



## **Scope of Work**

### **RFQ-1763-5965-Annual Support & Maintenance of CISCO Voice Routers**

#### **a) Project Summary**

The Successful Services Provider/Bidder/Supplier will be responsible for providing annual support and maintenance of CISCO Voice Routers at IBA, Karachi.

#### **b) Site Survey**

The Successful Services Provider/Bidder/Supplier may survey the site and quote services accordingly before the closing date and time of RFQ:

- Point of Contact: Mr. Muhmmad Kamran Khan, Manager IT (Network).
- Contact No.: +92332-2229043
- Location: IBA Main Campus, University Enclave, University Road, Karachi.
- Day & Time: 28 March, 2024 to 04 April, 2024,  
09:00 AM to 04:00 PM except for Saturday and Sunday.

#### **c) Support & Maintenance**

Ticket opening request can be made via one email address (\_\_\_\_\_) and one telephone number (\_\_\_\_\_). At the time of submitting the request, it is mandatory to provide the following information;

- Serial Number of Machine
- Contract Number
- Location of Machine
- Contact Person Details
- Logs of faulty machine

After getting all the required information, the Successful Services Provider/Bidder/Supplier shall provide complete diagnosis, troubleshooting information, action plan with On-Site intervention plan.

#### **➤ Full Onsite Support**

Full Onsite Support includes technical analysis and diagnosis by connecting back the client, supply and delivery or replacement of spare part(s) to the address where the defective equipment is located, and onsite intervention by a local engineer to bring up (fix) the equipment to service in times compatible with customer's commitments.

➤ **Remote and Spares Support**

Remote Support with spares includes technical analysis and diagnosis by connecting back the client, supply and delivery or replacement of correct spare part(s) to the address where the defective equipment is located or to the address specified by the customer.

➤ **Operating System Support**

OS support shall be limited to diagnosis, troubleshooting and patch identification and installation.

➤ **Ticket Reporting**

During the tenure of contract/agreement, Successful Services Provider/Bidder/Supplier shall provide contract ticket reports, which includes the following information;

- Number of tickets opened & Closed from T = 0.
- Nature and description of problem reported.
- Date and time of ticket opened and closed.
- Ticket number.
- Part number used to fix the machine.
- Customer Contact Name, who first log a call.

**d) Service Level Agreement**

Coverage Window	24x7
On-site Intervention	4h
Preventive Maintenance	Excluded
Contract Reporting	Quarterly
Contract Duration	12 months
Implementation Time	3 - 5 weeks
Invoicing	Quarterly
Payment Terms	30 days