

UNHCR SUB OFFICE PESHAWAR

ANNEX C – TERMS OF REFERENCE (TORs)

RFP NO.2022//SOP/SCU/RFP/001

FOR PREVENTIVE MANTENANCE SERVICES OF ICT EQUIPMENTS

UNHCR SUB OFFICE PESHAWAR.

# (a). Terms of Reference for the repair and maintenance of Printers (Color/BW) /

# Photocopier :

1. The fault mention in the request should be checked thoroughly for the rectification
2. Vacuum Cleaning should be done of the printer
3. Status of supplies should be checked before picking up the printer
4. Warranty should be provided for the repaired printer
5. Every printer should be properly services before bringing back to UNHCR office
6. Vendor would be responsible to pick and drop the Printer/Photocopier from and to the office.
7. The repair work should be completed between 3 to 5 working days.

# (b). Terms of Reference for the repair and maintenance of Laptops :

1. The fault mention in the request should be checked thoroughly for the rectification
2. Vacuum Cleaning should be done of the laptop
3. Fan of the laptop should be blower
4. Heatsink should be properly checked
5. Warranty should be provided for the repaired laptops
6. Every laptop should be properly services before bringing back to UNHCR office
7. Vendor would be responsible to pick and drop the laptop from and to the office.
8. The repair work should be completed between 3 to 5 working days.

# (c).Terms of Reference for the repair and maintenance of APC UPSs :

1. The fault mention in the request should be checked thoroughly for the rectification
2. Calibration should be done for each APC UPS accordingly after repair
3. Batteries should be checked and replaced (if need be)
4. Warranty should be provided for the repaired UPSs
5. Every UPS should be properly service before bringing back to UNHCR office
6. Vendor would be responsible to pick and drop the UPSs from and to the office.
7. The repair work should be completed between 3 to 5 working days.

# (d).Terms of Reference for the repair and maintenance of LEDs (Monitor) :

1. The fault mention in the request should be checked thoroughly for the rectification
2. LED/LCD Screen should be properly checked for the lamp performance
3. Warranty should be provided for the repaired LEDs
4. Every LED/LCD should be properly service before bringing back to UNHCR office
5. Vendor would be responsible to pick and drop the LED/LCD from and to the office.
6. The repair work should be completed between 3 to 5 working days.

# (e).Terms of Reference for the repair and maintenance of Scanners :

1. The fault mention in the request should be checked thoroughly for the rectification
2. ADF should be checked and cleaned
3. Power Supply should be checked
4. Warranty should be provided for the repaired UPSs
5. Every Scanner should be properly service before bringing back to UNHCR office
6. Vendor would be responsible to pick and drop the Scanner from and to the office.
7. The repair work should be completed between 3 to 5 working days.

# (f).Terms of Reference for the repair and maintenance of CPUs :

1. The fault mention in the request should be checked thoroughly for the rectification
2. Hard Drives and RAM should be properly checked
3. BIOS batteries should be checked and replaced if a need be.
4. Display and USB ports should be checked accordingly
5. Warranty should be provided for the repaired CPUs
6. Every CPU should be properly service before bringing back to UNHCR office
7. Vendor would be responsible to pick and drop the CPU from and to the office.
8. The repair work should be completed between 3 to 5 working days.