



RFQ – 2035 – 6724 – Annual Support and Maintenance of UPS at IBA, Karachi

Scope of Work

- The successful service provider will be responsible for the annual maintenance of the aforementioned UPS.
- The successful service provider will be responsible for troubleshooting, repair and replacement of all faulty parts and sub-assemblies.
- The successful service provider will be responsible for the availability of trained engineers for attending the complaints.
- The successful service provider will be responsible for the availability of PCB boards and others spares.
- The successful service provider will be responsible provide backup unit (with same or higher rating) in case of delay in part replacement or repair.
- **Response Time**
 - Technical Support SLA (Service Level Agreement)
 - 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)
- The successful service provider may survey the site and quote services accordingly before the closing date and time of RFQ:
 - Point of Contact: Mr. Rashid Khan, Manager IT (Network).
 - Contact No.: +92300-2268521
 - Location: IBA Main Campus, University Enclave, University Road, Karachi.
 - Day & Time: 24 July, 2024 to 31 July, 2024.
09:00 AM to 04:00 PM except for Saturday and Sunday.

Terms and Conditions

- **Maintenance Plan**
Services are Inclusive, Repairing/ Replacement of UPS Parts.
- **Support Coverage**
On Call, SMS, WhatsApp & Email at Karachi Head Office.
- **Preventive Maintenance**
Twice in a year business working hours Monday to Saturday.
- **Payment Terms**
Quarterly on due basis. Payment should be made within 30 working days after satisfactory services provided and the submission of the invoice.