

**STATE PHARMA**

**TERMS OF REFERENCE (TOR)**

**Interior Renovation and Call Center Construction**

**Works**

**Hulhumalé Main Warehouse**

## 1. Background

State Pharma intends to renovate an existing office area to establish a dedicated Call Center. The work comprises civil/partition work, acoustic treatment, carpet flooring, a new entrance, split air-conditioning, electrical services, CAT6 cabling provisions, signage and testing/handover.

The Contractor shall provide all labour, supervision, materials, tools, equipment, transportation, installation, testing and commissioning required for the specified works, except items expressly identified as Client Scope or exclusions.

## 2. Objective

Provide a functional, professional and comfortable Call Center with a dedicated entrance, finished partitions, acoustic treatment, carpet flooring, split AC, complete electrical power and lighting, CAT6 provisions, signage and all associated testing and handover.

## 3. General Contractor Requirements

- Verify existing site conditions, dimensions and service locations before commencement.
- Protect existing finishes, equipment, furniture and adjacent occupied areas.
- Maintain safe working practices and good housekeeping.
- Provide all labour, supervision, materials, tools, equipment and transport.
- Remove construction waste and debris from site.
- Repair any damage caused by the Contractor.
- Coordinate electrical and ICT outlet locations with the approved furniture layout.

### 4.1 Demolition Works

- Demolish the existing cement board and glass frame/partition wall as required to create the new entrance.
- Remove existing lighting fixtures from the room.
- Remove unwanted framing, fittings and affected materials.
- Safely protect/disconnect affected services.
- Clear and dispose of debris and unwanted materials away from site.
- Leave the area clean and ready for renovation.

#### **4.2 Door & Aluminium Works**

- Supply and install a standard new aluminium entrance door.
- Include aluminium frame, glazing and tinting.
- Include locks, latches, closers, push plates, pull handles, bolts, kick plates, hinges and all door hardware.
- Include framing, lining, fastening, fixings and complete installation.
- Verify final dimensions on site before fabrication.
- Align, adjust and function-test the completed door.

#### **4.3 Walls & Partitions**

- Provide and install metal STUD/partition wall in accordance with the approved layout.
- Provide cement-board finish and required access door.
- Complete joint/corner treatment and surface preparation.
- Apply wall putty, sanding and primer.
- Apply two finishing coats of approved interior paint.
- Final color shall be approved by State Pharma.
- Finished surfaces shall be smooth and defect-free.

#### **4.4 Acoustic Soundproofing**

- Provide acoustic padding/insulation to walls to minimize call noise, echo and sound transmission.
- Include all adhesives, fasteners, trims and accessories.
- Seal joints, gaps and penetrations that may cause sound leakage.
- Materials shall be suitable for commercial office use and preferably fire-retardant.
- Coordinate acoustic treatment with wall finishes and other services.

#### **4.5 Flooring Works**

- Prepare and clean existing floor.
- Supply and install commercial-grade carpet flooring suitable for office/high-traffic use.
- Provide edge/transition trims and final cleaning.

#### **4.6 HVAC / Split Air-Conditioning Works**

- Supply and install one split-type AC unit of 24,000 BTU or 34,000 BTU capacity, subject to final site assessment and State Pharma approval.
- Including indoor/outdoor units, copper refrigerant piping and insulation.
- Include condensate drainage and all required electrical provisions/isolator.
- Include brackets/supports and minor making-good works.
- Carry out refrigerant/gas checks, leak testing and charging as required.
- Test, commission and demonstrate proper operation.

#### **4.7 Electrical Works**

- Provide complete electrical installation coordinated with the final workstation layout.
- Provide two (2) 2-gang 13A socket outlets per table for thirteen (13) tables.
- Provide two (4) additional 2-gang 13A socket outlets for TV wall.
- Provide four (4) additional 2-gang 13A socket outlets for general use as approved by the Client.
- Socket circuits shall use minimum 2.5mm<sup>2</sup> PVC insulated copper cable with earth conductor through suitable electrical trunking/conduit.
- Supply and install six (6) 48W, 600x600mm LED panel lights or approved equivalent with wiring and finishes.
- Provide multi-gang light switches as required.
- Modify/extend electrical boards including enclosures, conduits, ducts, breakers, contactors, earthing, labelling and accessories.

#### **4.8 ICT / CAT6 Cabling Provisions**

- Provide CAT6 cabling for one (1) CCTV camera.
- Provide three (3) CAT6 cabling provisions for magnetic door-lock/access-control system.
- Provide CAT6 data cabling from thirteen (13) Call Center workstation/table locations to the designated server/network location.

- The Contractor shall verify the exact server/network endpoint and cable routes on site before installation.
- Conceal or neatly contain cable routes in approved trunking/conduit.
- Provide CAT6 test results where required.

#### **5. Materials & Workmanship**

All materials shall be new, unused and of suitable commercial quality. Materials and finishes shall be submitted for approval where requested. Workmanship shall be neat, durable and suitable for a professional office environment. Installation shall follow manufacturer requirements and applicable local requirements.

#### **6. Coordination**

The Contractor shall coordinate electrical, ICT, lighting, AC, partition, acoustic and door works with the final approved layout. No material change to the approved layout shall be made without prior State Pharma approval.

#### **7. Testing, Commissioning & Handover**

- Test doors and hardware.
- Test electrical sockets, switches, lighting and distribution/protection.
- Test electrical polarity, insulation resistance and earth continuity.
- Test split AC operation, drainage and refrigerant system.
- Test CAT6 cable continuity/performance.
- Rectify all snags.
- Complete final cleaning before handover.

#### **9. Contractor Pricing Requirements**

The quotation shall be fully inclusive of labour, materials, transport, tools, equipment, installation, testing, commissioning, disposal, supervision and incidental works necessary to complete the specified scope. Any exclusions, assumptions or alternatives shall be clearly stated. Client-scope items shall not be included in the Contractor's price.

## 10. Approved Layout Plan

