

## **RFQ–3479–10704–Annual Support SLA for UPS**

### **Scope of Work**

- Annual maintenance of aforementioned UPS (Brand: Atom) in the Published RFQ.
- Troubleshooting, repair and replacement of all faulty parts and sub-assemblies.
- Availability of trained engineers for attending the complaints.
- Availability of PCB boards and others spares.

#### ➤ **Response Time:**

Technical Support	SLA (Service Level Agreement) for 01 year
Service Availability	Monday to Saturday
Response Time	2-4 Hours
Troubleshooting (Site Visit)	Same Day OR Next Working Day
Restoration Time	3 to 5 Working Day (Minimum)

#### ➤ **Critical Spares:**

All necessary and critical spares shall be maintained by the Service Provider. If an item is out of stock, Service Provider shall notify IBA, Karachi (written email to technical focal person), and will use its best endeavors to supply equipment replacement as soon as possible.

### **Terms & Conditions**

- **Maintenance Plan**  
Services are Inclusive, Repairing/ Replacement of UPS Parts.
- **Support Coverage**  
On Call, SMS, WhatsApp & Email at Karachi Head Office.
- **Preventive Maintenance**
  - Quarterly in a year
  - Business working hours Monday to Saturday.
- **Payment Term**  
Quarterly payments, as per (3 months).