



Request for Proposal – Preventive Maintenance Services

USAID Uganda Mission is looking to tender out Preventive Maintenance Services for all the organization's hardware IT equipment. This contract should cover the servicing for only the hardware and not the software. The mission boasts of approximately 200 HP Compaq desktops with 200 HP Flat Panel Screens, 200 APC 750VA UPSes and 20 HP scanners. The mission also has approximately around 16 HP Color LaserJet network printers and 47 Black and white LaserJet network printers with several standalone printers. All the equipment is currently located at three major sites, Nsambya, Kololo and Gulu. Majority of the equipment is at the Head office at the American Embassy in Nsambya, there is some equipment at an off site location in Kololo and in the USAID Gulu Office. Please find a detailed lists below with approximate numbers that can be verified during servicing and provide a proposal for carrying out standard professional Preventive Maintenance Services including but not limited to those stated here below.

Services Required:

- Regular servicing of the hardware equipment on a bi-annual basis (Preventive Maintenance frequency)
- Thorough cleanup of all the equipment serviceable parts with complete detailed exterior cleaning.
- Thorough inspection and lubrication of the machine gears.
- Repairing of failed machines including fixing the faulty parts.
- Filing of a detailed status report on all the equipment serviced to include their operational status, durability after every service and NEPA/barcodes for each machine.
- The response time to be expected and handling of warranty issues.

Computer Desktops

- Cleaning inside the chasis by blowing out all the accumulated dust while following the standards for taking care of the electronic components.

- Thorough blowing and clean out of the computer fans and power supplies.
- And performing the general surface cleaning.
- After cleaning all PCs should be reconnected, tested and left powered on at the login prompt.

Keyboard, mouse and monitor

- Monitor and Keyboard will be serviced due to accumulated dust within the contacts, surfaces and foreign bodies.
- Mouse will be cleaned surface and inside the trackball counter such that it has smooth and easy motion of pointer (cursor).
- Blowing of carbon contents in the monitor and general surface cleaning.
- Checking for keyboard character matching with no foreign bodies to interrupt the delicate membrane reconciliation.

Printer Servicing and Maintenance

- Servicing of the imaging drum (laser print) and corona wires
- Servicing the printers transport mechanism in relation to paper transportation.
- Simpler lubrication of spindles and head guiders.
- Thorough cleanup of all the printer serviceable parts with complete detailed exterior cleaning.
- Thorough inspection and lubrication of the machine gears.
- Repairing of failed printers including fixing the faulty parts.
- Filing of a status report on the printers to include their operational status and durability after every service

Uninterruptable Power Supply (UPS)

- Servicing of the UPS and checking for the battery levels.
- UPS beyond the servicing requirements should be taken for repair.

List of the USAID IT equipment for the PMS

Head Office

1. 180 HP Compaq Desktops
2. 180 HP Flat Panels Screens
3. 10 HP Digital Senders
4. 180 APC 750VA UPSes

Gulu office

5. 20 HP Compaq Desktops
6. 20 HP Flat Panels Screens
7. 1 HP Digital Sender
8. 20 APC 750VA UPSes

Kololo Office

9. 3 HP Compaq Desktops
10. 3 HP Flat Panels Screens
11. 1 HP Scanners
12. 4 APC 750VA UPSes

List of printers:

Printer Type	Quantity	Location
HP Color LaserJet 4525	1	Kampala
HP Color LaserJet 5525	5	Kampala
HP Color LaserJet 4700	7	Kampala
HP Color LaserJet 5550	1	Kampala
HP LaserJet 2200 Series	2	Kampala
HP LaserJet 2300 Series	8	Kampala
HP LaserJet 2420/2430	14	Kampala
HP LaserJet 4515/4015	15	Kampala
HP LaserJet 3015	2	Kampala
HP LaserJet 8150	1	Kampala
HP Color LaserJet 4525	1	Gulu
HP Color LaserJet 5525	1	Gulu
HP LaserJet 8150	1	Gulu
HP LaserJet P4515	2	Gulu
HP LaserJet 3015	1	Gulu
Hp LaserJet 2420	1	Kololo

Submission

We need a proposal on servicing the above equipment, professionally, on bi-annual basis, repairing the broken equipment, warranty replacements and any other requirements that are deemed necessary. The proposal should also include clear financial costs to cover a period of one year.