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1.	90	1. 2026-07-01 2. 2026-07-01
2.	90	2. 2026-07-01 3. 2026-07-01
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4.	90	4. 2026-07-01 5. 2026-07-01
5.	90	5. 2026-07-01 6. 2026-07-01
6.	90	6. 2026-07-01 7. 2026-07-01
7.	90	7. 2026-07-01 8. 2026-07-01
8.	90	8. 2026-07-01 9. 2026-07-01
9.	90	9. 2026-07-01 10. 2026-07-01
10.	90	10. 2026-07-01 11. 2026-07-01

Annex 1 — Scope of Work

1. Category 1 — Internal Cleaning and Memory Upgrade of 22 Desktop Systems

1.1 Issues to be resolved

#	Issue	Systems affected
1	Internal dust accumulation affecting airflow, cooling efficiency and hardware reliability	22
2	Insufficient installed memory for the Bar Council's daily workload	22

1.2 Scope of work — Internal Cleaning

For each of the twenty-two (22) systems, the bidder shall:

- Carry out complete internal cleaning, removing dust and contaminants from the motherboard, cooling fans, heat sink assemblies, power supply intake and all internal components, using appropriate anti-static tools and methods.
- Inspect all cooling fans for obstruction, noise and correct operation, and report any component requiring replacement.
- Re-seat memory modules, storage devices and internal power and data connectors.
- Inspect and dress internal and external cabling.
- Carry out a basic hardware health check covering storage device health, CMOS battery condition, power supply operation and the physical condition of the chassis and ports.

1.3 Scope of work — Memory Upgrade

For each of the twenty-two (22) systems, the bidder shall:

- Install **one (1) new 16GB DDR4 memory module in a single memory slot.**
- **Remove all memory modules currently installed in the system** and hand them over to the Bar Council.
- Confirm, before ordering, that each system supports a single 16GB module, and report in writing any system that does not.
- Supply modules of the correct form factor for the chassis concerned. Confirming the form factor for each system is the bidder's responsibility.
- Supply modules that are new, genuine and unused, from a recognised manufacturer, in original packaging, at a rated speed equal to or higher than the speed supported by the system.
- Return every removed memory module to the Bar Council, individually bagged and labelled with the corresponding system, against a signed handover record. **Removed modules remain the property of the Bar Council.**
- Record and report, for each system, the memory module fitted (make, model and serial number) and the total installed memory reported by the operating system after the upgrade.

1.4 System specification record and reporting

Before work begins on any system, the bidder shall record the full specification of that system, covering:

- assigned user or location;
- make and model;

- service tag or serial number;
- processor;
- installed memory before work — each module and the total;
- total number of memory slots, and the number occupied;
- storage type, capacity and health status;
- operating system and version;
- BIOS or firmware version;
- physical condition of the system on collection.

A written report shall be handed over with each system when that system is returned to the Bar Council.

The report shall state, for that system:

- the specification recorded above;
- the work carried out;
- the memory module fitted, with make, model, capacity and serial number;
- the total installed memory after the upgrade, as reported by the operating system;
- the results of the tests at clause 4.3;
- the name of the technician who carried out the work, and the date.

The Bar Council will not accept the work as completed if systems upgrade / servicing is not accompanied by its report.

On completion of all systems, the bidder shall provide a consolidated specification register for all twenty-two (22) systems in editable spreadsheet format, recording every field above for every system.

2. Category 2 — Microsoft 365 and Teams Synchronisation Across User Devices

2.1 Issues to be resolved

Microsoft 365 and Microsoft Teams do not synchronise reliably across the devices Bar Council staff sign in to, nor between users working on shared content. The Bar Council requires these problems diagnosed and corrected:

#	Issue
1	Files and folders in OneDrive, SharePoint and Teams showing different versions on different devices, or changes not appearing across a user's own devices
2	Changes made by one user to a shared file or folder in OneDrive, SharePoint or Teams not appearing on other users' devices
3	Microsoft Teams content — chats, channels and shared files — inconsistent between a user's devices
4	Microsoft Office desktop applications not reflecting the current cloud version of a document
5	Repeated sign-in prompts, and account state differing between a user's devices

The Bar Council's environment comprises approximately twenty-two (22) user accounts and twenty-two (22) desktop systems, together with the laptops and mobile devices those users sign in to. The number of any additional devices will be confirmed at the information session.

2.2 Scope of work

The bidder shall:

- Diagnose the cause of the synchronisation failures across tenant configuration, per-user account state and client configuration on each device.
- Correct the configuration so that OneDrive, SharePoint, Microsoft Teams and the Microsoft Office desktop applications synchronise consistently across every device a user signs in to, and so that a change made by one user to shared content appears on every other user's device.
- Verify correct synchronisation for each user, on each of that user's devices, and verify that a change made by one user to shared content appears for other users. Record the result in each case.
- Document every configuration change made, at tenant, user and device level.
- Report in writing on any licensing, policy, software version or network condition found to contribute to the problem.
- Provide brief written guidance for Secretariat staff on correct use of Microsoft 365 synchronisation.

No change shall be made to tenant security settings, licence assignments or user accounts without the Bar Council's prior written approval.

3. Data Protection and Handling of Equipment

The Bar Council's systems hold confidential information relating to legal practitioners, membership records and Bar Council correspondence. The following requirements are mandatory and apply to both Categories.

- 3.1 The bidder and every technician engaged on this work shall sign the BCM non-disclosure agreement before work begins.
- 3.2 No file, folder, email or user profile shall be accessed, opened, copied, transferred or deleted except where expressly instructed in writing by the BCM for a specific diagnostic purpose.
- 3.3 No user account or password shall be created, altered, reset or removed without the BCM's prior written instruction.
- 3.4 Work shall be carried out at the BCM's premises wherever technically possible. Bidders shall state clearly whether they are able to work onsite, and if not, the technical reasons shall be provided.
- 3.5 Where a system must be removed from the BCM's premises:
 - the Bar Council reserves the right to remove and retain the storage drive beforehand. Bidder shall assist in removal and re-installations in such instances;
 - each movement shall be recorded on a gate pass signed by both parties on collection and on return;
 - systems shall be stored securely, shall not be connected to any network at the bidder's premises, and shall not be left in a publicly accessible area;
 - the bidder bears full risk of loss or damage while the equipment is in its custody.
- 3.6 Any suspected data loss or unauthorised access shall be reported to the BCM's focal point within twenty-four (24) hours.

4. Service Arrangements

- 4.1 The Bar Council operates a working Secretariat. No more than three (3) systems shall be out of service at any one time, unless otherwise agreed in writing.
- 4.2 Turnaround time per system shall not exceed three (3) working days, unless a fault requires parts to be ordered, in which case the Bar Council shall be notified in writing.
- 4.3 Each system shall be tested on return in the presence of the assigned user or the Bar Council's focal point, confirming power-on, boot to Windows, display output, network connectivity, sign-in to Microsoft 365, and printing where applicable.

5. Deliverables

5.1 Category 1 — Internal cleaning and memory upgrade

Ref	Deliverable	Timing
D1	Signed NDA for the company and each assigned technician	Before work begins
D2	Pre-service specification and inspection record for all 22 systems, covering every field at clause 1.4	Within 5 working days of award
D3	Work and batching schedule consistent with clause 4.1	With D2
D4	Per-system service and specification report as required by clause 1.4, handed over with each system	With each system on its return
D5	Diagnostic reports and separate quotations for any work requiring approval	Within 3 working days of diagnosis
D6	Signed handover of all removed memory modules	On completion
D7	Consolidated specification registers for all 22 systems, in editable spreadsheet format	Within 5 working days of final batch
D8	Warranty certificates for all supplied memory modules	With D7

5.2 Category 2 — Microsoft 365 and Teams synchronisation

Ref	Deliverable	Timing
S1	Signed NDA for the company and each assigned technician	Before work begins
S2	Diagnostic report identifying the cause of the synchronisation failures	Within 5 working days of award
S3	Record of every configuration change made, at tenant, user and device level	On completion
S4	Per-user verification record confirming synchronisation across each of that user's devices, and confirming that changes made by one user appear on other users' devices	On completion
S5	Completion report, including any licensing, policy, version or network issues found and recommendations to prevent recurrence	Within 5 working days of completion
S6	Written user guidance for Secretariat staff	With S5

6. Duration

- 6.1 **Category 1.** The work shall be completed within twenty-one (21) working days of the date of award, unless extended in writing by the Bar Council.
- 6.2 **Category 2.** The work shall be completed within twenty-one (21) working days of the date of award, unless extended in writing by the Bar Council.
- 6.3 Bidders shall state their proposed completion period for the Part or Parts bid for.

7. Warranty

- 7.1 **Workmanship — Category 1.** Not less than ninety (90) days, being three (3) months, from the date each system is returned. Any fault arising from the bidder's work within this period shall be rectified at no additional cost to the Bar Council, including collection and return.
- 7.2 **Supplied parts — Category 1.** Not less than one (1) year manufacturer warranty on memory modules supplied. The bidder shall administer all warranty claims on the Bar Council's behalf for the full twelve (12) months.
- 7.3 Replacement parts shall be new and genuine, or manufacturer-approved equivalents suitable for the specific system model. Refurbished or unbranded parts will not be accepted.
- 7.4 Where a returned system is found within ninety (90) days to be in a materially worse condition than when collected, the bidder shall restore it at no cost.
- 7.5 **Workmanship — Category 2.** Six (6) Months from the date of the Bar Council's written acceptance of the completion report. Where a synchronisation fault addressed under this assignment recurs within that period, the bidder shall rectify it at no additional cost to the Bar Council.

8. Eligibility

Bidders shall:

1. Be a business registered in the Republic of the Maldives and in good standing;
2. Hold valid business and GST registration where applicable;
3. Have not less than two (2) years of relevant experience — for **Category 1**, in desktop hardware servicing and IT support; for **Category 2**, in Microsoft 365 administration and support;
4. Demonstrate at least two (2) comparable assignments within the last two (2) years, with contactable references, for the Category or Categories bid for;
5. Be able and willing to sign the Bar Council's Non-Disclosure Agreement and comply with Section 3 of this Annex.

9. General Conditions

- 9.1 The Bar Council shall pay only for work carried out and parts supplied and installed.
- 9.2 No variation to the scope shall be valid unless agreed in writing by the Bar Council before the work is carried out. Work carried out without prior written approval will not be paid for.
- 9.3 Any additional fault discovered during servicing shall be reported in writing, with a separate quotation, before any additional work begins.
- 9.4 Payment shall be made against an invoice supported by the deliverables at Section 5, within Twenty-Five (25) working days of the Bar Council's written acceptance of those deliverables.