown of labour, materials, transport, and other charges.
- c. Photographic evidence.
- d. Alternative options, where applicable.
- e. Approval before commencement.
- f. Separate quotations or separate procurement, where required.

22. Bid Security and Performance Security

22.1 Bid Security / Bid Bond

- The Bidder shall furnish a bid security, where required in the Bid Data Sheet, in the amount, form, beneficiary name, and validity period stated in the Bid Data Sheet. The bid security shall be submitted with Envelope 1 as part of the eligibility and technical submission.
- Unless otherwise approved by the Procurement Committee, the bid security shall be in the form of a bank guarantee issued by a commercial bank operating in Sri Lanka, in favour of the Vice Chancellor, University of Vocational Technology.
- For this procurement, the suggested bid security amount for review is Rs. 400,000.00. The final amount and validity date shall be confirmed in the Bid Data Sheet and the procurement notice before issue of the bidding document.

- A bid not accompanied by a substantially responsive bid security, where required, may be rejected as non-responsive.
- The bid security may be forfeited in circumstances permitted under the applicable Government Procurement Guidelines and Procedures and the bidding document, including withdrawal of the bid during the bid validity period, failure to sign the contract after award, or failure to furnish the required performance security within the specified time.

22.2 Performance Security / Performance Bond

- The successful Bidder shall furnish a performance security, where required in the Bid Data Sheet and Conditions of Contract, within the period stated in the Letter of Acceptance or Bid Data Sheet.
- Unless otherwise approved by the Procurement Committee, the performance security shall be in the form of a bank guarantee issued by a commercial bank operating in Sri Lanka, in favour of the Vice Chancellor, University of Vocational Technology.
- For this procurement, the suggested performance security for review is five percent (5%) of the accepted annual contract amount. The final percentage, amount, form, validity period, and submission deadline shall be confirmed in the Bid Data Sheet, Contract Data, and Letter of Acceptance.
- The performance security shall remain valid for the full contract period and for any additional period stated in the Contract Data or Conditions of Contract.
- Failure of the successful Bidder to submit the required performance security within the specified period may result in cancellation of award and forfeiture of the bid security, where applicable.
- The performance security may be called upon by the University in accordance with the Conditions of Contract, including in cases of default, non-performance, abandonment, failure to mobilise, repeated failure to meet contractual obligations, or other grounds stated in the contract.

22.3 Relationship with Other Bidding and Contract Documents

- The provisions in this section shall be read together with the Instructions to Bidders, Bid Data Sheet, Conditions of Contract, and Contract Data.
- Where the Bid Data Sheet or Contract Data provides a different approved amount, period, beneficiary, wording, or form for bid security or performance security, the Bid Data Sheet and Contract Data shall prevail.

23. Insurance and Liability

The contractor shall maintain insurance coverage as required under the Conditions of Contract and Contract Data.

- a. Workmen's compensation or equivalent statutory coverage.

- b. Public liability insurance.
- c. Third-party liability insurance.
- d. Insurance for contractor's equipment and tools.
- e. Any other insurance required by the University or by law.

The contractor shall be responsible for damage, loss, injury, or unsafe conditions caused by its negligence, poor workmanship, unsafe methods, or failure to comply with contractual and statutory requirements.

24. Contractor's General Obligations

The contractor shall:

- a. Perform the services with due care, skill, diligence, and professionalism.
- b. Provide competent and properly supervised personnel.
- c. Comply with the contract, University instructions, and applicable laws.
- d. Maintain confidentiality of University information.
- e. Prevent nuisance, obstruction, unsafe work, and unnecessary disturbance.
- f. Protect University property and existing services.
- g. Use approved materials and safe methods.
- h. Maintain accurate records.
- i. Cooperate with University officers and users.
- j. Report defects, risks, and major maintenance needs promptly.

25. University's Responsibilities

The University shall:

- a. Nominate an authorised officer or representative for contract administration.
- b. Provide access to relevant areas, subject to University rules and security requirements.
- c. Issue or approve work orders in accordance with the agreed procedure.
- d. Verify completed works.
- e. Review contractor reports.
- f. Approve materials, replacements, and additional works where appropriate.
- g. Conduct performance review meetings.
- h. Identify works requiring separate procurement where necessary.

26. Order of Precedence

This Terms of Reference shall be read together with the full bidding document and contract.

Where there is any inconsistency between the Terms of Reference and other parts of the bidding document or contract, the order of precedence stated in the Conditions of Contract or Contract Data shall apply.

The Terms of Reference shall not override the approved procurement procedure, bidding conditions, contract conditions, or statutory requirements.

27. Annexes to the Terms of Reference

The following annexes may be included as part of this TOR:

10. Annex 1: Indicative Service Priority Levels.
11. Annex 2: Monthly Report Format.
12. Annex 3: Work Order Template.
13. Annex 4: Planned Preventive Maintenance Job Card.
14. Annex 5: Major Works Identification Form.
15. Annex 6: Preliminary List of Buildings and Assets, if available.
16. Annex 7: Indicative Maintenance Workload, if approved for issue.
17. Annex 8: Schedule of Common Minor Maintenance Activities, if applicable.

Annex 1: Indicative Service Priority Levels

Priority	Description	Indicative Response Requirement
Emergency	Immediate risk to life, safety, property, or essential services	Immediate attendance or as agreed with the University
Urgent	Serious defect affecting teaching, administration, residential use, or important services	Same day or as agreed with the University
Routine	Normal maintenance request without immediate safety or operational risk	Within agreed response time
Planned	Preventive maintenance or scheduled works	As per approved maintenance schedule

Annex 2: Monthly Report Format

- a. Reporting month.
- b. Contractor name.
- c. Summary of total work orders received.
- d. Completed work orders.
- e. Pending work orders.
- f. Emergency works attended.
- g. Urgent works attended.
- h. Routine works completed.
- i. Planned preventive maintenance completed.
- j. Repeat failures and recurring defects.
- k. Material consumption summary.
- l. Labour attendance summary.
- m. Safety issues and incidents.
- n. Delays and reasons for delay.
- o. Recommendations for further action.
- p. Works requiring separate procurement.
- q. Photographic evidence, where relevant.
- r. Signature of contractor’s representative.
- s. Verification by authorised University officer.

Annex 3: Work Order Template

Field	Details
Work Order No.	
Date and time received	
Reported by	

Department / Division	
Contact number	
Location	
Asset / system	Electrical / Plumbing / Civil / HVAC / Carpentry / Other
Description of fault or request	
Priority	Emergency / Urgent / Routine / Planned
Immediate make-safe required	Yes / No
Assigned technician or team	
Dispatch time	
Arrival time	
Actions taken	
Materials used	
Labour hours	
Completion date and time	
Completion status	Completed / Pending / Referred / Separate procurement required
User verification	
Supervisor verification	
Repeat fault within 30 days	Yes / No
Previous work order number, if any	

Annex 4: Planned Preventive Maintenance Job Card

Field	Details
Building / area	
System / asset	
Planned period	
Maintenance activity	
Checklist items	
Inspection results	
Cleaning / servicing carried out	
Test results, if applicable	
Defects found	
Linked work order number	
Materials used	

Technician name and signature	
Supervisor sign-off	
Date completed	

Annex 5: Major Works Identification Form

Field	Details
Issue title	
Building / location	
Problem summary	
Likely cause	
Risk rating	Life safety / Service disruption / Asset damage / Compliance / Other
Suggested solution	
Indicative budget band	
Recommended procurement route	
Temporary make-safe action taken	
Supporting photographs / notes	
Reported by	
Date	
Reviewed by University officer	

