



TOGETHER
for a sustainable future

OCCASION

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TOGETHER
for a sustainable future

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22037



20/10/98 --
a distributor

S.B.S. Computers

Ms. Latrech
Contract officer
Contract Unit PC
Operational Support Division
Department of Administration
UNIDO, P.O. Box 300
A-1400 Vienna, Austria.

Date: 10th Oct. 1998.
Ref: UNIDO/INV/598

Dear Ms. Latrech,

Sub: Report on Supply of one year Hardware & Software Maintenance for CAD/CAM activities at the Pakistan Machine Tool Factory (Pvt) Ltd.
UNIDO Project No.: DP/PAK/84/012
CONTRACT NO.: 95/291

With reference to clause (4) to the contract No: 95/291 relating to above Project, find enclosed two copies of the Report.

This report consist the extent of the work carried during the 1-year (1 September 1997-31 August 1998) for Hardware & Software maintenance services with parts replacements for CAD/CAM activities.

Please do not hesitate to ask for any further information or clarification you might require in this connection.

With best regards,

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Hafiz-Ur-Rehman'.

HAFIZ-UR-REHMAN
TECHNICAL SPECIALIST



Following is the summary in progress in the maintenance contract.

Supply of Hardware / part replacement

- 17" Color Monitor replace in designing office.
- Replace of SCSI Hard disc controller in tool design.
- LAN Cards, Mouse, I/O Cards & Keyboard replaced in tool design & design office.
- Roller assembly of HP-LaserJet Printer in design office.
- Replace the faulty parts of three Monitors in Design office and tool design.
- Repair the HP-LaserJet/workstation in CNC shop.
- Replace the tape Drive of Novell Server in Design office.

Software

- Re-install the Novell software in Design office and tool design Server for better performance
- Install the latest release of (tool Kit) Antivirus Software on all computers.
- Fine tuning / Diagnostic of Sun operation systems for performance upgrading.

Preventive Maintenance

Regarding preventive maintenance, it is already being undertaken according to workPlan. This preventive maintenance includes cleaning, Lubrication, adjustment and fine tuning of software, etc.

Maintenance Status

We are providing all necessary support without any problem. All the system are working properly and we also satisfactory resolved all scheduled and unscheduled calls by PMTF from time to time.(Enclosed are all necessary call slips).



19709

S. B. S. Computers

SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF</u> <u>MR. DAZI ASLAM</u>						S. CALL NO.	
PROBLEM REPORTED IN <u>PRT HP LASER</u> <u>Printing Problem</u>						DATE: <u>7/10/97</u>	
CPU	D/D	PRT	CRT	HDD	OP	TIME :	
		✓				REF. NO. :	
MODEL * U/W * B/A I. NO. <u>AMT</u>						T. NO. :	
JOB ASSIGN TO : <u>ADMAN</u> (SERVICE MANAGER)							
CUSTOMER'S REMARKS - Fault Removed - Service was satisfactory - Behaviour was satisfactory <div style="text-align: right; margin-top: 20px;"> (Signature)</div>							



19719

S. B. S. Computers


SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF</u> <u>MR. DAZI ASLAM</u>						S. CALL NO.	
PROBLEM REPORTED IN <u>CAD Problem</u>						DATE: <u>8/10/97</u>	
CPU	D/D	PRT	CRT	HDD	OP	TIME :	
						REF. NO. :	
MODEL * U/W * B/A I. NO. <u>AMT</u>						T. NO. :	
JOB ASSIGN TO : <u>MR. HAFEEZ / MANZAR</u> (SERVICE MANAGER)							
CUSTOMER'S REMARKS - Fault Removed - Service was satisfactory - Behaviour was satisfactory <div style="text-align: right; margin-top: 20px;"> (Signature)</div>							



19723


S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PART</u> <u>MR. QHAZI ASLAM</u>						S. CALL NO.
PROBLEM REPORTED IN <u>Plotter HP</u>						DATE: <u>8/10/97</u>
CPU	D/D	PRT	CRT	HDD	OP	TIME :
						REF. NO. :
MODEL	* U/W	* B/A	I. NO.	AMT		T. NO. :
JOB ASSIGN TO : <u>MR. ADNAN</u>						(SERVICE MANAGER)
CUSTOMER'S REMARKS - Fault Removed - Service was satisfactory - Behaviour was satisfactory -						 (Signature)



19728

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PART</u> <u>MR. QAZI ASLAM</u>						S. CALL NO.
PROBLEM REPORTED IN <u>MONITOR PROBLEM</u> <u>21"</u>						DATE: <u>15/10/97</u>
CPU	D/D	PRT	CRT	HDD	OP	TIME :
						REF. NO. :
MODEL	* U/W	* B/A	I. NO.	AMT		T. NO. :
JOB ASSIGN TO : <u>MR. MANSOOR</u>						(SERVICE MANAGER)
CUSTOMER'S REMARKS - Fault Removed - Service was satisfactory - Behaviour was satisfactory -						 (Signature)



19754

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMITP</u> <u>MR GAZI ASLAM</u> (<u>Design Office</u>)						S. CALL NO.
PROBLEM REPORTED IN <u>Monitor Problem</u>						DATE: <u>7/11/97</u>
CPU	D/D	PRT	CRT	HDD	OP	TIME :
						REF. NO. :
MODEL <u>Problem</u>			* U/W	* B/A	I. NO.	T. NO. :
JOB ASSIGN TO : <u>MR. MANSOOR</u>						(SERVICE MANAGER)
CUSTOMER'S REMARKS						(Signature)
<input checked="" type="checkbox"/> Fault Removed <input checked="" type="checkbox"/> Service was satisfactory <input checked="" type="checkbox"/> Behaviour was satisfactory <input type="checkbox"/>						



19763

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMITP</u> <u>MR GAZI ASLAM</u>						S. CALL NO.
PROBLEM REPORTED IN <u>FDD Server</u>						DATE: <u>23/11/97</u>
CPU	D/D	PRT	CRT	FDD	OP	TIME :
				<input checked="" type="checkbox"/>		REF. NO. :
MODEL			* U/W	* B/A	I. NO.	T. NO. :
JOB ASSIGN TO : <u>MR. ZAHOOR</u>						(SERVICE MANAGER)
CUSTOMER'S REMARKS						(Signature)
<input type="checkbox"/> Fault Removed <input type="checkbox"/> Service was satisfactory <input type="checkbox"/> Behaviour was satisfactory <input type="checkbox"/>						



19769

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>TMP</u> <u>MR. DAZI ASLAM</u>						S. CALL NO.												
PROBLEM REPORTED IN <u>1/0 CARD</u>						DATE: <u>27/11/87</u>												
<table border="1"> <tr> <th>CPU</th> <th>D/D</th> <th>PRT</th> <th>CRT</th> <th>HDD</th> <th>OP</th> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>						CPU	D/D	PRT	CRT	HDD	OP							TIME :
CPU	D/D	PRT	CRT	HDD	OP													
MODEL <u>Problem</u> * U/W * B/A I. NO. AMT						REF. NO. :												
JOB ASSIGN TO: <u>FDD & HDD</u> <u>not working</u>						T. NO. :												
<p style="text-align: center;"><u>MR. MANZAR</u> (SERVICE MANAGER)</p>																		
<p>CUSTOMER'S REMARKS</p> <ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - <p style="text-align: right;"><u>[Signature]</u> (Signature)</p>																		



19770


S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>TMP</u> <u>MR. DAZI ASLAM</u>						S. CALL NO.												
PROBLEM REPORTED IN <u>novell</u>						DATE: <u>3/12/87</u>												
<table border="1"> <tr> <th>CPU</th> <th>D/D</th> <th>PRT</th> <th>CRT</th> <th>HDD</th> <th>OP</th> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>						CPU	D/D	PRT	CRT	HDD	OP							TIME :
CPU	D/D	PRT	CRT	HDD	OP													
MODEL <u>Problem</u> * U/W * B/A I. NO. <u>AMT</u>						REF. NO. :												
JOB ASSIGN TO: <u>re-install</u>						T. NO. :												
<p style="text-align: center;"><u>M. IBRAHIM</u> (SERVICE MANAGER)</p>																		
<p>CUSTOMER'S REMARKS</p> <ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - <p style="text-align: right;"><u>[Signature]</u> (Signature)</p>																		



19713


S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF (TOOL DESIGN)</u>						CALL NO.
<u>MR. BAZI ASLAM</u>						DATE: <u>6/12/97</u>
PROBLEM REPORTED IN <u>Service</u> <u>5 pc</u> MODEL	CPU	D/D	PRT	CRT	HDD	OP
	* U/W	* B/A	I. NO.	AMT		TIME :
JOB ASSIGN TO :						REF. NO. :
<u>MANSOOR / WAGAS</u>						T. NO. :
CUSTOMER'S REMARKS						
<ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - 						 (Signature)



19774


S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF (DESIGN)</u>						S. CALL NO.
<u>MR. BAZI ASLAM</u>						DATE: <u>7/12/97</u>
PROBLEM REPORTED IN <u>Service</u> <u>5 pc</u> MODEL	CPU	D/D	PRT	CRT	HDD	OP
	* U/W	* B/A	I. NO.	AMT		TIME :
JOB ASSIGN TO :						REF. NO. :
<u>MANSOOR / WAGAS</u>						T. NO. :
CUSTOMER'S REMARKS						
<ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - 						 (Signature)



19779


S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>9MTF</u>						S. CALL NO.
<u>MR QADI ASLAM</u>						DATE: <u>18/12/97</u>
PROBLEM REPORTED IN	CPU	D/D	PRT	CRT	HDD	OP
<u>SUN Operation</u>						
SYSTEM MODEL	<u>FINE TUNING</u>		* B/A	I. NO.	AMT	
JOB ASSIGN TO:						
<u>MR. MALIK / MR HAFERD</u>						(SERVICE MANAGER)
CUSTOMER'S REMARKS						
<ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - 						 (Signature)



19783

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>9MTF</u>						S. CALL NO.
<u>MR. HAZI ASLAM</u>						DATE: <u>23/12/97</u>
PROBLEM REPORTED IN	CPU	D/D	PRT	CRT	HDD	OP
<u>SYSTEM</u>						
MODEL	<u>HANGANG</u>		* B/A	I. NO.	AMT	
JOB ASSIGN TO:						
<u>ZAHOR</u>						(SERVICE MANAGER)
CUSTOMER'S REMARKS						
<ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - 						 (Signature)



19786

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PATF</u>						S. CALL NO.
<u>MR. ASLAM QAZI</u>						DATE: <u>25/12/98</u>
PROBLEM REPORTED IN <u>UPS</u> MODEL <u>PROBLEM</u>	CPU	D/D	PRT	CRT	HDD	OP
	* U/W	* B/A	I. NO.	<u>AMT</u>		
JOB ASSIGN TO : <u>MANSOOR</u>						(SERVICE MANAGER)
CUSTOMER'S REMARKS - Fault Removed - Service was satisfactory - Behaviour was satisfactory						<u>[Signature]</u> (Signature)



19796

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PATF</u>						S. CALL NO.
<u>MR. QAZI ASLAM</u>						DATE: <u>01-01-98</u>
PROBLEM REPORTED IN <u>can problem</u>	CPU	D/D	PRT	CRT	HDD	OP
MODEL	* U/W	* B/A	I. NO.	<u>AMT</u>		
JOB ASSIGN TO : <u>IBRAHIM</u>						(SERVICE MANAGER)
CUSTOMER'S REMARKS - Fault Removed - Service was satisfactory - Behaviour was satisfactory						<u>[Signature]</u> (Signature)



19791

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF</u> <u>MR. Qazi Aslam</u>						S. CALL NO.
PROBLEM REPORTED IN <u>MOUSE Problem</u>						DATE: <u>03-01-98</u>
CPU	D/D	PRT	CRT	HDD	OP	TIME :
						REF. NO. :
* U/W		* B/A		I. NO.	AMT	T. NO. :
JOB ASSIGN TO :						(SERVICE MANAGER)
CUSTOMER'S REMARKS						(Signature)
<ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - 						



19799

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF</u> <u>MR. QIAZI ASLAM</u>						S. CALL NO.
PROBLEM REPORTED IN <u>Key Board Problem</u>						DATE: <u>07-01-98</u>
CPU	D/D	PRT	CRT	HDD	OP	TIME :
						REF. NO. :
* U/W		* B/A		I. NO.	<u>AMT</u>	T. NO. :
JOB ASSIGN TO :						(SERVICE MANAGER)
CUSTOMER'S REMARKS						(Signature)
<ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - 						



19690

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF</u> <u>MR GHAZI ASLAM</u>						S. CALL NO.
PROBLEM REPORTED IN <u>NOVELL</u>						DATE: <u>10/1/98</u>
MODE <u>Problem</u>						TIME :
CPU	D/D	PRT	CRT	HDD	OP	REF. NO. :
						T. NO. :
* U/W * B/A I. NO. <u>AMT</u>						
JOB ASSIGN TO : <u>MR MANZAR</u> (SERVICE MANAGER)						
CUSTOMER'S REMARKS - Fault Removed - Service was satisfactory - Behaviour was satisfactory -						<u>[Signature]</u> (Signature)



19689


S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF</u> <u>MR GHAZI ASLAM</u>						S. CALL NO.
PROBLEM REPORTED IN <u>NOVELL</u>						DATE: <u>8/1/88</u>
MODE <u>Cable Problem</u>						TIME :
CPU	D/D	PRT	CRT	HDD	OP	REF. NO. :
						T. NO. :
* U/W * B/A I. NO. <u>AMT</u>						
JOB ASSIGN TO : <u>MANZAR</u> (SERVICE MANAGER)						
CUSTOMER'S REMARKS - Fault Removed - Service was satisfactory - Behaviour was satisfactory -						<u>[Signature]</u> (Signature)



19692


S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF</u>						S. CALL NO.
<u>MR QAZI ASLAM</u>						DATE: <u>5/2/98</u>
PROBLEM REPORTED IN <u>W-7 Board</u>	CPU	D/D	PRT	CRT	HDD	OP
MODEL	* U/W	* B/A	I. NO.	AMT		
JOB ASSIGN TO:						T. NO.:
CUSTOMER'S REMARKS - Fault Removed - Service was satisfactory - Behaviour was satisfactory -						<u>MANZUZ</u> (SERVICE MANAGER)
						 (Signature)



19691

S. B. S. Computers SERVICE CALL SLIP


CUSTOMER'S NAME & ADDRESS <u>PMTF</u>						S. CALL NO.
<u>MR QAZI ASLAM</u>						DATE: <u>13/1/98</u>
PROBLEM REPORTED IN <u>Printer (ASPA 50)</u>	CPU	D/D	PRT	CRT	HDD	OP
MODEL	* U/W	* B/A	I. NO.	AMT		
JOB ASSIGN TO:						T. NO.:
CUSTOMER'S REMARKS - Fault Removed - Service was satisfactory - Behaviour was satisfactory -						<u>MANSOOR</u> (SERVICE MANAGER)
						 (Signature)



19694

S. B. S. Computers

SERVICE CALL SLIP


CUSTOMER'S NAME & ADDRESS <u>PMTF</u> <u>MR BAZI ASLAM</u>						S. CALL NO.
PROBLEM REPORTED IN <u>MOUSE</u>						DATE : <u>25/2/98</u>
CPU	D/D	PRT	CRT	HDD	OP	TIME :
						REF. NO. :
MODEL <u> </u> * U/W * B/A I. NO. AMT						T. NO. :
JOB ASSIGN TO :						
<u>MANZAR</u>						(SERVICE MANAGER)
CUSTOMER'S REMARKS						
<ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - 						
						(Signature)



19693

S. B. S. Computers

SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF</u> <u>MR BAZI ASLAM</u>						S. CALL NO.
PROBLEM REPORTED IN <u>Monitor</u>						DATE : <u>18/02/98</u>
CPU	D/D	PRT	CRT	HDD	OP	TIME :
						REF. NO. :
MODEL <u> </u> * U/W * B/A I. NO. AMT						T. NO. :
JOB ASSIGN TO :						
<u>MANZAR</u>						(SERVICE MANAGER)
CUSTOMER'S REMARKS						
<ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - 						
						(Signature)



19696

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF</u>						S. CALL NO.
<u>MR GAZI ASLAM</u>						DATE: <u>18/3/86</u>
PROBLEM REPORTED IN	CPU	D/D	PRT	CRT	HDD	OP
<u>PLOTTER</u>						
MODEL <u>HP</u>	* U/W	* B/A	I. NO.	AMT		TIME :
JOB ASSIGN TO: <u>OPS</u>						REF. NO. :
<u>MANSOOR ADWAN</u>						T. NO. :
						(SERVICE MANAGER)
CUSTOMER'S REMARKS						
<ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - 						
						(Signature)



19695


S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF</u>						S. CALL NO.
<u>MR ASLAM GAZI</u>						DATE: <u>3/3/88</u>
PROBLEM REPORTED IN	CPU	D/D	PRT	CRT	HDD	OP
<u>LAN Problem</u>						
MODEL	* U/W	* B/A	I. NO.	AMT		TIME :
JOB ASSIGN TO:						REF. NO. :
<u>ADWAN</u>						T. NO. :
						(SERVICE MANAGER)
CUSTOMER'S REMARKS						
<ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - 						
						(Signature)



19698


S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTE</u> <u>MR QAZI ASLAM</u>						S. CALL NO.
PROBLEM REPORTED IN						DATE: <u>23/4/88</u>
Key Board	CPU	D/D	PRT	CRT	HDD	OP
MODEL <u>Keyboard</u>	U/W	* B/A	I. NO.	AMT	TIME :	
JOB ASSIGN TO :						REF. NO. :
<u>MANZAR</u>						T. NO. :
(SERVICE MANAGER)						
CUSTOMER'S REMARKS						
<ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - 						 (Signature)



19697

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTE</u> <u>MR QAZI ASLAM</u>						S. CALL NO.
PROBLEM REPORTED IN						DATE: <u>11/4/88</u>
Monitor	CPU	D/D	PRT	CRT	HDD	OP
MODEL	* U/W	* B/A	I. NO.	AMT	TIME :	
JOB ASSIGN TO :						REF. NO. :
<u>MANSOOR</u>						T. NO. :
(SERVICE MANAGER)						
CUSTOMER'S REMARKS						
<ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - 						 (Signature)



19700

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF</u> <u>MR DAZI ASLAM</u> <u>Tool + Design</u>						S. CALL NO.
PROBLEM REPORTED IN <u>Services</u>						DATE: <u>16/8/98</u>
CPU	D/D	PRT	CRT	HDD	OP	TIME :
						REF. NO. :
MODEL	* U/W	* B/A	I. NO.	AMT		T. NO. :
JOB ASSIGN TO : <u>MANZAR/MANSOR/WAGAS</u> (SERVICE MANAGER)						
CUSTOMER'S REMARKS <ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - <div style="text-align: right;"><u>[Signature]</u> (Signature)</div>						



19699

S. B. S. Computers SERVICE CALL SLIP

CUSTOMER'S NAME & ADDRESS <u>PMTF</u> <u>MR DAZI ASLAM</u>						S. CALL NO.
PROBLEM REPORTED IN <u>CPs</u>						DATE: <u>2/5/98</u>
CPU	D/D	PRT	CRT	HDD	OP	TIME :
						REF. NO. :
MODEL <u>MOUSE</u>	* U/W	* B/A	I. NO.	AMT		T. NO. :
JOB ASSIGN TO : <u>MANSOR</u> (SERVICE MANAGER)						
CUSTOMER'S REMARKS <ul style="list-style-type: none"> - Fault Removed - Service was satisfactory - Behaviour was satisfactory - <div style="text-align: right;"><u>[Signature]</u> (Signature)</div>						