



Statement of Work
UPS Maintenance Contract for HJFMRI Offices

1. Overview / Purpose

This Statement of Work defines the preventive and corrective maintenance services for all critical Uninterruptible Power Supply (UPS) systems supporting IT infrastructure and data center operations for FY26. The goal is to ensure uptime, battery health, and continuous clean power to critical equipment.

2. Scope of Work

The vendor will provide maintenance and support services for the following:

- UPS systems at all designated sites
- Associated battery banks
- Power distribution units (PDUs), if included
- Monitoring and health reporting tools

Types of UPS Units Covered:

Models and capacities, e.g., APC Smart-UPS 20kVA (3pcs), Eaton 15kVA (1pc), APC Smart-UPS 10kVA (3pcs) etc.

3. Services Included

a. Preventive Maintenance
Scheduled site visits: Bi-Annually
Visual inspection and cleaning
Battery voltage and impedance checks
Load testing and runtime simulation
Firmware and software diagnostics
Environmental checks (humidity, temperature, airflow)
b. Corrective Maintenance
On-call repair for faults or alarms
Replacement of faulty components (batteries, fans, boards)
24/7 emergency response (if included in SLA)
Remote diagnostics (if supported by the unit)
c. Reporting
Maintenance service report after each visit
Annual health and performance summary
Alert logs and incident response documentation



4. Service Levels & Response Times

Issue Severity	Response Time	Resolution Time
Critical	UPS offline	≤ 2 hours ≤ 8 hours
Major	Battery alarm)	≤ 4 hours ≤ 24 hours
Minor	Routine check needed	≤ 24 hours ≤ 3 business days

Uptime Goal: 99.99% availability for critical UPS systems

5. Vendor Responsibilities

Provide skilled technicians for maintenance and troubleshooting, supply and install genuine replacement parts, maintain service logs and submit reports to IT, notify IT of any issues requiring capital replacement, ensure compliance with safety standards and OEM guidelines

6. Key Performance Indicators (KPIs)

KPI Target

- Preventive Maintenance Completion 100% per schedule
- Response Time (Critical) ≤ 2 hours
- Battery Health Report Accuracy 100%
- Post-Service Reporting Within 48 hours of visit

7. Contract Duration & Schedule

Start Date: 01st December 2025 and End Date: 30 September 2026, Preventive Maintenance Schedule: Biannually and 24/7 Emergency Contact Availability: [Yes – based on SLA]

8. Compliance and Safety

- Vendor must comply with local electrical safety standards, e.g. OSHA, ISO 45001]
- Technicians must be certified for high-voltage and UPS work.
- Use of Original Equipment Manufacturer (OEM)-recommended tools and software for diagnostics.

Payment terms: Net 30 days upon invoice submission

Requirements:

1. Certificate of Incorporation/Registration
2. Tax Identification Number (TIN)
3. Value Added Tax Number (VRN)
4. Active Business License



HJF Medical Research International, Inc. Tanzania

- 5. Current Tax Clearance Certificate
- 6. 3 Customers reference letters with active contacts

All EOI should be directed to **tsemiono@hjfmri.or.tz** and copy **rbonchick@hjf.org**

EOI timelines:

Deadline for Questions: October 15, 2025

Deadline for Submission: October 20, 2025

Submission of Responses

The response should be in one pdf document (including three references, corporate clients, business/company registration documents, tax compliance certificates, etc.) should be addressed to Procurement via **tsemiono@hjfmri.or.tz** and copy **rbonchick@hjf.org** . The subject should read EOI for the provision of (put the lot number and description of the project as advertised).