

2. Scope of Work (SOW)

The Service Provider shall provide comprehensive hardware/software maintenance services for the QMS system, covering preventive, corrective, and on-site support.

2.1 Hardware Maintenance and Repair/Software Maintenance

The Service Provider shall **diagnose, repair, and maintain all equipment** included in the QMS systems on the locations in **Annexure A**.

- **Hardware -related :**
 - a. Replacement of defective parts, preventive and corrective maintenance, technical support, and any other related activities required to ensure the proper functioning of the e-Queue Management System's hardware.
- **Software-related :**
 - a. Software Upgrades: Whenever a new software version, patch, update, or upgrade becomes available from the original equipment/software manufacturer, the Service Provider shall promptly provide the same to the Customer (including delivery of installation media such as CD/DVD/USB or secure digital download links, along with necessary documentation and installation support) at no additional cost.
- **On-Site vs. Off-Site:** All repairs must be performed **on-site** at SSGC locations (**Annex-A**). If a major fault necessitates off-site servicing at the Service Provider's workshop, **prior written approval** from SSGC's IT coordinator is mandatory.
- **Replacement Components:** All replacement components must be **genuine**, that meet or exceed the original equipment specifications.
- **Standards:** All maintenance activities must strictly adhere to **manufacturer's guidelines and standards**.

3. Service Response and Work Management

3.1 Availability and Response Times

Service Level	Requirement	Timing
Standard Availability	Working Hours	Monday to Friday, 09:00 to 17:00 (local time)



On-site Response Time: (24) hours from the time the complaint is logged/reported (during standard service availability hours) for software related issues. In case of hardware parts replacement (48 hours)

4. Deliverables and Reporting

The Service Provider shall provide a comprehensive complaint logging system.

5. General Requirements

The Service Provider must:

- Use only genuine and original parts for all replacements.
- Follow all manufacturer guidelines in the maintenance process.
- Be a specialized and experienced firm in computer hardware maintenance.

6. Performance Guarantee

- A Performance Bank Guarantee (PBG) will be retained by SSGC for the duration of the warranty/service period to ensure compliance with contract terms.



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Special Terms & Conditions

Queue Management System (QMS)

Queue Management System Hardware/Software Maintenance and Support Agreement

This agreement outlines the **Special Terms & Conditions** and the **Scope of Work (SOW)** for the provision of comprehensive hardware and software maintenance services for QMS designated locations by the **Service Provider** to **SSGC**.

1. Special Terms & Conditions (STC)

1.1 Service Provider Eligibility

a. The Bidder must be an authorized partner or dealer of the e-Queue Management Systems provider. Proof of authorization (such as a valid partnership/dealership certificate) must be submitted with the bid.

1.2 Agreement Duration and Renewal

a. **Effective Date:** This agreement shall commence on the date of issuance of the Letter to Proceed (LTP) by SSGC.

b. **Contract Duration:** The initial term is **One (01) year** from the effective date.

Renewal Option: SSGC has the option to **extend** the contract for an **additional Two(2) years**, contingent upon service provider's satisfactory performance.

1.3 Applicable Equipment

Services are exclusively limited to the QMS sites/equipment listed in **Annexure A**, which is attached to and incorporated into this agreement.

1.4 Termination Rights

SSGC retains the right to **terminate** this agreement at any time, for any reason.

a. **Immediate Termination:** SSGC may terminate the agreement **immediately** without liability for further payments in cases of a **material breach**, including non-compliance with quality standards, service standards, or eligibility criteria.

1.5 Payment Terms

- Payments will be made **Quarterly**, upon submission of invoice.
- Approval by SSGC's IT Department.
- Payment will be made along with quarterly invoices.
- All invoices must be accompanied by supporting documentation as required by the SSGC.




Annex – A

B.O.Q

Name of Locations and QMS equipment list

S.no.	Site Name	Description						Prices in PKR.
1	Mega Service Center Korangi Industrial Area	QMS IQP500-70	Metal body counter number	Multimedia Information Controller (MIC)	40" LED TV	Announcement Speaker	Wooden ticket Printer Stand	
2	Zonal Office North Nazimabad	QMS IQP500-70	Metal body counter number	Multimedia Information Controller (MIC)	40" LED TV	Announcement Speaker	Wooden ticket Printer Stand	
3	Orangi Extension	QMS IQP500-70	Metal body counter number	Multimedia Information Controller (MIC)	40" LED TV	Announcement Speaker	Wooden ticket Printer Stand	
4	Gulistan-e-Johar	QMS IQP500-70	Metal body counter number	Multimedia Information Controller (MIC)	40" LED TV	Announcement Speaker	Wooden ticket Printer Stand	
5	CFC F.B Area	QMS IQP500-70	Metal body counter number	Multimedia Information Controller (MIC)	40" LED TV	Announcement Speaker		
6	CFC North Karachi	QMS IQP500-70	Metal body counter number	Multimedia Information Controller (MIC)	40" LED TV	Announcement Speaker		
7	CFC Malir	QMS IQP500-70	Metal body counter number	Multimedia Information Controller (MIC)	40" LED TV	Announcement Speaker		
8	CBC-Saddar	QMS IQP500-70	Metal body counter number	Multimedia Information Controller (MIC)	40" LED TV	Announcement Speaker		
TOTAL Prices in PKR								


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