MUNICIPAL INFRASTRUCTURE SUPPORT AGENT
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1. INVITATION

1.1 The purpose of the request for quote (RFQ) is invite service providers to assess, service, replace the batteries and maintain and support an APC MGE 3500 Galaxy Uninterrupted Power Supply (UPS) Type G35TF40KB4H at the Municipal Infrastructure Support Agent for a period of twenty four (24) months.

2. BACKGROUND

2.1. MISA wants to assess, service/repair, replace batteries on its UPS which is faulty and not covered by any vendor maintenance and support service. Municipal Infrastructure Support Agent (MISA) also wants to have a well-maintained UPS which is capable of providing power to the computer equipment in the server room during power outage.

2.2 MISA had procured and installed an APC MGE 3500 Galaxy UPS Type G35TF40KB4H in 2015. The UPS is faulty and unable to charge and sustain power from the emergency power generator. MISA also want to have the UPS covered by periodic maintenance and support over a period of 24 months.

2.3 It is against this background that it is now necessary to repair, maintain and support an APC MGE 3500 Galaxy UPS Type G35TF40KB4H for a period of twenty four (24) months.

3. PROJECT OBJECTIVES

To ensure the uninterrupted operation and optimal performance of the APC MGE 3500 Galaxy UPS system by:

- Providing scheduled preventative maintenance.
- Conducting prompt and effective corrective maintenance and repairs.
- Ensuring the UPS always operates within manufacturer specifications.

4. SCOPE OF WORK

4.1 The appointed service provider shall perform the following services on an (as and when needed) basis:

4.1.1 **Preventative Maintenance**

- Conduct scheduled inspections at manufacturer-recommended intervals.
- Perform internal and external cleaning.
- Test battery systems, rectifiers, inverters, bypass, and load transfer operations.
- Inspect and verify alarm and monitoring systems.
- Update system firmware (if applicable).
- Provide detailed maintenance reports.

4.1.2 **Corrective Maintenance**

- Diagnose and rectify faults promptly upon request.
- Replace or repair faulty components (batteries, control boards, fans, capacitors, etc.).
- Provide temporary bypass support if required during extended repairs.
- Submit service reports detailing the issue, actions taken, and outcomes.

4.1.3 **Emergency Response**

- Respond to emergency callouts within the agreed response time (e.g., 4 hours).
- Provide 24/7 support availability.
- Restore the UPS system to operational state in the shortest time feasible.

4.1.4 **Spare Parts and Components**

- Maintain an inventory or ensure timely access to genuine spare parts and components.
- Provide pricing and lead times for key replacement parts upon request.

NBB *= Very Important Note. The maintenance and support for a period of twenty four (24) months will only start once the assessment, servicing/repairing and or replacement of batteries have been completed.

5. PROJECT OUTPUT AND OUTCOMES

The following shall be the project output and outcome:

5.1 Functional APC MGE 3500 Galaxy UPS at the Municipal Infrastructure Support Agent (MISA) which includes maintenance and support for a period of twenty four (24) months.

5.2 A UPS that is covered by “time and material” maintenance and support.

5.3 Maintenance and Service Reports (after every visit).

5.4 Fault Diagnosis and Repair Reports.

5.5 Annual system performance report.

5.6 List of replaced parts and components.

5.7 Certification of system performance post-servicing.

5.8 Once the assessment, service and replacement of batteries is conducted, UPS must operate in terms of the modes below:

- ***Normal:*** The inverter and the rectifier shall operate in an on-line manner to continuously regulate the power to the critical load. The rectifier shall derive power from the AC input source and supply DC power to float charge the battery.
- ***Battery:*** Upon failure of the AC input source, the MISA critical load shall continue being supplied by the inverter without any switching. The inverter shall obtain its power from the battery. There shall be no interruption in power to the critical load upon failure or restoration of the AC input source.
- ***Recharge:*** Upon restoration of the AC input source, the UPS shall simultaneously recharge the battery and regulate the power to the critical load.
- ***Static Bypass:*** The static bypass switch shall be used for transferring the critical load to input supply without interruption. Automatic re-transfer to normal operation shall also be accomplished with no interruption in power to the critical load. The static bypass switch shall be fully rated and shall be capable of manual operation. The UPS shall be able to recharge the batteries while supplying full power to the load via the static bypass switch.
- ***Internal maintenance bypass switch:*** The UPS shall be provided with an internal manual bypass switch for supplying the load directly from the mains

supply, while the UPS is taken out for maintenance. The switch should be removable when the individual UPS unit has to run in parallel with other units.

5.9 The service provider must ensure that the UPS is charged by the power coming from the backup generator once the main power supply is off.

5.10 The service provider must ensure the UPS batteries are replaced with the correct batteries model OG-SYBTU1.

5.11 The service provider must ensure the internal software of UPS is updated once the service and replacement of batteries is conducted.

5.12 The UPS batteries shall have the following characteristics:

- Standard battery technology shall be Valve Regulated Lead Acid (VRLA).
- Batteries shall be housed in the same rack as the power section. Batteries shall be modular on pull out shelves for quick replacement and servicing.
- Battery voltage shall be Battery Temperature Compensated.
- The battery charging circuit shall remain active when in Static Bypass and in Normal Operation.
- The batteries charger shall allow cyclic charging when system is running in normal operation and batteries are full charged to extend the battery life. This operation shall be selectable in the display. Cyclic charge should be 10 hours on and 48 hours off. The Cyclic charge shell end if UPS is overloaded, switch to battery operation, battery voltage drops below 200 V or are deactivated by user.

6. PROJECT DURATION AND TIME FRAMES

6.1 The duration of the project shall be twenty-four (24) months from the date of signing off the repair work, or until superseded by updated documentation.

7. MANDATORY REQUIREMENTS FOR THE RFQ

7.1 Technical Expertise

- Minimum 3 years of experience in UPS installation, maintenance, and repairs. Attach CVs/resumes of key technician(s) showing 3+ years of relevant experience or company profile detailing years of experience in UPS servicing.

7.2 Service providers must provide at least two reference letters confirming that they have provided UPS repair, maintain and support services in the last 5 years.

7.3 The letters must have been written and signed by the representative of the previous and or current client of the service provider confirming that the service provider has repaired, maintained and supported the UPS in the last 5 years.

7.4 The contact details of the client writing the letters must be contained in the letters.

7.5 The letters should clearly state which services were rendered by the service provider.

7.6 MISA may at its discretion verify details contained in the letters if clarity is required for evaluation purposes.

8. BRIEFING SESSION

There will be a non-compulsory briefing session to be held as follows:

Venue: MS Teams online

Date: 13/08/2025

Time: 10:00am

9. Criteria for evaluating compliance with this RFQ.

The service provider must comply with clauses 7.1 till 7.6 of this TORs

Table 9.1

Requirements	Description	Evidence	Comply	Do not Comply
Professional Experience	Minimum 3 years of experience in UPS installation, maintenance, and repairs.	Attach CVs/resumes of key technicians showing 3+ years of relevant experience or company profile detailing years of experience in UPS servicing.		
Company Experience	Proven experience with three-phase UPS systems rated at or above 40 kVA	Attach at least two reference letters confirming that they have provided UPS repair, maintain and support services in the last 5 years		

10. Pricing Schedule

In pricing the RFQ, service providers should use the below table:

Service Description	Quantity	Unit Price	Total Price
Replacement of 16 batteries units. Each unit contains 8 batteries Regulated Lead Acid Model 0G-SYBTU1 (dependent on assessment report).	128 batteries		
Provision of maintenance and Support services over 24 months (24	A total labour rate per hour for 24		

Hours over 24 months)	Hours over two years.		
Unforeseen components replacement cost (20 % of all items quoted above)			
Subtotal Excl VAT			
VAT (15%)			
TOTAL Inc VAT			

*** MISA shall only pay the invoice for any or all deliverable(s) once the MISA project manager has signed off on a particular or all deliverables listed above.**