



**REQUEST FOR PROPOSALS (RFP) FOR UPS  
MAINTENANCE SERVICES CONTRACT**



**REQUEST FOR  
PROPOSALS (RFP)**

**For**

**UPS MAINTENANCE SERVICES  
CONTRACT**

**A (01)/PSEB/2025-18**

**June, 2025**

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## **Pakistan Software Export Board (G) Ltd**

### **1. Introduction**

Pakistan Software Export Board (PSEB) was established by the Government of Pakistan for the facilitation and development/advancement of the local IT industry globally. It is a guaranteed limited company totally owned and funded by the Government of Pakistan working under the Federal Ministry of Information Technology & Telecommunication. The company has its own Board of Directors, which is chaired by the Federal Minister of IT and Telecommunications.

Since the date of its inception, being the apex body within the Government mandated for the accelerating/enhancing Pakistan's IT and IT enabled services (ITeS) industry. PSEB has done a tremendous job by providing timely and relevant policy input and by supporting the IT industry through the introduction of several projects and programs in the areas of Infrastructure Development, Human / Intellectual Capital Development, Company Capability Certification, International Marketing and Image Building, etc.

### **2. Data Node Services**

To facilitate the development of the local IT industry by extending all possible help to prosper foreign and domestic investors, Pakistan Software Export Board (PSEB) has established Software Technology Parks (STPs). PSEB has also established Data Nodes Network in these STPs to provide all required ICT services through One Stop Shop for quick setup of IT business in these STPs.

Dedicated high-speed data connectivity acts as catalyst for rapid development/growth of software and IT enabled service companies. The Data Node Network is currently offering the following services:

- i. Internet Bandwidth services to IT companies having redundant up-links with Tier-1 operators.
- ii. Provision of P2P fiber and wireless links in partnership with LMM vendors.
- iii. Provision of IP connectivity to the IT&ITeS companies within 24 hours.
- iv. Co-Location services for IT&ITeS companies to reduce CapEx and OpEx.
- v. Graphical Traffic monitoring system available for the subscribers to monitor the bandwidth utilization.
- vi. Round the clock technical support through an automated Facilitation Desk to provide an efficient and customer oriented service.

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### 3. Requirements

PSEB desires to obtain UPS repair and maintenance services without spare parts with a qualified vendor through a Service Level Agreement (SLA) for PSEB data node department. The interested companies are requested to submit following mandatory documents along with their proposal for the evaluation and further selection.

**Note:** If Compliant Please tick.

Sr. No.	Mandatory Eligibility Criteria Checklist	Remarks
1	Company profile.	
2	Proof of NTN Certificate	
3	Proof of GST Certificate	
4	Past experience, share the copies of Service Level Agreements (SLAs) with other companies to provide the UPS maintenance services.	
5	Consent on company's letter head to sign the SLA with PSEB	

PSEB reserves the right to disqualify companies who fail to submit the above-mentioned mandatory documents:

### 4. Scope of Work and Services Required

PSEB has installed different capacity UPSs at different locations in Pakistan. Following are the general terms related to the scope of work.

- i. The contractor will provide bi-monthly (occurring every two months) preventive repair and maintenance services for the under-contract UPS's to keep the equipment operational and submit status report as well.
- ii. Preventive maintenance will include thorough testing of all UPS components including the cleaning, blowing, battery health check with latest tools and other preventive maintenance parameters.
- iii. The emergency service call(s) must be responded by the contractor immediately and services must be extended within 03 hours to minimize the downtime. No extra payment will be made.
- iv. In case, a UPS fails due to any reason, the contractor will provide a backup UPS of the same capacity in working condition in the same working day till the subjected UPS is repaired without any additional cost.

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- v. The contractor will be responsible for the repair and maintenance services (without parts) of UPS's during the contract period. PSEB shall pay the cost for the faulty part(s) to be replaced as per actual (if any).
- vi. The contractor shall be responsible to arrange and bear the transportation cost to move the faulty equipment for repair and maintenance in their workshop.
- vii. The contractor shall be responsible for testing of new UPS purchased by PSEB at any station without any additional cost. The vendor shall be responsible to arrange artificial load for testing without any cost (if required).
- viii. During the contract period, if PSEB purchases new UPS (up to two (02) UPS at each station), the contractor will be responsible to manage the maintenance and repair of those newly added UPS(s) without additional cost
- ix. The contractor shall have the local POC at each station to whom complaints shall be reported to handle the complaints/issues. In case of any change in POC, the same shall be communicated to PSEB at the earliest.
- x. The contractor will share the complaint registration and escalation matrix with PSEB.
- xi. The contractor will be bound to sign a detailed SLA with PSEB covering these terms.
- xii. If the contractor failed to provide the services as per SLA, PSEB reserves the right to levy penalty as per SLA conditions.
- xiii. The list of station-wise UPSs is attached as **Annexure-A** for reference.

### **5. Payment Terms**

The contractor will submit invoices after 04 months (after two visit reports as per serial 4 (i)), against the maintenance service which will be processed after satisfactory comments from the relevant technical team.

### **6. Disqualifications.**

The bidder company shall be disqualified if:

- i) The company does not submit the mandatory documents as per above list.
- ii) The company is involved in litigation, arbitration or any other dispute or event that may have material adverse effects on the bidder's ability to perform the contract.
- iii) PSEB will not entertain incomplete/conditional bids.
- iv) The firm has been blacklisted by any other government department.

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### **7. General Terms and Conditions**

- i. The contractor shall have past experience of UPS service and maintenance contracts with different organizations.
- ii. Initially, the contract will be awarded for one year and it may be subsequently extendable for another term as per mutual consents.
- iii. Single-Stage and Single-Envelope procedure will be adopted. The quoted bids must be submitted online through E-PADS as laid down by PPRA. clearly mentioning “Tender for Annual Service Contract for Repair and Maintenance of UPS’s Without Parts” including a combined copy of the Technical & Financial Proposals.
- iv. Prices quoted must remain firm for acceptance up to 90 days from the date of its opening.
- v. Quoted price should be in Pak rupees and inclusive of all applicable taxes.
- vi. Prices quoted without any tax remarks will be treated as inclusive of all applicable taxes. Any change in Government duties or taxes shall be borne by the successful bidder(s).
- vii. The bidders must submit the bid security of amounting to Rs.12,000/- in the shape of demand draft/ pay order from the scheduled bank in the favor of Pakistan Software Export Board (G) Ltd. The bids submitted without or short in earnest money will be rejected.
- viii. The successful bidder shall have to submit 5% performance warranty in the shape of a Pay Order/Demand Draft in the name of Pakistan Software Export Board, valid till the contract period.
- ix. Any quoted bid received after the closing time for submission of bids shall not be entertained.
- x. The lowest financial bid conforming to 100% compliance with the PSEB requirements will be awarded the contract.

### **8. Proposal Submission**

Proposals including the financial bid against annual maintenance charges should be submitted electronically **ONLY** through EPADS. For registration and training on EPADS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA Team, Director MIS Room No.109, 1st Floor, FBC building Sector G-5/2, Islamabad. Contact Number 051-111-137-237.

The bids, prepared in accordance with the instructions along with bid security instrument (Copy) & Proof of Eligibility documents as specified in bid documents in favor of the undersigned must be submitted through EPADS **by 3<sup>rd</sup> July, 2025 at 03:00 pm. which will be opened on the same day at 03:30 pm** in the presence of participating bidders or their authorized representatives at the following address given below:



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### **Manager Administration**

Pakistan Software Export Board (G) Limited

6<sup>th</sup> Floor, New State Life Tower (Adjacent to Saudi Pak Tower),

Jinnah Avenue, F-7/4, Islamabad

Telephone: + 92-51-9202295

URL: <https://www.techdestination.com>

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**(Annexure-A)**

**9. List of UPS**

**List of UPS Installed at Different Locations is as under:**

Sr. No.	UPS Detail		Battery Bank Detail		Location STP Name
	UPS Brand	Power Capacity	No of Batteries	Rating	
<b>A</b>	<b>Islamabad</b>				
1	GPS	6KVA	16	12V-18AH	STP ETC. ISB
2	Maestro	6KVA	20	12V-18AH	STP ETC. ISB
3	i-Power	6KVA	16	12V-45AH	STP ETC. ISB
4	APC	3KVA	16	12V-9AH	STP Fazal. ISB
5	APC	10KVA	32	12V-40AH	STP KSL. ISB
6	APC	10KVA	32	2V-40AH	STP KSL. ISB
7	APC	3KVA	16	12V-9AH	STP KSL. ISB
8	APC	5KVA	20	12V-18 AH	STP KSL. ISB
9	APC	1KVA	2	2V-100AH	STP Meridian Mall, RWP
<b>B</b>	<b>Lahore</b>				
1	APC	6kVA	16	5 AH	STP AIC. LHR
2	John CHIN	6kVA	16	12 AH	STP AIC. LHR
3	APC	2KVA	4	18 AH	STP AIC. LHR
4	Ward	6kVA	20	7 AH	STP AIC. LHR
5	APC	6kVA	16	5AH	STP SCL. LHR
6	APC (with external battery bank)	3KVA	4	65 AH	STP AHIL. LHR
<b>D</b>	<b>Karachi</b>				
1	APC	6KVA	20	12V-7AH	NASTP. KHI
2	Ideal	2KVA	6	12V-40AH	NASTP. KHI