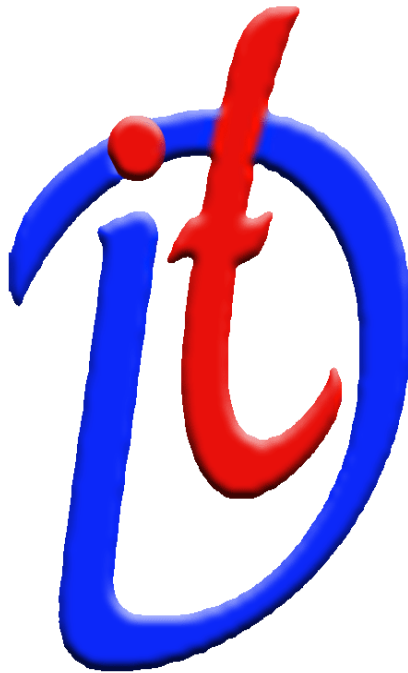


INFORMATION TECHNOLOGY DEPARTMENT
GOVERNMENT OF THE PUNJAB



**BID DOCUMENT FOR THE
PROCUREMENT OF SERVERS, COMPUTER, LAPTOP etc**

January 2011

The bidder is expected to examine the Bidding Documents, including all instructions, forms, terms, specifications and charts/drawings. Failure to furnish all information required by the Bidding documents or submission of a Bid not substantially responsive to the Bidding Documents in every respect would result in the rejection of the Bid.

TABLE OF CONTENTS

INVITATION TO BID.....	I-1
INSTRUCTIONS TO BIDDERS	IB-1
1. Scope.....	IB-1
2. Eligible Bidder.....	IB-1
3. Eligible Goods	IB-1
4. Cost of Bidding.....	IB-2
5. Joint Ventures	IB-2
6. Assurance.....	IB-2
7. Contents of Bidding Documents.....	IB-3
8. Clarification of Bidding Documents.....	IB-3
9. Amendment of Bidding Documents	IB-3
10. Language of Bid.....	IB-5
11. Documents Comprising the Bid.....	IB-5
12. Bid Form	IB-6
13. Bid Prices	IB-6
14. Bid Currencies	IB-6
15. Documents Establishing Eligibility of the Bidder and the Goods	IB-6
16. Documents Establishing the Bidder's Qualifications to Perform the Contract	IB-6
17. Documents Establishing the Goods' Conformity to the Bidding Documents.....	IB-7
18. Bid Security	IB-7
19. Period of Validity of Bid.....	IB-8
20. Format and Signing of Bid.....	IB-8
SUBMISSION OF BID.....	IB-9
21. Sealing and Marking of Bid.....	IB-9
22. Deadline for Submission of Bid.....	IB-9
23. Late Bid.....	IB-9
24. Modification and Withdrawal of Bid.....	IB-10
25. Opening of Bid.....	IB-11
26. Clarification of Bid	IB-11
27. Determination of Responsiveness of Bid.....	IB-11
28. Evaluation and Comparison of Bids	IB-12
28.1. Basis of Evaluation and Comparison of Bid.....	IB-12
28.2. Technical Evaluation	IB-13
28.3. Commercial Evaluation	IB-13
28.4. Evaluated Bid Prices	IB-13
28.5. Parameters of Technical and Financial Evaluation.....	IB-13
29. Contacting the Purchaser	IB-15
30. Purchaser's Right to Accept the Bid or Reject the Bid	IB-15
31. Post-qualification and Award Criteria	IB-16
32. Purchaser's Right to Vary Quantities at Time of Award.....	IB-16
33. Notification of Contract Award	IB-16
34. Signing of Contract.....	IB-16
35. Performance Security.....	IB-17
36. Instructions to Assist the Bidder	IB-17

37.	Income Tax & General Sales Tax	IB-17
	BID FORM	BF-1
	SCHEDULE-A: SPECIAL STIPULATIONS.....	BF-2
	SCHEDULE-B: PRICE SCHEDULE.....	BF-4
	BID SECURITY FORM.....	F-1
	PERFORMANCE SECURITY FORM	F-2
	CONTRACT FORM	F-3
	CONDITIONS OF CONTRACT	CC-1
1.	Definitions.....	CC-1
1.2.	Headings and Titles.....	CC-2
1.3.	Interpretation.....	CC-2
1.4.	Periods.....	CC-2
1.5.	Notice, Consents and Approvals.....	CC-2
2.	Application.....	CC-2
3.	Country of Origin.....	CC-2
4.	Standards.....	CC-3
5.	Use of Contract Documents and Information	CC-3
6.	Patent Rights	CC-3
7.	Performance Security.....	CC-3
8.	Inspection and Tests.....	CC-4
9.	Packing.....	CC-4
10.	Delivery and Documents.....	CC-4
10.2.	Contract Execution Schedule.....	CC-4
10.3.	Documentation.....	CC-5
10.4.	Taking-Over Certificate.....	CC-5
11.	Marine Insurance of the Goods.....	CC-5
12.	Transportation	CC-6
13.	Incidental Services	CC-6
14.	Spare Parts	CC-6
15.	Warranty and Defects Liability Expiry Certificate	CC-6
15.6.	Property in Replaced Components.....	CC-7
15.7.	Defects Liability Expiry Certificate.....	CC-7
16.	Payment Terms	CC-7
16.3.	Method of Application.....	CC-7
16.4.	Issuance of Certificate of Payment	CC-7
16.5.	Correction to Certificates of Payment.....	CC-8
16.6.	Payment.....	CC-8
17.	Prices.....	CC-8
18.	Change Orders	CC-8
19.	Contract Amendments	CC-8

20.	Assignment	CC-9
21.	Subcontracts	CC-9
22.	Extensions in the Contractor's Performance	CC-9
23.	Liquidated Damages	CC-9
24.	Termination for Default	CC-10
25.	Force Majeure	CC-10
26.	Termination for Insolvency.....	CC-10
27.	Termination for Convenience	CC-11
28.	Resolution of Disputes	CC-11
29.	Contract Language	CC-11
30.	Applicable Law	CC-11
31.	Notices	CC-12
31.1.	Notice to Contractor.....	CC-12
31.2.	Notice to Purchaser	CC-12
31.3.	Notice to Client.....	CC-12
32.	Taxes and Duties.....	CC-12
33.	Client and Client's Representative	CC-12
33.1.	Client's Duties	CC-12
33.2.	Client's Representative.....	CC-13
33.3.	Client's Power to Delegate	CC-13
33.4.	Client's Decisions and Instructions	CC-13
34.	Ownership of Goods	CC-13
35.	Training.....	CC-13
36.	Compliance with Statues and Regulations.....	CC-13
37.	Headings	CC-14
38.	Waiver.....	CC-14

TECHNICAL SPECIFICATIONS.....TS-1

1.	Statement of work	TS-1
2.	Detail of buildings	TS-1
2.1	Phase I Building.....	TS-1
2.2	Neurosurgical Block.....	TS-1
2.3	New Emergency Building	TS-2
3.	Hardware Requirements.....	TS-10
3.1.	Hardware Specifications	TS-10
3.2.	Commercial Availability of Hardware.....	TS-10
3.3.	Labeling of Equipment	TS-11
3.4.	Installation Considerations.....	TS-11
3.5.	Power	TS-11
3.6.	Safety	TS-12
4.	Implementation of Requirements.....	TS-12
5.5.	Availability and Reliability.....	TS-12
6.	Installation, Transition and Cut-Over	TS-12
6.1.	Delivery Instructions.....	TS-12
7.	Documentation	TS-13
7.1.	Operational Documentation	TS-13
7.2.	User Documentation	TS-13
8.	Operations and Maintenance.....	TS-13
8.1.	Test Equipment and Tools	TS-13

9. Logistics..... TS-14
9.1. Spare Parts and Supply Support..... TS-14
9.2. Transport, Mobilization and Personnel Scheduling..... TS-15

ANNEXURE-A.....A-1

INVITATION TO BID

1. The Information Technology Department, Government of the Punjab, Lahore, invites sealed bids from eligible bidders for the supply, delivery and installation of the Computer Hardware, Networking Equipment, Office Furniture and Power Generators etc. for various IT related projects.
2. The Information Technology Department requests Tender Bids in sealed envelopes for the Lots mentioned in Schedule–B of this document. Proponents applying for bids should submit **two separate bids/envelopes for Financial Proposal and Technical Proposal.**
3. The Technical Proposal should contain all the bid items without quoting the price and must list firm's clientele, details of past project, resumes/CVs of the engineering team, after-sales service and authorization letters from manufactures, etc. Financial bids of Firms not pre-qualified on Technical basis will not be opened. The selected firms would be responsible for complete execution of the equipment and would hand over it in satisfactory running state within stipulated time.
4. The bidding document can be downloaded from the website <http://www.punjab.gov.pk> or <http://tender.punjab.gov.pk> At the time of submission of bids, the bidders are required to submit non-refundable cash amount according to the table given below:

Sr. No	LOT #	AMOUNT in Rs.
1	LOT # 1 SERVERS	Rs.500
2	LOT # 2 COMPUTERS	Rs.500
3	LOT # 3 LAPTOP	Rs.500
4	LOT # 4 UPS	Rs.500
5	LOT # 5 FINGER PRINT SCANNER	Rs.500
6	LOT # 6 DIGITAL CAMERA	Rs.500
7	LOT # 7 GENERATORS	Rs.500
8	LOT # 8 Q-MANAGEMENT SYSTEM	Rs.500
9	LOT # 9 NETWORKING	Rs.500
10	LOT # 10 SECURITY CAMERA'S	Rs.500
11	LOT # 11 AIR CONDITIONER	Rs.500
12	LOT # 12 CONNECTIVITY	Rs.500

5. All bids must be accompanied by a call deposit (CDR) of two percent (02%) of total bid amount. The bids along with the CDR must be delivered to the office of the Senior Purchase Officer, Information Technology Department, Lahore on or before 1500 hours on **24th January 2011.** The Technical bids will be publicly opened in the Committee Room of Information Technology Department, 3rd Building, 3rd Floor, Aiwan-e-Iqbal Complex, Lahore, at 1400 hours on **24th January 2011**
6. Bidders may submit bids for one or more items in a lot, except for the Networking Equipment lot where the bidder should bid for each item. Failure to meet this condition will cause disqualification of the bidder.

7. Suppliers / Bidders quoting for more than one Lot must quote separately in Sealed Envelopes for each Lot. Each Lot will be separately evaluated for the purchase.
8. Bidders shall submit Bids, which comply with the Bidding Documents. Alternative Bids will not be considered. The attention of bidders is drawn to the provisions of Clause on “Determination of Responsiveness of Bid” regarding the rejection of Bids, which are not substantially responsive to the requirements of the Bidding Documents.
9. The Information Technology Department, Lahore will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
10. As authority competent to accept the tender, the Purchaser reserves the right to accept or reject one or all the tenders without assigning any reason thereof.
11. All prices quoted must include any Taxes applicable, such as GST, Income Tax, etc. If not specifically mentioned in the Quotation, it will be presumed that the prices include all the taxes.
12. Purchaser has rights to increase or decrease the quantity of items.
13. Failure to supply items within the stipulated time period will invoke penalty as specified in Schedule-A of this document. In addition to that, 02% Call Deposit (CDR) amount will be forfeited and the company will not be allowed to participate in future tenders as well.
14. Execution/installation of the said tendered equipment will be carried out at Lahore and other Districts of Punjab.
15. Hardware will be deployed at Driving License Offices (Lahore, Sahiwal, Faisalabad & Gujranwal)

Deputy Secretary (Admin)
Information Technology Department,
3rd Building, 2nd Floor, Aiwan-e-Iqbal Complex
Lahore
Tel. No. 99203510, 99203512, 99203188, 99203151

INSTRUCTIONS TO BIDDERS

INTRODUCTION

1. Scope

- 1.1 The Purchaser wishes to receive Bid for the Computer Hardware, Networking Equipment, Office Furniture and Power Generators etc. (hereinafter referred to as Goods) and provide services such as installation, configuration, testing, training, support, after sale services and other such obligations specified hereinafter (hereinafter referred to as Services).

National Engineering Services Pakistan Pvt. Limited Lahore is the Management Consultant (hereafter called the Consultant) for the Project.

- 1.2 The bid is to be completed and submitted to the Purchaser in accordance with these Instructions to Bidders.

2. Eligible Bidder

- 2.1 The Invitation for Bid is open to the firm based in Pakistan representing with registered office in Pakistan.

3. Eligible Goods

- 3.1 The Goods and Services to be supplied under the Contract shall have their origin in eligible member countries, as listed below and all expenditures made under the contract will be limited to such Goods and Services.

Afghanistan	Marshall Island
Australia	Mongolia
Austria	Micronesia, Federal States
Bangladesh	Myanmar
Belgium	Nauru
Bhutan	Nepal
Burma	Netherlands
Cambodia	New Zealand
Canada	Norway
China, People's Republic of	Pakistan
Cook Islands	Papua New Guinea
Denmark	Philippines
Fiji	Singapore
Finland	Solomon Islands
France	Spain
Germany,	Sri Lanka
Hong Kong	Sweden
India	Switzerland
Indonesia	Taipei, China

Italy	Thailand
Japan	Tonga
Kazakhstan	Turkey
Kiribati	Tuvalu
Korea, Republic of	United Kingdom
Kyrgyz Republic	United States of America
Laos People's Democratic Republic	Vanuatu
Malaysia	Viet Nam
Maldives	Western Samoa

3.2 For purposes of Clause 3.1 above, "origin" shall be considered to be the place where the Goods are produced or from which the Services are provided. Goods are produced when, through manufacturing, processing or substantial and major assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

4. Cost of Bidding

4.1 The bidder shall bear all costs associated with the preparation and delivery of its Bid, and the Purchaser will in no case be responsible or liable for those costs.

5. Joint Ventures

5.1 Bids submitted by a joint venture of two or more companies or partners shall comply with the following requirements:

- a) the Bid, and in case of successful Bid, the Contract form, shall be signed by all so as to be legally binding on all the partners;
- b) one of the partners shall be authorized to be in charge; and this authority shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners;
- c) the partner in charge shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the joint venture;
- d) all partners of the joint venture shall be liable jointly and severally for the executing of the Contract in accordance with the Contract terms, and a relevant statement to this effect shall be included in the authorization mentioned under (b) above as well as in the Bid Form and the Form of Agreement (in case of a successful Bid); and
- e) a copy of the agreement entered into by the joint venture partners shall be submitted with the Bid.

6. Assurance

6.1 The successful bidder will be required to give satisfactory assurance of its ability and intention to supply the Goods and Services pursuant to the Contract, within the time set forth therein.

BIDDING DOCUMENTS

7. Contents of Bidding Documents

7.1 The Services required, bidding procedures and Contract terms are prescribed in the bidding documents. In addition to the Invitation for Bid, the bidding documents include:

- a) Instructions to Bidders
- b) Bid Form
- c) Schedules:
 - Schedule - A Special Stipulations
 - Schedule - B Price Schedule
- d) Bid Security Form
- e) Performance Security Form
- f) Contract Form
- h) Conditions of Contract
- i) Technical Specifications

7.2 The bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all information required by the Bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will result in the rejection of the bid.

8. Clarification of Bidding Documents

8.1 The prospective bidder requiring any further information or clarification of the bidding documents may notify the Purchaser in writing or by telephone or by visiting at the following address:

Deputy Secretary (Admin)
Information Technology Department,
3rd Building, 2nd Floor, Aiwan-e-Iqbal Complex
Lahore
Tel. No. 9203510, 9203512, 9203188, 9203151

The IT Department will respond in writing to any request for information or clarification of the bidding documents which it receives no later than three (03) days prior to the deadline for the submission of bid.

9. Amendment of Bidding Documents

9.1 At any time prior to the deadline for submission of bid, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by the prospective bidder, modify the bidding documents by amendment through the Consultant.

9.2 The amendment shall be part of the bidding documents, pursuant to Clause 7.1, will be notified in writing or by telex, or by fax to the prospective bidder who has received the

bidding documents, and will be binding on him. Bidder is required to acknowledge receipt of any such amendment to the bidding documents.

- 9.3 In order to afford the prospective bidder reasonable time in which to take the amendment into account in preparing its bid, the Purchaser may, at its discretion, extend the deadline for the submission of bid.

PREPARATION OF BID

10. Language of Bid

- 10.1 The bid prepared by the bidder, and all correspondence and documents relating to the bid exchanged by the bidder and the Purchaser shall be written in the English language. Any printed literature furnished by the bidder may be written in another language, provided that this literature is accompanied by an English translation, in which case, for purposes of interpretation of the bid, the English translation shall govern.

11. Documents Comprising the Bid

- 11.1 The bid prepared by the bidder shall comprise the technical and financial proposal in accordance with clause 11.2 & 11.3. However, the evaluation of proposal submitted shall be inclusive of, but not be limited to, the following factors:

11.2 Financial Proposal

- 11.2.1 The Financial Proposal of the bid shall comprise the following documents:

a) Bid Form

The Bidder shall complete the Bid Form in accordance with Clause 12.

b) Price Schedule

The Bidder shall complete the appropriate Price Schedule furnished in the Bidding Documents in accordance with Clauses 13 & 14.

c) Bid Security

The bidder shall furnish Bid Security in accordance with Clause 18.

11.3 Technical Proposal

- 11.3.1 The Technical Proposal shall comprise the following documents:

- (a) Documentary evidence establishing, in accordance with Clause 15, that the bidder is eligible to bid.
- (b) Documentary evidence establishing, in accordance with Clause 16, that the bidder is qualified to perform the Contract if its Bid is accepted.
- (c) Documentary evidence establishing, in accordance with Clause 17, that the Goods to be supplied by the bidder conform to the bidding documents.
- (d) Power of attorney in accordance with Clause 20.2.

12. Bid Form

- 12.1 The bidder shall complete the Bid Form duly signed by the authorized personnel along with the stamp of the company and all the Schedules furnished in the bidding documents.

13. Bid Prices

- 13.1 The bidder shall complete Schedule B Price Schedule for all the items in accordance with the instructions contained in this document.
- 13.2 Prices quoted in the Price Schedule for the Goods and Services should be entered in the following manner:
- (i) The price of the Goods will be quoted (FOR) Punjab (Pakistan) at the address provided in Schedule A.
 - (ii) For services (training) in the use of the Goods.
- 13.3 Prices quoted by the bidder shall remain fixed and valid until completion of the Contract performance and will not be subject to variation on account of escalation.

14. Bid Currencies

- 14.1 Prices shall be quoted in Pak Rupees.

15. Documents Establishing Eligibility of the Bidder and the Goods

- 15.1 The bidder shall furnish, as part of its bid, certification establishing both the bidder's eligibility to bid and that the origin of the Goods is an eligible source country, pursuant to Clause 3. The bidder offering to supply Goods under the contract shall establish to the purchaser's satisfaction that the bidder has been duly authorized by his Principal namely M/s _____, to supply the Goods for the Contract.

16. Documents Establishing the Bidder's Qualifications to Perform the Contract

- 16.1 The documentary evidence of the bidder's qualifications to perform the Contract, if its Bid is accepted, shall establish to the Purchaser's satisfaction prior to the award of Contract:
- (a) that, in the case of a bidder offering to supply Goods under the Contract which the bidder did not manufacture or otherwise produce, the bidder has been duly authorized by the Goods' manufacturer or producer to supply to and install the Goods in the Purchaser's country; The bidder shall attach / submit Valid Authorization Letter (Not Older than One Year) from the Principal.
 - (b) that, the bidder has the financial, technical and production capability necessary to perform the Contract, including capacity in terms of personnel for the purpose of carrying out the Services.

- (c) that, the bidder not doing business within the Purchaser's country, the bidder is, or will be (if the Contract is awarded to it), represented by an agent in that country equipped and able to carry out the maintenance, repair and spare parts-stocking obligations prescribed in the Conditions of the Contract and or Technical Specifications.

17. Documents Establishing the Goods' Conformity to the Bidding Documents

17.1 The documentary evidence of the Good's conformity to the bidding documents may be in the form of literature, drawings and data, and shall furnish:

- (a) a detailed description of the Goods' essential technical and performance characteristics;
- (b) a list, giving full particulars, of trained personnel, for training and servicing including available sources spare parts and special tools, etc. necessary for the proper and continuing functioning of the Goods.

18. Bid Security

18.1 Pursuant to Clause 11.2.1(c), the bidder shall furnish, as part of its bid, a bid security in the amount of not less than two percent of the Total Bid Price.

18.2 The bid security shall be denominated in Pak Rupees and shall be in one of the following forms;

- (a) bank guarantee issued by a reputable bank operating in Pakistan in the form provided in the bidding documents;
- (b) cashier's cheque or certified cheque.

18.3 The bid not secured in accordance with Clauses 18.1 and 18.2 above will be rejected by the Purchaser as non-responsive.

18.4 An unsuccessful bidder's bid security will be discharged or returned, or both, as promptly as possible upon award of Contract.

18.5 The bidder's bid security will be returned, upon the bidder's executing the contract, pursuant to Clause 34, and furnishing the performance security, pursuant to Clause 35.

18.6 The bid security may be forfeited:

- (a) if the bidder withdraws its bid during the period of bid validity specified by the bidder on the Bid Form; or
- (b) if the bidder does not accept the correction of the Total Bid Price pursuant to Clause 27; or
- (c) if the bidder fails;
 - (i) to sign the contract in accordance with Clause 34, or
 - (ii) to furnish the performance security in accordance with Clause 35.

19. Period of Validity of Bid

- 19.1 The bid shall remain valid for ninety (90) days from the date of bid closing prescribed by the Purchaser, pursuant to Clause 22.
- 19.2 Notwithstanding Clause 19.1 above, the Purchaser through the Consultant may solicit the bidder's consent to an extension of the period of bid validity. The request and the responses thereto shall be made in writing or by cable or fax. If the bidder agrees to the extension request, the validity of the bid security provided under Clause 18 shall also be suitably extended. The bidder may refuse the request without forfeiting its bid security. The bidder will not be required or permitted to modify its bid.

20. Format and Signing of Bid

- 20.1 The bidder shall prepare **one (1) original** and **one (1) copy** of the documents comprising the **Technical & Financial Bid** as described in Clause 11, clearly marking each “**ORIGINAL**” and “**COPY**” as appropriate. In the event of any discrepancy between the **ORIGINAL** and the **COPY**, the **ORIGINAL** shall govern.
- 20.2 Prescribed Bid Form and Schedules shall be used and not to be retyped. The original and copy of the bid shall be typed or written in indelible ink (in the case of copies, photocopies are also acceptable) and shall be signed by the bidder or a person duly authorized to sign on behalf of the bidder. Such authorization shall be indicated by written power of attorney accompanying the bid. All pages of the bid where entries and amendments have been made shall be initialed by the person signing the bid.
- 20.3 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

SUBMISSION OF BID

21. Sealing and Marking of Bid

21.1 The bidder shall seal the original and each copy of the Technical & Financial Bid separately in an inner and an outer envelope, duly marking the envelopes as "ORIGINAL" and "COPY".

21.2 The inner and outer envelopes shall:

(a) be addressed to the following address:

Deputy Secretary (Admin)
Information Technology Department
3rd Building, 2nd Floor, Aiwan-e-Iqbal Complex
Lahore
Tel. No. 9203510, 9203512, 9203188, 9203151

(b) bear the following identification:

Bid for **“IT DEPARTMENT TENDER”**,
Procurement of Computer Hardware, and Power Generators etc.
Lot Number _____
DO NOT OPEN BEFORE 24th January 2011.

21.3 In addition the inner envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared “Late”.

21.4 Fax bid will not be entertained.

22. Deadline for Submission of Bid

22.1 The original and copy of bid must be received by the Purchaser at the address specified in Clause 21.2 by 1500 hours on 13th December 2008.

22.2 The Purchaser through the Consultant may, at its discretion, extend the deadline for the submission of bids by amending the bidding documents in accordance with Clause 9, in which case all rights and obligations of the Purchaser and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

23. Late Bid

23.1 The bid received by the Purchaser after the deadline for submission of bid prescribed by the Purchaser, pursuant to Clause 22, will be rejected and returned unopened to the bidder.

24. Modification and Withdrawal of Bid

- 24.1 The bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification or withdrawal is received by the Purchaser prior to the deadline prescribed for submission of bid.
- 24.2 The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of Clause 21. A withdrawal notice may also be sent by telex or fax but must be followed by a signed confirmation copy, post marked not later than the deadline for submission of bid.
- 24.3 The bid may not be modified subsequent to the deadline for submission of bid.
- 24.4 The bid may not be withdrawn in the interval between the deadline for submission of bid and the expiration of the period of bid validity specified by the bidder on the Bid Form. Withdrawal of a bid during this interval may result in the bidder's forfeiture of its bid security, pursuant to Clause 18.

OPENING AND EVALUATION OF BID

25. Opening of Bid

- 25.1 The bid shall be opened by the Purchaser in the presence of the bidder's representatives who choose to attend at the time and date specified in Clause 22.1, at the office of the Purchaser, given in Clause 21.2 (a). The bidder's representatives who are present shall sign a register evidencing their attendance.
- 25.2 The bidder's name, bid price, modifications, bid withdrawal, and the presence or absence of the requisite bid security, and such other details as the Purchaser, at its discretion, may consider appropriate will be announced and recorded at the opening.

26. Clarification of Bid

- 26.1 To assist in the examination, evaluation and comparison of bid, the Consultant may, at its discretion, ask the bidder for a clarification of its bid. All responses to requests for clarification shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted except as required to confirm the corrections of arithmetical errors discovered in the evaluation of bid.

27. Determination of Responsiveness of Bid

- 27.1 Prior to the detailed evaluation of the bid, pursuant to Clause 29, the Purchaser assisted by the Consultant will examine and determine the substantial responsiveness of the bid to the requirements of the bidding documents. A substantially responsive bid is one which:
- (a) meets the eligibility criteria specified in Clauses 2 and 3;
 - (b) has been properly signed on the Bid Form;
 - (c) is accompanied by the required Securities and these Securities are valid and in good order;
 - (d) meets the major technical criteria specified in the schedule;
 - (e) meets the delivery period set out in Schedule A Special Stipulations to Bid;
 - (f) meets the rate and limit of liquidated damages as specified in Schedule A Special Stipulations to Bid;
 - (g) offers fixed price quotations i.e. the bid do not offer an escapable price quotation;
 - (h) is otherwise complete and generally in order;
 - (j) conforms to all the terms, conditions and Specifications of the bidding documents, without material deviation or reservation. A material deviation or reservation is one:
 - (i) which affects in any substantial way the scope, quality or performance of the Goods; or
 - (ii) which limits in any substantial way, inconsistent with the bidding documents, the Purchaser's rights or the bidder's obligations under the Contract.

- 27.2 The Consultant's determination of a bidder's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
- 27.3 The bid determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the bidder by correction or withdrawal of the nonconforming deviation or reservation.
- 27.4 The Purchaser may waive any minor informality or non-conformity or irregularity in the bid.
- 27.5 Correction of Arithmetical Errors: Bid determined to be substantially responsive will be checked by the Consultant for any arithmetic errors. Errors will be rectified by the Consultant as follows:
- (a) for the total bid price entered in paragraph of the Bid Form, if there is a discrepancy between the amounts in Figures and in words, the amount which tallies with the total Bid Price, shown in the Price Schedule, will govern unless the Bid Contains a specific statement confirming the total Bid Price.
 - (b) where there is a discrepancy between the unit rate and the total price resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern and the total price shall be corrected, unless in the opinion of the Consultant, there is an obviously gross misplacement of the decimal point in the unit rate, in which case the total price as quoted will govern and the unit rate will be corrected, and
 - (c) where there is a discrepancy in the total price quoted in the Price Schedule vis-à-vis addition of each item, the total of the itemized prices will govern.

The amount stated in the Bid Form will be adjusted by the Consultant in accordance with the above procedure for the correction of errors, and shall be considered as binding upon the Bidder. If the Bidder does not accept the correction of the errors, his Bid will be rejected and the Bid Security will be forfeited in accordance with Clause 18.6.

Corrected Total Bid Price: The price as determined after the application of arithmetic corrections shall be termed as Corrected Total Bid Price.

28. Evaluation and Comparison of Bids

The Consultant will evaluate and compare the bids previously determined to be substantially responsive, pursuant to Clause 27, as stated hereinafter.

28.1. Basis of Evaluation and Comparison of Bid

The bids will be evaluated in two steps. The first step would ensure that technical requirements are met by the bidders as per the technical evaluation criteria. In the second step financial proposals of only those firms which meet the technical requirements will be evaluated. The bids would be evaluated according to the following percentages for technical and financial respectively:

Technical Bid 70%

Financial Bid 30%

The companies will also be evaluated on separate proforma to assess their strength in terms of financial capacity, engineering/technical team, quality standard compliance, international standards compliance, certifications like ISO, status of the company, after sale services, response time and local vending capability. Evaluation will be done both for the company and the product.

28.2. Technical Evaluation

It will be examined in detail whether the Goods offered by the bidder comply with the Specifications of the bidding documents. To facilitate this, the Goods specification will be reviewed. Technical features/criteria of the Goods detailed in the Specifications will be compared with the bidder's Goods Data submitted with the bid. Other technical information submitted with the bid will also be reviewed.

It will be examined whether the bidder has the capability to impart training properly.

28.3. Commercial Evaluation

It will be examined in detail whether the bid comply with the specified Conditions of Contract of the bidding documents. It is expected that no major deviation/stipulation shall be taken by the bidder.

28.4. Evaluated Bid Prices

The Consultant's evaluation of a bid will take into account in addition to the Bid Price, the following factors (Adjustments) in the manner and to the extent stated hereinafter. Adjustment will be based on corrected Bid Prices. The price so determined after making such adjustments will be termed as Evaluated Bid Price. Correction of arithmetical errors as stated in Clause 27.5. The cost of making good any deficiency resulting from any acceptable, quantifiable variations and deviations from the Schedules, Conditions of Contract and Specifications, shall be added to the corrected Bid Price for comparison purposes only. For bid offering delivery period of the Service earlier than the period specified in the Schedule A Special Stipulations to Bid, no credit will be given. Terms of Payment: The bidder shall state their bid price for the payment terms outlined in the Conditions of Contract. The bid will be evaluated on the basis of this base price. The bidder may state alternate payment terms and indicate the reduction in bid price that wish to offer for such alternative payment terms. The Purchaser may consider the alternative payment terms offered by the bidder.

28.5 Parameters of Technical & Financial Evaluation

The hardware bids will be evaluated according to the following percentages for the technical and financial bids respectively.

Technical Bids 70%
 Financial Bids 30 %

Only those bids will be considered which are 100% in-compliance with the tender specifications.

28.5.1 Parameters of Technical & Financial Evaluation

Evaluation Parameter For Bids	Total Marks	Questionnaire
Company profile		The Computer Hardware companies would be qualified on the basis of proposals submitted against this particular tender. They will also be evaluated for their company profile, financial strength, general standing, etc. in the market. They would be judged on merit as per the Evaluation Form annexed with the bidding document as Annexure A. Proposal evaluation will be read with the details provided by the bidder company. The Technical evaluation will be Hardware specific and not only the generic capability of the bidder from across the board for Hardware procurement. Hence the weightage for each parameter may be fixed by the Senior Technical Officer as per requirement.
Technical Proposal (Qualification 560/700)	700	Disqualification in any two parts will lead to over all disqualification.
Staff Skill Set and Experience (Qualification 100/120)	120	<p>Skill Set = 50 marks (Qualification 40/50)</p> <p>Total Marks for PMP Certification = 10 (5 marks per specialist)</p> <p>Total Marks for Hardware Design certification = 10 (5 marks per hardware Design certification)</p> <p>Total Marks for installation/service/troubleshooting/trouble shooting certified = 10 (5 marks per installation/service/ trouble shooting certification)</p> <p>Total Marks for certified trainers = 10 (5 marks per certified trainer)</p> <p>Total Marks for user/administration hardware training plan to be provided for each district for networking & Server hardware and maintenance = 10</p> <p>Experience = 70 marks (Qualification 60/70)</p> <p>Project Manager = 16 (2 marks per year's experience) Assistant Project Manager = 14 (2 marks per year's experience) Hardware Engineer = 12 (2 marks per year's experience) System Engineer = 12 (2 marks per year's experience) Hardware Technician = 12 (2 marks per year's experience) Networking Engineer = 4 (2 marks per year's experience)</p>
Conformance to Hardware Equipment Specifications (Qualification 160/200)	200	Each hardware item must fulfill the specifications given in this bidding document. The mentioned specifications suggest minimum requirements. Bidders may propose improved/enhanced items.
Response Time after sales (Qualification 60/100)	100	Within the City Less than 4 hours response for support, then 50 marks, Less than 8 hours response for support, then 30 marks,

		Otherwise 0 marks. Outside the City (within in the area of 200 Km) Less than 10 hours response for support, then 50 marks, Less than 15 hours response for support, then 40 marks, Less than 20 hours response for support, then 30 marks, Otherwise 0 marks.
Backup Inventory (Qualification 30/50)	50	If more than 15% items of each quoted item available, 50 marks, if more than 10% items of each quoted item available, 30 marks, if more than 5% items of each quoted item available, 10 marks, if less than 5% items of each quoted item available, 0 marks.
Financial Audit Report (Qualification 30/30)	30	The company must provide its financial audit report of last three financial years. 10 marks per year's audit report.
GST and company registration Certificate (Qualification 50/50)	50	If GST Certificate is provided, 25 marks. If Company Registration Certificate is provided, 25 marks.
Certification for Quality Assurance & Management (Qualification 50/50)	50	The company should be certified for quality assurance and management. e.g. ISO 9001-2000 etc. 50 marks if such certificate is provided.
Company Experience in terms of projects Qualification Public Sector = 40/50 Private Sector = 40/50	50 + 50	Number of projects in public sector (A) & private sector (B) where A = 10 marks / public sector project B = 05 marks / private sector project
Financial Proposal	300	Formula for calculating marks: M = Minimum Bid B = The Bid Then Score = (M / B) × Weight

29. Contacting the Purchaser

- 29.1 Any effort by a bidder to influence the Purchaser in the Purchaser's decisions in respect of bid evaluation, or Contract award will result in the rejection of the bidder's bid.

30. Purchaser's Right to Accept the Bid or Reject the Bid

- 30.1 The Purchaser reserves the right to accept or reject any bid at his sole discretion and to annul the bidding process at any time prior to award of Contract, without thereby incurring any liability to the bidder or any obligation to inform the bidder of the grounds for the Purchaser's action.

AWARD OF CONTRACT

31. Post-qualification and Award Criteria

- 31.1 The Purchaser will determine to its satisfaction whether the bidder has offered Service at reasonable prices consistent with the current prevailing market prices and is qualified to satisfactorily perform the Contract
- 31.2 The determination will take into account the bidder's financial, technical and production capabilities. It will be based upon an examination of the documentary evidence of the bidder's qualifications submitted by the bidder, pursuant to Clause 16, as well as such other information as the Purchaser deems necessary and appropriate.
- 31.3 An affirmative determination will be prerequisite for award of the Contract to the bidder. A negative determination will result in rejection of the bidder's Bid.
- 31.4 Subject to Clause 30 above, the Purchaser will award the Contract to the bidder if its bid has been determined to be substantially responsive to the bidding documents and consistent with the current prevailing market prices as determined by the Purchaser, provided further that the bidder is determined to be qualified to satisfactorily perform the Contract.

32. Purchaser's Right to Vary Quantities at Time of Award

- 32.1 The Purchaser reserves the right at the time of award of Contract to increase or decrease the quantity of Service specified in the Specifications, without any change in unit prices or other terms and conditions.

33. Notification of Contract Award

- 33.1 Prior to the expiration of the period of bid validity, the Purchaser will notify the bidder in writing by registered letter that its bid has been accepted. This letter is termed as Letter of Acceptance.
- 33.2 The notification of award will constitute the formation of a contract, until the Contract has been affected pursuant to Clause 35 below.

34. Signing of Contract

- 34.1 After the acceptance of performance security by the Purchaser, the Purchaser will send to the successful bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.
- 34.2 Within three (3) days of the receipt of such Contract Form, the bidder shall sign and date the Contract and return it to the Purchaser.

35. Performance Security

- 35.1 Within three (3) days of the receipt of the Letter of Acceptance from the Purchaser, the bidder shall furnish the performance security, in accordance with the Conditions of Contract, in the performance security Form provided in the bidding documents or another form acceptable to the Purchaser.

ADDITIONAL INSTRUCTIONS

36. Instructions to Assist the Bidder

- 36.1 Bid shall be prepared and submitted in accordance with the instructions set forth herein. These instructions to Bidders are provided to assist in preparing their Bid and shall not constitute part of the Contract Documents.

37. Income Tax & General Sales Tax

- 37.1. The bidder may make inquires on income tax to the concerned authorities of Income Tax and General Sales Tax Department, Government of Pakistan.

BID FORM

To:

Deputy Secretary (Admin)
Information Technology Department,
3rd Building, 2nd Floor
Aiwan-e-Iqbal Complex
Lahore

Gentlemen:

Having examined the bidding documents including Addendum No _____, the receipt of which is hereby duly acknowledge, for the above Contract, we, the undersigned, offer to supply, deliver test and impart training in conformity with the said bidding documents for the Total Bid Price.

Pak Rupees (in figures _____ in words _____)

or such other sums as may be ascertained in accordance with the Price Schedule attached hereto and made part of this Bid.

We undertake, if our Bid is accepted, to complete the Works in accordance with the Contract Execution Schedule provided in the Schedule A Special Stipulations to Bid.

If our Bid is accepted, we will provide the performance security in the sum equivalent to 20 per cent of the Contract Price, for the due performance of the Contract.

We agree to abide by this Bid for the period of ninety (90) days from the date fixed for bid opening pursuant to Clause 25 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof in your Notification of Contract Award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest-priced or any Bid that you may receive.

Dated this _____ day of _____ 2011.

WITNESS

BIDDER

Signature -----

Signature -----

Name-----

Name -----

Title: -----

Title-----

Address: -----

Address-----

SCHEDULE –A: SPECIAL STIPULATIONS

For ease of reference, certain information and Special Stipulations applicable to the Contract are set forth herein.

1.	Amount of Performance Security	Clause of <u>Conditions of Contract</u> 7.1	The selected firm will have to deposit 10 % in the case of Equipment to be provided with the Government in the form of bank guarantee at the time of award of contract. This amount will be returned to the firm up to six months of User Acceptance Testing for the Service.
2.	Delivery of Goods & Services		
	Address at which Service to be executed	10.1	Information Technology Department & various Punjab Government Departments in Lahore and other Districts of Punjab
	Contract Execution Schedule	10.2	To be provided by vendor
	Start operation of Service after installation and testing	10.2.1	Within four (04) to six (06) weeks from the commencement date of Contract.
	Training of service	10.2.1	Within two (2) weeks after the date of operation, installation and testing of Service or part thereof.
3.	Time within which payment shall be made after delivery of certificate of payment	16.6	As per Government Policy

to Purchaser

- a) Liquidated damages for delayed delivery of Service part thereof. 0.25% of the Contract Price of the delayed or Service per day or part thereof.
- b) Limit of Liquidated Damages Not to exceed in the aggregate ten percent (10%) of Contract Price stated in the Notice of Contract Award/Letter of Acceptance by the Purchaser.

4. Delayed Payment 16.7 IT Department shall pay to Contractor compensation at the rate of 8% per year upon all sum unpaid from the date by which the sum should have been paid.

SCHEDULE - B: PRICE SCHEDULE

Preamble

1. The Goods and Service will be delivered at the address provided in Schedule A. The total Bid Price shall include all charges up to the delivery point and other services to be provided under the Contract.
2. Where no prices are entered against any item, the price of that item shall be deemed to have been distributed among the rates and prices of other items, and no separate payment shall be made for that item(s)/ Services.
3. Price Schedule should be provided according to the complete solution of Computer Hardware Equipment as described in Technical Specifications of this document. Each cost should be identified as installation (one time) or monthly/quarterly/yearly (recurring) for any other equipment rental or any support of operation services thereof.
4. The Warranty Period will start from the date of installation/deployment of equipment at site.

SCHEDULE - B: PRICE SCHEDULE (Continued)

LOT # 1		
MID RANGE SERVER		
QTY (02)		
S#	ITEM	DESCRIPTION
1	Processor	2 X Quad-Core Intel Xeon processor E 5620 (2.4 Ghz) L3 Cache 12 MB, 5.86 GT/s
2	Mother Board	Server Board Chipset 5520 with DUAL Processor Scalability (Upgradeability)
3	ECC Memory	8 GB ECC DDR-3 Memory, 1066 MHz bus expandable to 16GB or higher support
4	Hard Disk Drive	3 x 250 GB or higher, SAS hard drives (hot plug)
5	Drive Controllers	SAS controller
6	RAID Controller	RAID Controller with 256 MB battery backed cache (Supporting RAID 0, 1, 5, etc.)
7	Optical Drive	DVD Writer
8	Display Card	On-board
9	Network Adapter	Dual embedded Gigabit Ethernet NIC with fail-over and load balancing (NT & Win2000, 2003, 2008 Red Hat Linux Supportive) with TCP Offload Engine (TOE) support
10	I/O Ports & Expansion Slots	Minimum 4 PCI slots with at least one PCI express, 2.0 USB etc.
11	Mouse & Key Board	Standard Keyboard, Compatible USB Optical Mouse with 2-Buttons & Scroll, mouse pad
12	Chassis	2U Rack mountable chassis
13	Power Supply	Hot-Swap Redundant (2) Power Supplies as per Manufacturer's standards
14	System Software	Management capabilities should include Capacity Management, Remote Management, Web Management, Configuration Management, Event Scheduling, Alert Management, RAID Management
15	Monitor / LCD	17" Flat Screen TFT Monitor, Low Radiation, 1024 x 768 Resolution supportive
16	Operating System	Windows 2008 Server Std Edition with 5 calcs, latest service pack
NOTE:		
1- 3 Years Parts and Labor warranty for all components on site by Manufacturer		

2- Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province
3- The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period
4- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.
5- The vendor is responsible for the installation of Configuration Management software, Server Operating System, and provide training for the efficient configuration and management of the system.
6- Please mention the country of origin / manufacturing / assembly of the quoted brand / model

SCHEDULE - B: PRICE SCHEDULE (Continued)

LOT # 2		
COMPUTER FOR PROFESSIONAL USEAGE		
QTY (25)		
S.#	ITEM	DESCRIPTION
1	Processor	Intel core i3-550 3.2 GHz processor or higher with Built-in 4 MB Smart Cache, 2.5 GT/s or higher
2	Mother Board	Intel Chipset H 57 or higher
3	Memory	4 GB (2x2) DDR-3, SDRAM 1333 Mhz or higher
4	Hard Disk Drive	Min 320 GB SATA-II with 7200 RPM or higher
5	Display Card/Sound Card	Built-in Video Graphics Display and Sound Card
6	Network Adapter	Built-in 10/100/1000 base-T Gigabit Ethernet card (Microsoft Windows 2000/XP/2003/Vista/ 7, Red Hat Linux Supportive) Wake on LAN (WOL) support, Wireless Card
7	Optical Drive	Super Drive (Multi layer / CD / DVD WR)
8	Monitor	17" or higher Flat Screen TFT Monitor, Low Radiation, 1024 x 768 Resolution supportive
9	Mouse & Key	Standard Keyboard and 2.0 USB 2-Button Optical Mouse with Scroll.
10	Casing/Power Supply	Standard tower casing with Power Supply as per manufacturer standard
11	I/O Interfaces and Expansion Slots	Min 6 USB 2.0 ports, Min Two PCI slots, etc.
12	Operating System	Windows 7 Professional Edition with latest service pack
NOTE:		
1-	3 Years Parts and Labor warranty for all components on site	
2-	Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province	
3-	The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period	
4-	In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.	
5-	Please mention the country of origin / manufacturing / assembly of the quoted brand /	

model

6- Vendor / Assembler to provide verification of Serial numbers / AA numbers of Intel products.
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SCHEDULE - B: PRICE SCHEDULE (Continued)

LOT # 3		
LAPTOP/NOTEBOOK		
QTY (04)		
Sr. #	ITEM	DESCRIPTION
1	Processor	Intel Core i5-540M Processor (2.53 GHz, 3MB L3 Cache) up to 3.06 Ghz with Intel Turbo Boost Technology
2	Mother Board	Intel Chipset Q 57 Express Chipset
3	Memory	4 GB of DDR-3 1333 MHz or higher
4	Hard Disk Drive	Min 250GB or Higher SATA Hard Drive with 7200 RPM
5	Super Drive	CD+/-RW and 8X DVD RW 16X DVD R or higher, compatible with Microsoft Windows 2000/Xp/2003/Vista/7 and Red Hat Linux.
6	Video/Display Card	On-board Graphics Controller
7	Fax/Voice Card	Internal 56 Kbps V.92 Compliant Fax/Voice Modem
8	Sound Card	Standard
9	Network Adapter	On-Board 10/100/1000 base-T Ethernet card (Microsoft Windows 2000/Xp/2003/7, Red Hat Linux Supportive)
10	LCD Display	15".x WXGA TFT Active Matrix Display or higher
11	Integrated I/O Interfaces like	2 USB 2.0 Port. 1 RJ11 Jack for Modem, 1 RJ45 Jack for Ethernet, External VGA Port, Infra Red and 4-1 Card Reader and other standard features
12	Wireless LAN	Wireless 802.11abg 54 Mbps or higher, Microsoft Windows 2000/Xp/2003/7, Red Hat Linux Supportive.
13	Batteries & Power Adopter	Li-ion Re-chargeable 6 Cell Battery pack with estimated 2 to 3 hours battery life or higher
14	PC Card Slots	One Type I or II
15	Mouse & Key Board	84/85 keys pad and integrated Touch Pad/Pointing Device
16	Operating System	Microsoft Windows 7 Professional Edition with latest service pack
17	Carrying Case	Soft Leather Carrying Case
18	Mouse (External)	2.0 USB 2-Button Optical Mouse with Scroll

19	Camera	Built-in Camera
NOTE:		
1- 3 Years Parts and Labor warranty for all components on site		
2- Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province		
3- The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period		
4- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.		
5- Please mention the country of origin / manufacturing / assembly of the quoted brand / model		

SCHEDULE - B: PRICE SCHEDULE (Continued)

LOT # 4					
Uninterruptible Power Supply (UPS)					
BRANDS CATEGORY I		APC (MGE), TRIPLITE, RIELLO, LIEBERT, POWERWARE, TECHNOWARE (ITALY), OPTIPLUS (USA)			
S #	ITEM	DESCRIPTION	Qty	U/Price	T/Price
2	1 KVA	1 KVA with dry batteries, surge protection, processor control, Line Interactive Technology , at least 10 minutes backup time or higher on 70% load, 2-4 hours recharge time, Pure Sine Wave, 0.7 Power factor , Serial/USB Port, Plug and Play, UPS Monitoring Software, with other standard features.	25		
2	6KVA	6.0 KVA with dry batteries, surge protection, processor control, Online Double Conversion Technology , at least 10 minutes backup time or higher on 70% load, 0.7 Power factor, Serial/USB Port, Plug and Play, UPS Monitoring Software, 2-4 hours recharge time, with other standard features, with installation & Commissioning	10		
Note:					
1- 3 Years Parts and Labor warranty for all components on site					
2- Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province					
3- The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period					
4- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.					
5- Please mention the country of origin / manufacturing / assembly of the quoted brand / model					

SCHEDULE - B: PRICE SCHEDULE (Continued)

LOT # 5					
FINGER PRINT SCANNER					
S #	ITEM	DESCRIPTION	Qty	U/Price	T/Price
1	Finger Print Scanners U.are.U reader with software package or higher	Fingerprint Sensor, Resolution 500 dpi or higher, verification time less than 1 sec, interface USB, supported operating system Windows 2003/Xp, Linux, VeriFinger 5.0 SDK or higher for Biometric Fingerprint Recognition	8		
Note					
1- 3 Years Parts and Labor warranty for all components on site					
2- Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province					
3- The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period					
4- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.					
5- Please mention the country of origin / manufacturing / assembly of the quoted brand / model					

SCHEDULE - B: PRICE SCHEDULE (Continued)

LOT # 6					
DIGITAL CAMERA					
S #	ITEM	DESCRIPTION	Qty	U/Price	T/Price
1	Digital Camera	<u>BRANDS: SAMSUNG, SONY, PANASONIC, TOSHIBA, CANON</u> 12 Mega pixel or higher live view, 64 MB internal flash memory, zoom 3X or higher optical, Windows OS compatibility with 2 GB external memory stick, stand and all other standard Features & Accessories	08		
Note					
1- 3 Years Parts and Labor warranty for all components on site					
2- Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province					
3- The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period					
4- In cas of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.					
5- Please mention the country of origin / manufacturing / assembly of the quoted brand / model					

SCHEDULE - B: PRICE SCHEDULE (Continued)

LOT # 7					
GENERATOR					
S.#	ITEMS	DESCRIPTION	Qty	U/Price	T/Price
1	DIESEL GENERATOR 100 KVA WITH INSTALLATION AND COMMISSIONING	100 KVA rated output, 50Hz, 1500 rpm, turbo charged, manual/auto control, number of starts, ATS change over control, 3 phase main sensing, water preheating control, Min 220 liter diesel capacity. Imported Canopy, water jacket, heater control system, emergency push button should be installed outside canopy, installation, testing, commissioning, along with civil works, cabling, earthwork.	01		
2	PETROL GENERATOR 5 KVA WITH INSTALLATION AND COMMISSIONING	Imported 5 KVA Generator, AC Frequency 50Hz, AC Output Voltage 220V, Rated AC Output 4.0KVA, Maximum AC Output 5KVA, Engine Air Cooled 4-Stroke OHV Single Cylinder, Ignition System Transistorized Magneto, Max. Power Output 4.0KW, Fuel Tank Capacity: Min 20 Liters, Continuous Operating Hours, 8hrs, Standard Features, AVR, Fuel Gauge, AC Circuit Breaker, Electric Starter	04		
Note:					
1- 3 Years Parts and Labor warranty for all components on site					
2- Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province					
3- The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period					
4- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.					
5- Please mention the country of origin / manufacturing / assembly of the quoted brand / model					

SCHEDULE - B: PRICE SCHEDULE (Continued)

LOT # 8					
Q-MATIC SYSTEM					
S #	ITEM	DESCRIPTION	Qty	U/Price	T/Price
1	Q-MATIC System	Q-Matic Printer, Main Display (917x2), Counter Software, Counter Display (917) , Up to 9 x 48 pixels LED Matrix. Special characters (arrows, Euro symbol). Different fonts. LED available in three colors (red, green or three-color). Stackable with 948, 917 Displays and Signboards. Scroll text in any direction. Use as Information Display, Main Display or Workstation Display. Power Supply ,Printer Wall Bracket, Bell , Installation & Training	04		
Note					
1- 3 Years Parts and Labor warranty for all components on site					
2- Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province					
3- The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period					
4- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.					
5- Please mention the country of origin / manufacturing / assembly of the quoted brand / model					

SCHEDULE - B: PRICE SCHEDULE (Continued)

LOT # 9					
NETWORK EQUIPMENT					
ACTIVE					
Sr. #	ITEMS	DESCRIPTION	Qty	U/Price	T/Price
Brands		CISCO, LINKSYS, ALLIED TELESON, 3COM, LUCENT, NORTEL, D-LINK			
1	Firewall	Maximum firewall and IPS throughput (Mbps): 150 Mbps Maximum firewall connections: 10,000/25,000 Maximum firewall connections/second: 4000 Maximum 3DES/AES VPN throughput: 100 Mbps Memory : 256 MB Flash: 64 MB	01		
2	Layer 3 Manageable Switch	Layer 3 switch - 24 ports, External - 1U, 24 x Ethernet 10Base-T, Ethernet 100Base-TX, Ethernet 1000Base-T, 1 Gbps, Ethernet, Fast Ethernet, Gigabit Ethernet, 2 x SFP (mini-GBIC), Full duplex capability, auto-negotiation, manageable, IEEE 802.3ab, IEEE 802.3af	01		
3	Layer 2 Manageable Switch	Manageable Layer 2 Full Duplex, 10/100 BaseT, TX Fast Ethernet 24 Ports with 2 ports Gigabit for Uplink	01		
4	Rack 42U (Local)	Local Rack with LCD & KVM Switch 08 Port and 02 PDU's	01		
5	Rack 27 U (Local)	Local Rack with KVM Switch 08 Port and 01 PDU's	04		
PASSIVE EQUIPMENT UTP CABLE					
BRANDS		LUCENT/AVAYA, AMP, NORDX/BELDEN, 3M, AT & T, CORNING, INFRAPLUS, DINTEK			
Sr. #	ITEMS	DESCRIPTION	Qty	U/Price	T/Price
1	UTP Cable CAT 6	UTP cable, 4 pair, Fast Ethernet supported, PoE enabled (Quantity mentioned in 1000 feet roll)	APA		
2	Face Plates	Face Plates with dual shutter, dual fast Ethernet supported UTP I/O	APA		
3	Back Box	Back Box	APA		
4	Patch Panel	UTP 24-Port Patch Panel with rear cable management	APA		
5	CAT 6 Drop Cord	CAT 6 Drop Cord 9 meter	APA		
6	Patch Cord	UTP Patch Cord, fast Ethernet supported 3meters	APA		
7	Data Cabinet 9U	Data Cabinet 9 U, perforated top, Floor standing, having 2 exhaust fans and power panel, glass door and key	APA		

8	Ducts	Duct 16 x 38 (10 Ft Per Length) Adam Jee	APA		
9	Ducts	Duct 40 x 40 (10 Ft Per Length) Adam Jee	APA		
10	PVC pipe	PVC Flexible 1 (10 ft Length)	APA		
11		UTP Cable Laying & Termination Charges (PRF)	APA		
12		Installation & Testing Charges	APA		

Note:

1. All passive solution mentioned quantities are estimated and will be paid as per actual (APA) basis.

9. Data Cabinets mentioned quantities are also on the APA basis.

10. Provide exact type and quantity of Ducts to be installed for indoor cabling.

11. Bidder must provide fully functional power sockets for each switch and UPS, power sockets must be double the capacity. Proper circuit breaker must be installed.

12- Please mention the country of origin / manufacturing / assembly of the quoted brand / model

SCHEDULE - B: PRICE SCHEDULE (Continued)

LOT # 10					
IP BASED (SURVEILLANCE SYSTEM)					
S #	ITEM	DESCRIPTION	Qty	U/Price	T/Price
1	Network IP Camera	Real-time 30(25)fps at high resolution (4CIF), H.264, MPEG-4 & MJPEG triple codec, XDR (Extend Dynamic Range), Adaptive DNR (Dynamic Noise Reduction), Progressive scan, Day & Night (Software), PoE (Power over Ethernet), HTTPS security login support, IPv4/IPv6 support	20		
2	Auto Iris Lens	Auto Iris Lens 2.8-10mm	20		
3	Cabling & Installation	Network Cabling and Switches As per site Requirements	20		
Note					
1- 3 Years Parts and Labor warranty for all components on site					
2- Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province					
3- The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period					
4- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.					
5- Please mention the country of origin / manufacturing / assembly of the quoted brand / model					

SCHEDULE - B: PRICE SCHEDULE (Continued)

LOT # 11			
AIR CONDITIONERS			
S.#	ITEM	DESCRIPTION	QTY
BRANDS		LG, PEL, SABRO, DAIKINS, ORIENT,DAWLANCE	
1	A/C Split Unit	Air Conditioner Split Type 1.5	08
2	A/C Split Unit	Air Conditioner Split Type 4 Tons Floor Standing For Data Centers	02
Note			
1- 3 Years Parts and Labor warranty for all components on site			
2- Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province			
3- The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period			
4- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.			
5- Please mention the country of origin / manufacturing / assembly of the quoted brand / model			

SCHEDULE - B: PRICE SCHEDULE (Continued)

LOT # 12			
CONNECTIVITY			
S.#	ITEM	DESCRIPTION	QTY
1	Connectivity 2 Mbps	Connectivity 2 Mbps	36 Sites
2	Connectivity 4 Mbps	Connectivity 4 Mbps	36 Sites
Note			
1- Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province			
2- The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period			
3- Sites may be increased as per need			

Signature of Bidder _____

Note:

Currencies should be used in accordance with Clause 14 of the Instructions to bidders. In case of locally produced Service, the price shall include all customs duties and sales and other taxes already paid or payable on the components and raw materials used in the manufacture or assembly of the item.

In case of Contract of imported Service offered Ex-Warehouse/Off-the-Shelf from within the Purchaser's country, the cost of import duties and sales and other taxes already paid shall be shown separately.

BID SECURITY FORM

WHEREAS _____ (hereinafter called "**the Bidder**") has submitted its bid dated _____ for supply of Computer Hardware, Networking Equipment, Office Furniture and Power Generators etc. Lot Number _____ (hereinafter called "**the Bid**").

KNOW ALL MEN by these presents that We _____ (Name of Bank) of _____ (Name of Country) having our registered office at _____ (address of Bank) hereinafter called "the Bank") are bound into the Deputy Secretary (Admin), Information Technology Department, 3rd Building, 2nd Floor, Aiwan-e-Iqbal Complex, Lahore Pakistan (hereinafter called "the Purchaser") in the sum of _____, for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns, by these presents.

Sealed with the Common Seal of the Bank this _____ day of _____, 2011

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder does not accept the corrections of his Total Bid Price; or
3. If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity:
 - (a) Fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders; or
 - (b) Fails or refuses to execute the Contract Form, when requested. or

We undertake to pay to the Purchaser up to the above amount, according to, and upon receipt of, its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both or all the three above stated conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to _____, the period of bid validity, and any demand in respect thereof should reach the Bank not later than such date.

(NAME OF BANK)

By _____

(Title)

Authorized Representative

PERFORMANCE SECURITY FORM

To:

Deputy Secretary (Admin)
Information Technology Department,
3rd Building, 2nd Floor
Aiwan-e-Iqbal Complex
Lahore-Pakistan

WHEREAS (Name of the Contractor)

_____ hereinafter called "the Contractor" has undertaken, in pursuance of "IT Department Tender", Procurement of Computer Hardware, Networking Equipment, and Power Generators etc. Lot Number _____ dated _____ (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the Contract that the Contractor shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with the Contractor's performance obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Contractor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantor and responsible to you, on behalf of the Contractor, up to a total of _____ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the Contract, and without cavil or argument, any sum or sums as specified by you, within the limits of _____ (Amount of Guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until _____ day of _____, 2011, or twenty-eight (28) days of the issue of the Defects Liability Expiry Certificate, whichever is later.

[NAME OF GUARANTOR]

Signature _____

Name _____

Title _____

Address _____

Seal _____

CONTRACT FORM

THIS CONTRACT made the _____ day of _____ 2011, between the Deputy Secretary (Admin), Information Technology Department, 3rd Building, 2nd Floor, Aiwan-e-Iqbal Complex, Lahore (hereafter "the Purchaser") of the one part and _____ (Name of Contractor) of _____ (City and Country of Contractor) (hereinafter "the Contractor") of the other part.

WHEREAS the Purchaser invited bids for IT Department Tender, Procurement of Computer Hardware, Networking Equipment and Power Generators etc. Lot Number _____ (hereafter "the Goods") and training thereof and has accepted a bid by the Contractor for the supply of those Goods and Services.

NOW THE CONTRACT WITNESSETH AS FOLLOWS

1. The following documents shall be deemed to form and be read and construct as part of this Contract.
 - (a) The Notification of Award;
 - (b) The Bid and Schedules listed as under;
 - Schedule A Special Stipulations
 - Schedule B Price Schedule
 - (c) The Conditions of Contract;
 - (d) The Technical Specifications

This Contract shall prevail over all other contract documents. In the event of any discrepancy or inconsistency within the Contract Documents, then the Documents shall prevail in the order listed above.

2. In consideration of the payments to be made by the Purchaser to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Purchaser to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
3. The Purchaser hereby covenants to pay the Contractor, in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract, at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

WITNESS

(PURCHASER)

Signature: _____

Signature: _____

Name: _____

Name: _____

Designation: _____

Designation: _____

Seal: _____

WITNESS

(CONTRACTOR)

Signature: _____

Signature: _____

Name: _____

Name: _____

Designation: _____

Designation: _____

CONDITIONS OF CONTRACT

1. Definitions

- 1.1 In this Contract, the following terms shall be interpreted as indicated:
- 1.1.1 "Commencement Date of the Contract" means the date of signing of the Contract between the Purchaser and the Contractor.
- 1.1.2 "Contract" means the agreement entered into between the Purchaser and the Contractor, as recorded in the Contract Form signed by the parties, including all Schedules and Attachments thereto and all documents incorporated by reference therein.
- 1.1.3 "Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.
- 1.1.4 "Contractor" means the individual or firm whose bid has been accepted by the Purchaser and the legal successors, in title to the Contractor.
- 1.1.5 "Contract Value" means that portion of the Contract Price adjusted to give effect to such additions or deductions as are provided for in the Contract which is properly apportionable to the Goods or Services in question.
- 1.1.6 "Defects Liability Expiry Certificate" means the certificate to be issued by the Client to the Contractor in accordance with Clause 15.7.
- 1.1.7 "Defects Liability Period (Warranty Period)" means the period stated in the Schedule A Special Stipulations, following the taking over, during which the Contractor is responsible for making good defects and damage in accordance with Clause 15.
- 1.1.8 "Client" means the specific Punjab Government Department for which the equipment has been procured or any other person for the time being or from time to time duly appointed in writing by the Purchaser to act as Client for the purposes of the Contract.
- 1.1.9 "Client's Representative" means any representative of the Client appointed from time to time by the Client under Clause 33.
- 1.1.10 "Goods" means all of the equipment, machinery, and/or other materials which the Contractor is required to supply to the Purchaser under the Contract.
- 1.1.11 "Purchaser" means the Information Technology Department, Government of Punjab, Lahore, Pakistan.
- 1.1.12 "Services" means services ancillary to the supply of the Goods, such as insurance, and any other incidental services, such as testing, training and other such obligations of the Contractor covered under the Contract.

1.1.13 "Taking-Over Certificate" means the certificate to be given by the Client to the Contractor in accordance with Clause 10.4.

1.1.14 "Works" means all Service to be provided and work to be done by the Contractor under the Contract.

1.2. Headings and Titles

The headings and titles in these Conditions shall not be deemed part thereof or be taken into consideration in the interpretation or construction of the Contract.

1.3. Interpretation

Words importing persons or parties shall include firms and corporations and any organization having legal capacity. Words importing the singular only also include the plural and vice versa where the context requires.

1.4. Periods

In these Conditions "day" means calendar day and week means seven (7) calendar days.

1.5. Notice, Consents and Approvals

Wherever in the Contract provision is made for the giving of notice, consent or approval by any person, such consent or approval shall not be unreasonably withheld. Unless otherwise specified, such notice, consent or approval shall be in writing and the word "notify" shall be construed accordingly.

2. Application

2.1 These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

3. Country of Origin

3.1 All Goods and Services supplied under the Contract shall have their origin in eligible member countries.

3.2 For purposes of this Clause, "origin" shall be considered to be the place where the Goods were mined, grown or produced or from which the Services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

3.3 The origin of Goods and Services is distinct from the nationality of the Contractor.

4. Standards

- 4.1 The Goods/Services supplied under this Contract shall conform to the authoritative latest standard appropriate to the Goods.

5. Use of Contract Documents and Information

- 5.1 The Contractor shall not, without the Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, drawings, pattern, sample or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Contractor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 5.2 The Contractor shall not, without the Purchaser's prior written consent, make use of any document or information specified in Clause 5.1 above, except for purposes of performing the Contract.

6. Patent Rights

- 6.1 The Contractor shall indemnify and hold the Purchaser harmless against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Service or any part thereof.

7. Performance Security

- 7.1 Within seven (7) days of receipt of the Letter of Acceptance from the Purchaser, the successful Bidder shall furnish to the Purchaser the performance security in the amount specified in the Schedule A Special Stipulations to Bid.
- 7.2 The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the Contractor's failure to complete its obligations under the Contract. The Contractor shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended.
- 7.3 The performance security shall be denominated in a currency of the Contract, or in a freely convertible currency acceptable to the Purchaser, and shall be in one of the following forms:
- (a) A bank guarantee,
 - (i) Issued by a bank acceptable to the Purchaser located in Pakistan; or
 - (ii) issued by a foreign bank through a correspondent bank acceptable to the Purchaser located in Pakistan, and in the form provided in the bidding documents or another form acceptable to the Purchaser; or
 - (b) a cashier's check or certified check.

7.4 The performance security will be returned by the Purchaser not later than twenty eight (28) days of the issue of the Defects Liability Expiry Certificate.

8. Inspection and Tests

8.1 The Purchaser or its representative shall have the right to inspect the work being carried out under this Contract and to test the Goods to confirm their conformity to the Specifications. The Special Conditions of Contract or the Specifications or both shall specify what inspections and tests the Purchaser requires and where they are to be conducted. The Purchaser shall notify the Supplier in writing of the identity of any representative retained for these purposes.

8.2 The inspections and tests may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery and at the Service final destination. Where conducted on the premises of the Supplier or its subcontractor(s), all-reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.

8.3 Should any inspected or tested Service fail to conform to the specifications, the Purchaser may reject them, and the Supplier shall either replace the rejected Service or make all alterations necessary to meet the requirements of the Specifications free of cost to the Purchaser.

8.4 The Purchaser's right to inspect, test and, where necessary, reject the Goods after the Goods arrival at the site of installation shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by the Purchaser or its representatives prior to delivery of the Goods.

8.5 Nothing in this Clause 6 shall in any way release the Supplier from any Warranty or other obligations under the Contract.

9. Packing

9.1 The Contractor shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination as indicated in the Contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and open storage.

10. Delivery and Documents

10.1 Delivery of the Goods shall be made by the Contractor at the address specified in Schedule A Special Stipulations.

10.2. Contract Execution Schedule

10.2.1 The delivery of the Goods at the site, its testing, and successful training shall be completed within the periods stated in the Schedule A Special Stipulations to Bid.

- 10.2.2 Within the time stated in Schedule A Special Stipulations to Bid, the Contractor shall submit to the Client the detailed schedule of supply, customs clearance, testing of the Goods and training as required under the Contract.
- 10.2.3 The Service shall remain at the risk and under the physical custody of the Contractor until the delivery and testing of the Goods is completed.
- 10.2.4 The Contractor shall ensure that the Goods shall be delivered complete to enable the testing and training to proceed without interruption. If it shall appear to the Client that the Goods have been or are likely to be delayed by reason of incomplete delivery or for any other reasons, he may require the Contractor at the expense of the Contractor to dispatch the missing items of the Goods or suitable replacements thereof to the site of delivery by the fastest available means including air freight.

10.3. Documentation

Before the Goods are taken over by the Purchaser, the Contractor shall furnish the operation manuals, service manuals and other information pertaining to the performance of the Goods.

10.4. Taking-Over Certificate

- 10.4.1 The Service or any portion thereof shall deemed to be taken over by the Purchaser when they have been delivered to the Client and tested for their intended purposes.
- 10.4.2 The Contractor shall apply by notice to the Client for a Taking-Over Certificate. The Goods will be delivered and tested at the place of delivery of Goods.
- 10.4.3 The Client will within twenty one (21) days after receipt of Contractor's application either:
- (a) issue the Taking-Over Certificate to the Contractor with a copy to the Purchaser stating the date on which the Goods or any portion thereof were successfully tested and ready for taking over, or
 - (b) reject the application giving his reasons and specifying the work required to be done by the Contractor to enable the Taking-Over Certificate to be issued.
- 10.4.4 The issue of a Taking-Over Certificate shall not operate as an admission that the Works are completed in every respect.

11. Marine Insurance of the Goods

- 11.1 All marine insurance if Goods imported outside Pakistan shall be arranged and paid for by the Contractor, and the cost thereof shall be included in the Contract Price.

12. Transportation

12.1 Transport of the Goods to the place of destination as specified in the Contract shall be arranged and paid for by the Contractor, and the cost thereof shall be included in the Contract Price.

13. Incidental Services

13.1 The Contractor shall provide the following services:

- (a) start-up and testing of the supplied Goods;
- (b) furnishing of a detailed Operation and Service Manuals for each appropriate unit of the supplied Goods;
- (c) training of the personnel nominated by the Client, of the supplied Goods, as specified in the Specifications.

14. Spare Parts

14.1 The Contractor warrants to the Purchaser that the Service supplied by the Contractor under the Contract are standard and of exact Computer Hardware and Networking Equipment , and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Contractor further warrants that all Service supplied under this Contract shall have no defect, arising from design, materials, or installation & configuration from any act or omission of the Contractor that may develop under normal use of the supplied Service.

15. Warranty and Defects Liability Expiry Certificate

15.1 The Contractor warrants to the Purchaser that the Goods supplied by the Contractor under the Contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Contractor further warrants that all Goods supplied under this Contract shall have no defect, arising from design, materials, or workmanship or from any act or omission of the Contractor, that may develop under normal use of the supplied Goods.

15.2 This warranty shall remain valid for three year or as specified in the Special Stipulations of this document, after the Goods, or any portion thereof, as the case may be, have been Taken Over, in accordance with Clause 10.4. This period is hereinafter referred as Warranty Period.

15.3 The Client shall promptly notify the Contractor in writing of any claim arising under this warranty.

15.4 Upon receipt of such notice, the Contractor shall, within a reasonable period as notified by the Client, repair or replace the defective Goods or parts thereof in Lahore (Pakistan), without any cost to the Purchaser.

15.5 If the Contractor, having been notified, fails to remedy the defect (s) in accordance with the Contract, the Purchaser may proceed to take such remedial action as may be necessary, at the Contractor's risk and cost. The Contractor's warranty pursuant to this Clause 15 is without prejudice to any other rights or remedies which the Purchaser may have against the Contractor under the Contract.

15.6. Property in Replaced Components

Any defective component which has been replaced by the Contractor shall become the property of the Contractor as and where it lies.

15.7. Defects Liability Expiry Certificate

When the Warranty Period for whole of the Goods has expired, and the Contractor has fulfilled all his obligations under the Contract for defects in the Goods and has imparted training, the Client shall issue within four (4) weeks to the Purchaser with a copy to the Contractor a Defects Liability Expiry Certificate to that effect.

16. Payment Terms

16.1 Payment will be made by the Purchaser for the supply, delivery and installation of the equipment and provision of services and payment will be made as per Government policy on monthly or quarterly basis.

16.2 The amounts and types of currencies in which payment shall be made to the supplier under the Contract shall be as specified in the Bid form.

16.3. Method of Application

16.3.1 The Contractor shall submit to the Client four (4) copies of application for payment in a form approved by the Client. Application shall be accompanied by such invoices, receipts or other documentary evidence as the Client may require. The application for payment shall state the amount claimed and shall set forth in detail, in the order of the Price Schedule, particulars of the Works executed up to the date named in the Application and subsequent to the period covered by the last preceding certificate, if any.

16.4. Issuance of Certificate of Payment

Within 14 days after receiving an application for payment which the Contractor was entitled to receive, the Client shall issue a Certificate of Payment to the Purchaser showing the amount due, with a copy to the Contractor.

Certificate of payment may be withheld on account of:

- (a) Defects or short comings in the Goods supplied.
- (b) Non-satisfactory performance of the Goods and services.

16.5. Correction to Certificates of Payment

The Client may in any certificate of payment make any correction or modification that properly be made in respect of any previous certificate.

16.6. Payment

The Client shall pay the amount certified within the period stipulated in Schedule-A, Special Stipulations to Bid, after the date of delivery of each certificate of payment to the Purchaser.

16.7. Delayed Payment

If payment of any sum payable under 16.5 is delayed the contractor shall be entitled to receive interest on the amount unpaid during the period of delay. The interest shall be at the rate stated in Schedule-A: Special Stipulations to Bid.

17. Prices

17.1 Prices charged by the Contractor for Services, Goods delivered, tested, and imparting training under the Contract shall not vary from the prices quoted by the Contractor in the Price Schedule.

18. Change Orders

18.1 The Client may at any time, by written notice to the Contractor, instruct the Contractor to alter, amend, omit, add to or otherwise change any part of the Works.

18.2 Upon notification by the Client of such change, the Contractor shall submit to the Client an estimate of costs for the proposed change (hereinafter referred to as the Change), within ten (10) calendar days of receipt of notice of the Change, and shall include an estimate of the impact (if any) of the Change on the delivery dates under the Contract, as well as a detailed schedule of execution of Works under the Contract.

18.3 The Contractor shall not perform Changes in accordance with Clause 18.1 above until the Client has authorized a Change Order in writing

18.4 Changes mutually agreed upon shall constitute a part of the work under this Contract, and the provisions and conditions of the Contract shall apply to said Change.

19. Contract Amendments

19.1 Subject to Clause 18, no variation in or modification of the conditions and terms of the Contract shall be made except by written amendment signed by the parties.

20. Assignment

The Contractor shall not assign in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent.

21. Subcontracts

21.1 The Supplier shall not subcontract all or any part of the contract without first obtaining the Purchaser's approval in writing of the subcontracting and the subcontractor.

21.2 The Supplier guarantees that any and all subcontractors of the Supplier for performance of any part of the work under the contract will comply fully with the terms of the Contract applicable to such part of the work under the contract.

22. Extensions in the Contractor's Performance

22.1 Delivery of the Service and performance of the Services shall be made by the Contractor in accordance with the Contract Execution Schedule, pursuant to Clause 10.2 hereof.

22.2 If at any time during performance of the Contract, the Contractor should encounter conditions impeding timely delivery of the Goods and performance of Services, the Contractor shall promptly notify the Client in writing of the facts of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Contractor's notice, the Client shall evaluate the situation and may at its discretion extend the Contractor's time for performance.

22.3 Except as provided under Clause 25, a delay by the Contractor in the performance of its delivery obligations shall render the Contractor liable to the imposition of liquidated damages pursuant to Clause 23, unless an extension of time is agreed upon pursuant to Clause 22.2 without the application of liquidated damages.

23. Liquidated Damages

23.1 Subject to Clause 25 hereof, if the Contractor fails to deliver any or all of the Services or Goods within the time period(s) specified in the Contract, the Purchaser shall without prejudice to any other remedy it may have under the Contract, deduct from the Contract Price as liquidated damages, a sum of money equal to the percentage named in Schedule A Special Stipulations to Bid, of the Contract Value which is attributable to such part of the Services/Goods as cannot in consequence of the delay be put to the intended use for every day or part of a day between the scheduled delivery date with any extension of time thereof and the actual delivery date(s) provided that the amount so deducted shall not exceed in the aggregate, the percentage named in the Schedule-A to Bid of the Contract Price.

24. Termination for Default

24.1 The Purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Contractor, terminate the Contract in whole or in part:

- (a) if the Contractor fails to deliver, test and impart training of any or all of the Goods within the time period(s) specified in the Contract, or any extension thereof granted by the Client pursuant to Clause 22; or
- (b) if the Contractor fails to perform any other obligation(s) under the Contract; and
- (c) if the Contractor, in either of the above circumstances, does not cure its failure within a period of two (2) weeks (or such longer period as the Client may authorize in writing) after receipt of a notice of default from the Client specifying the nature of the default(s).

24.2 In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause 24.1 above, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Contractor shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Contractor shall continue performance of the Contract to the extent not terminated.

25. Force Majeure

25.1 Notwithstanding the provisions of Clauses 22, 23 and 24, the Contractor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

25.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Contractor and not involving the Contractor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

25.3 If a Force Majeure situation arises, the Contractor shall promptly notify the Purchaser in writing of such condition and the cause thereof with a copy to the Client. Unless otherwise directed by the Purchaser in writing, the Contractor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

26. Termination for Insolvency

26.1 The Purchaser may at any time terminate the Contract by giving written notice to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Contractor, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

27. Termination for Convenience

27.1 The Purchaser may, by written notice sent to the Contractor, terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.

27.2 The Service which are complete and ready for shipment within four (4) weeks after the Contractor's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:

- (a) to have any portion thereof completed and delivered at the Contract terms and prices and/or
- (b) to cancel the remainder and pay to the Contractor an agreed amount for partially completed Goods and for materials and parts previously procured by the Contractor for the purpose of the Contract, together with a reasonable allowance for overhead & profit.

28. Resolution of Disputes

28.1 The Purchaser and the Contractor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

28.2 If, after twenty-eight (28) days, from the commencement of such informal negotiations, the Purchaser and the Contractor have been unable to resolve amicably a Contract dispute, either party may, within one month, require that the dispute be referred for resolution by arbitration under the Rules of Pakistan Arbitration Act 1940, as amended, by one or more arbitrators selected in accordance with said Rules. The place for arbitration shall be Lahore, Pakistan. The award shall be final and binding on the parties.

29. Contract Language

29.1 The Contract shall be in the English language, and all documentation related hereto will also be in the English language. The Contractor hereby represents that it has sufficient knowledge of the English language fully to understand the Contract.

29.2 The Contractor shall bear all costs of translation to English and all risks of the accuracy of such translation.

30. Applicable Law

30.1 The Contract shall be governed by and interpreted in accordance with the laws of Pakistan.

31. Notices

31.1. Notice to Contractor

All certificates, notices, instructions or orders to be given to the Contractor by the purchaser or the Client under the terms of the Contractor, shall be served by sending the same by registered post, cable, telex or facsimile transmission to or leaving the same at the Contractor's principal office, or at the Contractor's office in Pakistan or such other addresses as the Contractor shall nominate for the purpose, or may by handing over to the Contractor's representative.

31.2. Notice to Purchaser

Any notice to be given to the Purchaser under the terms of the Contract shall be served by sending the same by registered post, telex or facsimile transmission to or leaving the same at the following office:

Deputy Secretary (Admin)
Information Technology Department
Government of Punjab
3rd Building, 2nd Floor
Aiwan-e-Iqbal Complex
Lahore
Tel. No. 9203510, 9203512, 9203188, 9203151

31.3. Notice to Client

Any notice to be given to the Client under the terms of the Contract shall be sent by post, cable, telex or facsimile transmission or be left at the following addresses:

Secretary IT, Information Technology Department, Lahore.

32. Taxes and Duties

32.1 The Contractor shall be entirely responsible for all taxes, stamp duties and other such levies imposed outside Pakistan.

33. Client and Client's Representative

33.1. Client's Duties

The Client shall carry out the duties specified in the Contract.

Except as expressly stated in the Contract, the Client shall have no authority to relieve the Contractor of any of his obligations under the Contract.

33.2. Client's Representative

The Client's Representative shall be appointed by and be responsible to the Client and shall only carry out such duties and exercise such authority as may be delegated to him by the Client under Clause 33.3.

33.3. Client's Power to Delegate

The Client may from time to time delegate to the Client's Representative any of the duties vested in the Client and may at any time revoke such delegation.

Any such delegation or revocation shall be in writing and shall not take effect until a copy thereof has been delivered to the Contractor and the Purchaser.

Any decision, instruction or approval given by the Client's Representative to the Contractor in accordance with such delegation shall have the same effect as though it had been given by the Client. However:

- (a) Any failure of the Client's Representative to disapprove any Goods or workmanship shall not prejudice the right of the Client to disapprove such Goods or workmanship and to give instructions for the rectification thereof;
- (b) If the Contractor questions any decision or instruction of the Client's Representative, the Contractor may refer the matter to the Client who shall confirm, reverse or vary such decision or instruction.

33.4. Client's Decisions and Instructions

The Contractor shall proceed with the decisions and instructions given by the Client in accordance with these Conditions.

34. Ownership of Goods

Goods to be supplied pursuant to the Contract shall become the property of the Purchaser when the Goods are Taken Over by the Purchaser.

35. Training

- 35.1 The Contractor shall arrange and undertake a comprehensive training program for the staff nominated by the Client to ensure that they shall acquire a good working

knowledge of the operation, and general maintenance of the Goods to be supplied under the Contract.

In case of non-compliance with instructions, non-cooperation or other difficulties experienced by the Contractor with regard to any of these personnel, the Contractor shall apprise the Client. The Contractor shall then proceed to implement suitable remedial measures after consultation with the Client.

36. Compliance with Statues and Regulations

36.1 The Contractor shall in all matters arising in the performance of the Contract conform in all respects with the provisions of all Central, Provincial and Local Laws, Regulations and By-Laws in force in Pakistan, and shall give all notices and pay all fees required to be given or paid and shall keep the Purchaser indemnified against all penalties and liability of any kind for breach of any of the same.

37. Headings

37.1 Headings, whether of clauses or of other parts of the Contract, are for reference only and are not to be construed as part of the contract.

38. Waiver

38.1 Failure of either party to insist upon strict performance by the other party of any provision of the Contract shall in no way be deemed or construed to affect in any way the right of that party to require such performance.

TECHNICAL SPECIFICATIONS

1. Statement of work

It is required to supply and install networking and hardware equipment to the various departments of the Government of the Punjab. The department wise detail of required networking, software and hardware equipment is given below:

2. Hardware Requirements

2.1 Hardware Specifications

2.1.1 The bidder must provide authentic copies/letters from the principal manufacturer showing that the supplied equipment is genuine and brand new and a statement that all items are not refurbished.

2.1.2 The bidder shall provide at least three years of warranty of all Active Equipment.

2.2 Commercial Availability of Hardware

All hardware items delivered under this contract shall be commercially available products. Commercial availability for the purpose of this clause refers to all hardware shall have been sold, installed and put into operation in more than two installations initiated under two separate contracts. All hardware proposed under the contract shall be commercially available at the time of signing of the contract.

2.3 Labeling of Equipment

All equipment shall be clearly labeled so as to correspond with the delivered documentation, with proper labeling scheme provided by the Client. All networking equipment, cables, connectors, ports, boxes must be clearly labeled.

2.4 Installation Considerations

Installation of new equipment, shall be co-located with existing equipment, and shall require close coordination between the Contractor and the Client personnel.

2.5 Power

All equipment delivered, unless otherwise specified, shall be capable for operating normally when supplied with single phase AC power within the range of 220-240V with the corresponding frequency of 50 Hz, inclusive, and should be protected from over-voltage, over heating and out-of-tolerance current surges.

2.6 Safety

- 2.6.1 The inherent design of the equipment shall contain safety features, which reduce or eliminate hazards to personnel and equipment.
- 2.6.2 The Contractor shall be responsible for the elimination of identified hazards or the reduction of associated risk.
- 2.6.3 The Contractor shall, when possible, locate equipment so that access during operation, servicing, maintenance, repair or adjustment minimizes exposure of personnel to hazards, e.g. high voltage, electromagnetic radiation, sharp points and edges, etc.
- 2.6.4 The Contractor shall be responsible for the protection of the power sources, controls, and critical components of the redundant systems and subsystems by shielding or physical separation when possible.
- 2.6.5 When hazards cannot be eliminated, the Contractor shall be responsible for the addition of bilingual warnings and caution notices.

2.7 Uninterrupted Power Supply (UPS) & Software

The Contractor shall configure the software and cabling for the UPS to work flawlessly with OS, and must demonstrate that appropriate messages are generated if such a condition does occur.

3 Implementation Requirements

- 3.1 Bidder shall guarantee that his design implementation conforms to an open standard by which new services can be added without disruption to existing services.
- 3.2 Bidder shall ensure that the implementation is fault tolerant. This is accomplished by supplying a set of programs and procedures that allow the system recovery or roll back when a fault is detected.
- 3.3 The bidder must provide a document stating step-by-step procedures for installation and disaster recovery
- 3.4 The bidder must hand over all the recent patches and updates for Firmware/Hardware on a reliable media such as CD ROMs with proper labeling during the installation to the Project Manager.

3.5 Availability and Reliability

- 3.5.1 The Bidder shall configure the system for high availability 24/7 of all hardware and software.
- 3.5.2 Availability is defined as the probability that a component shall be operationally ready to perform its function when called upon at any point in time.

4 Installation, Transition and Cut-Over

The Bidder shall submit in his proposal a complete installation, transition and cutover plan for the new system.

5 Delivery Instructions

The Bidder shall indicate his delivery approach clearly specifying the requirements for packing, shipping and unpacking of deliverable hardware, software and documentation. The approach shall address shipment of deliverables to the various designated (installation) sites. The approach shall also specify any special shipping constraints such as custom requirements, security requirements, access arrangement or loading dock requirements.

6 Installation Procedures

The Contractor shall submit detailed installation procedures for the new components specifying equipment checkout, installation constraints, operational cutover, maintenance prior to Client acceptance and if special security and/or access arrangements are required.

7 Site Preparation

Bidder shall be provided the opportunity to visit site to aid in the preparation of their response.

Winning Bidder shall have the responsibility of conducting any surveys, preparation, and inspection of site. These responsibilities shall include:

- 7.1 Determination of sufficient power, air conditioning and floor space in support of the proposed Bidders equipment.
- 7.2 Identify and install, if necessary any special additional power and air conditioning requirements needed by the Bidders equipment.

8 Documentation

In response to the following subsections, please identify the documentation, which shall be provided in hard copy format, in soft copy format and in the form of on-line help.

8.1 Operational Documentation

Please describe the Operational Documentation to be provided.

8.2 User Documentation

Please describe the User Documentation to be provided.

9 Operations and Maintenance

It is important for Client to maintain continuous operational capability of the entire system, twenty-four (24) hours a day, seven (7) days a week, all year long without disruption to either service or performance. Therefore it is important that the Contractor understands his responsibility regarding operation and maintenance during the warranty period.

The Bidder shall identify and provide those items of supply (repairable spares, parts and consumable supplies) that are needed to maintain design performance, reliability and availability standards specified in the technical requirements and specifications.

9.1 Test Equipment and Tools

The Bidder shall visit the project site's main center maintenance facility and shall evaluate the facilities ability to accomplish equipment corrective and preventive maintenance.

The objective of the visit is to identify additional skills and workshop equipment and tools needed to perform maintenance of the new equipment.

The Bidder must take the following into consideration:

- 9.1.1 All test equipment and tools required to develop and support the hardware and software subject to this document shall be mentioned by the Contractor to the Client at the completion of the project.
- 9.1.2. Test equipment used in the maintenance shall be state of the art in design aimed at providing an efficient, systematic and cost effective repair operation for all replaceable components.

10 Logistics

The Contractor shall provide maintenance, supply and procurement support necessary for Client to maintain all system subject to this document at the contracted performance and reliability level. The Bidder shall include in his bid a detailed logistics plan as described in this section.

10.1 Spare Parts and Supply Support

- 10.1.1 The Contractor shall locally at client sites, maintain a stock of spare parts and tools sufficient for the maintenance of the delivered system during the warranty period.
- 10.1.2 The Contractor shall guarantee the availability of spare parts and technical assistance for all components (or appropriate alternatives) to ensure that the system runs for at least 05 years, without major changes, at the completion of final acceptance. Six months advance notice is required on any discontinued part(s) with a suggestion for alternatives.
- 10.1.3 The bid shall include a quotation and a unit price for each spare part.
- 10.1.4 The Bidder shall also identify and provide those items of supply that are needed to maintain performance, reliability and availability standards specified in the technical requirements and specifications for this document. The quantity of spare parts and consumable items provided and kept shall be the quantity required for one year of operating stock.

The following additional information shall also be provided:

- 10.1.5 The identification of critical items, items whose failure in the system would cause a system failure.
- 10.1.6 The identification of items of high cost and/or long lead time (over six weeks) and whose design reliability is such that normal stock replenishment would not justify maintaining a level of the item in stock.

10.2 Transport, Mobilization and Personnel Scheduling

The Contractor's logistics plan shall include support details for transportation, mobilization and personnel scheduling during project implementation and the warranty period.

Information Technology Department

Contractor Evaluation Proforma

[All information given in this document will be kept confidential, and will not be disclosed in any manner, formal or informal, to any other government agency or private firm]

1. Background

No.	Requirement	Details
1.1	Name of Firm	
1.2	Registration No. with office of registration	
1.3	Date and place of registration	
1.4	Years of Experience since Registration	
1.5	Type of Firm (Public, Private, Limited, etc.)	
1.6	Owners' Names	
1.7	Names of Board of Directors/ Chief Executive /Chief Operating Officer	
1.8	Present H/O Address and Last Former Address (if any)	
1.9	E-mail	
1.10	Phone/Fax	
1.11	URL	

2. Offices (Local & Foreign)

No.	Requirement	Details
2.1	Total number of Offices. Give addresses of Offices	
2.2	Number of Cities where firm has its own offices	
2.3	Total number of Offices of Representatives of Firms. Give addresses	
2.4	Total covered areas of the Head Offices and Provincial/Regional Offices	
2.5	For each Office, state whether building is owned by the firm or rented	
2.6	Give the number of full time employees working in each office	

3. Financial

No.	Requirement	Details
3.1	National Tax Number	
3.2	Total Tax Paid in Last 3 years (attach Tax Returns)	
3.3	Salary Statements of Employees (attach for last two years)	
3.4	Audits (attach past two years' Audit Statements)	
3.5	Bank Statement (attach a latest Bank Statement showing returns of past 6 months)	
3.6	GST Registration No.	

4. Name of the Foreign / Local Hardware Brands Represented by the Firm

No.	Requirement	Details
4.1	Please fill this table for the brand/s either foreign or local (For example Computers, Laptops, Tablet PC, Servers, PDAs, GPRS/GPS Devices, Storage Systems, UPS and Power related, Multimedia Projector, Digital Cameras,, Printers, Scanners, Plotters, etc) represented by the Firm along with authorization / distribution / reseller ship, etc letters	
4.2	Mention if the Brand/s is represented through direct Dealership, Distributorship, If yes Please Attach the latest (Valid) Certificate of Dealership, Distributorship from the Principal Manufacturer	
4.3	Mention if the brand/s is represented through Reseller ship. If so please mention either representation is done through Local Distributor or Foreign Distributor, Please also attach Valid letter of Reseller ship	
4.4	Number of years since the representation of any brands	
4.5	Please mention number of employees trained for a particular brand/s by the principal. Please also mention Duration, Type and Place of training	
4.6	Mention the number of certified employees for any represented brand/s (Type of Certification)	

5. For Specialized Firms in Data Communication and Computer Networking

No.	Requirement	Details
5.1	Please fill this table for the Networking Equipment brand/s (For Active and Passive equipment both) represented by the Firm	
5.2	Mention if the Brand/s is/are represented through direct Dealership, Distributorship If yes Please Attach the latest (Valid) Certificate of Dealership, Distributorship from the Principal Manufacturer	
5.3	Mention if the brand/s is/are represented through Reseller ship. If so please mention either representation is done through Local Distributor or Foreign Distributor, Please also attach Valid letter of Reseller ship	
5.4	Number of years since the representation of any brand/s	
5.5	Please mention number of employees trained for a particular brand/s by the principal. Please also mention Duration, Type and Place of training	
5.6	Mention the number of certified employees for any represented brand/s (Type of Certification)	

6. For Specialized Firms in Data Communication and Computer Networking (Number and Details of Projects Executed)

No.	Requirement	Details
6.1	Please fill this table for the projects completed by the firm in areas such as LAN, WAN, MAN using Copper, Fiber,	

	Wireless equipment including routers, firewalls, VPN Devices, Layer- 2,3,4 switches, etc. Setting up Intranet, ISP services, etc.	
6.2	Mention the number and details of the staff trained in a structured cabling systems (Copper, Fiber)	
6.3	Mention the number and details of staff trained in wireless networking	

7. Foreign Alliances

No.	Requirement	Details
7.1	List names of any foreign companies with whom you have collaboration or consortiums. It is not necessary that you have executed projects with such partners	
7.2	For each such foreign partner, attach a letter signed by the foreign company expressing their relationship with you	
7.3	For each such foreign partner, give the URL and attach some documentation on description of that company	
7.4	If you are interested in participating in Public Projects along with such a partner, then mention here	

8. Domestic Alliances

No.	Requirement	Details
8.1	List names of any domestic companies with whom you have collaboration or consortiums. It is not necessary that you have executed projects with such partners	
8.2	For each such domestic partner, attach a letter signed by the foreign company expressing their relationship with you	
8.3	For each such domestic partner, give the URL and attach some documentation on description of that company	
8.4	If you are interested in participating in Public Projects along with such a partner, then mention here	

9. Human Resources (Full Time Professional)

No.	Requirement	Details
9.1	Please fill this table only for those employees who are working full time for your company, and are not allowed to work for any other firm.	
9.2	Total Number of Full Time PhDs, Master Degrees from Abroad	
9.3	Total Number of Full Time employees with Masters Degrees, Engineering (Including Discipline) from Local Institutions	
9.4	Total Number of Full Time employees with Bachelors Degrees, Engineering (Including Discipline) from Local Institutions	
9.5	Attach Resumes of All Full Time Employees. Each Resume should be not be older than three months and signed by the respective employee. Resume should include the following:	

9.6	<ul style="list-style-type: none"> • Degrees, along with Date of Completion, Total No. of Years (e.g. a two year degree program or three degree, etc.) University names. • Job Experience, along with Firm Names • Projects, their nature, and their clients • Area of Specialization 	
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10. Human Resources (Professional Part Time/Consultants)

No.	Requirement	Details
10.1	Please fill this table for those employees who are associated with your company but not working full time (e.g., providing expert consultancy), and are not allowed to work for any other firm	
10.2	Total Number of Full Time PhDs, Master Degrees from Abroad	
10.3	Total Number of Full Time employees with Masters Degrees, Engineering (Including Discipline) from Local Institutions	
10.4	Total Number of Full Time employees with Bachelors Degrees, Engineering (Including Discipline) from Local Institutions	
10.5	Attach Resumes of All Full Time Employees. Each Resume should be not be older than three months and signed by the respective employee. Resume should include the following:	
10.6	<ul style="list-style-type: none"> • Degrees, along with Date of Completion, Total No. of Years (e.g. a two year degree program or three degree, etc.) University names. • Job Experience, along with Firm Names • Projects, their nature, and their clients • Area of Specialization 	

11. Human Resources (Staff/Management)

No.	Requirement	Details
11.1	Number and names of all Staff, such as Drivers, Watchman, Sweepers, Waiters, etc.	
11.2	Is the firm Registered with Labor Dept. under Labor Act.	
11.3	Attach a copy of Registration with Labor department	
11.4	Number, names of Accountants and their qualification (ACCA, CA, etc)	
11.5	Number, names and qualifications of Marketing Staff (e.g., MBAs)	
11.6	Number, names and qualifications of Financial Analysts	
11.7	State name of any Legal Advisor (Firm or Lawyer) who works for you	

12. Licensed Software Resources

No.	Requirement	Details
12.1	For each item given below, list the total number available in all	

	your offices combined:	
12.2	List details of Licensed Software Products owned by your firm, including the number of users licensed for each product. These may include operating systems, office products, tools, databases, etc.	
12.3	List details of any software licenses formerly held by your firm which now might be expired	

13. Hardware/Network Resources

No.	Requirement	Details
13.1	For each item given below, list the total number available in all your offices combined:	
13.2	Total number of Servers along with their specifications	
13.3	Total number of Workstations with their categorizations (PIII, PIV, PowerPC, Mac, etc.)	
13.4	Total number of Laser Printers	
13.5	Total number of Routers	
13.6	Total number of Switches	
13.7	Type of LAN/WAN installed in offices (e.g., Fiber, Wireless, Infrared, etc.)	
13.8	Total number of Scanners	
13.9	Total number of DVDs/CD-Writers	
13.10	Total number of Air Conditioners, with breakup of Split Units and window units (if offices are centrally Air-Conditioned, please mention)	

14. Other Resources

No.	Requirement	Details
14.1	Total Internet Bandwidth available. Mention whether it is a Clear Pipe or Shared Bandwidth	
14.2	Total internet accounts available for employees (unlimited or hourly)	

15. Projects (For Local Private Sector, with details of Hardware, Networking equipment supplied or/and installed)

No.	Requirement	Details
15.1	Attach list of each project conducted by the firm for private sector, including description of Client, duration of project, a paragraph on details of type of work involved, number and details of hardware supplied, warranties periods provided, after sales services, number and details and network nodes established, type and details of the equipment installed for networking, etc	
15.2	For each of the projects listed above, if more than one firm was involved in executing the project with your firm, then list their names and brief profiles	
15.3	For any 5 selected projects, attach completion certificates or letters of recommendations of the clients	

16. Projects (For Public Sector, with details of Hardware, Networking equipment supplied or/and installed))

No.	Requirement	Details
16.1	Attach list of each project conducted by the firm for public sector, including name of Client Department/Ministry, duration of project, a paragraph on details of type of work involved, platform used for front end software development, backend database used, browser based software development tools used, Operating Systems, any other tools used, etc. and the Hardware Platform on which the completed applications were installed	
16.2	For each of the projects listed above, give the total amount received by your company from the government department	
16.3	For each of the projects listed above, if more than one firm was involved in executing the project with your firm, then list their names	
16.4	For upto 5 selected projects, attach completion certificates or letters of recommendations of the government department/ministry	

17. Hardware / Networking Teams

No.	Requirement	Details
17.1	Give Job Descriptions of each of the following Sub-Teams in your company/projects:	
17.2	Design Team for Networking	
17.3	Cabling/Termination Team for Copper and Fiber	
17.4	Testing Team for Hardware and Networking	
17.5	Maintenance & Support Team for Hardware and networking	
17.6	Quality Assurance Team for Hardware and networking	

18. Training Institutes

No.	Requirement	Details
18.1	List details of any Training Institutes run by your firm	
18.2	Attach resumes of faculty members	
18.3	Give number of students trained during the past 2 years, along with their level of training	
18.4	List the fee structure of courses and attach brochure	
18.5	If your institute is recognized by any degree awarding commission or by any International Training Program, then give details	
18.6	If recognition is under process by any degree awarding institution or International Training Program, provide details.	
18.7	Provide details of Hardware/Software and other lab equipment installed in the institute	
18.8	Provide student-teacher ratio	

19. Human Resource Development

No.	Requirement	Details
19.1	List details of all External HRD courses which your employees participated in. Do not list your internal in-house training programs	
19.2	For each program, list the total number of employees trained, type of training, and any certifications received	

20. R&D

No.	Requirement	Details
20.1	What is the percentage budget your firm spends on R&D	
20.2	List the type of R&D projects carried out by your firm and give brief descriptions of each	
20.3	Give names of the Researchers and their academic qualifications who were deployed on the project	

21. Products

No.	Requirement	Details
21.1	List any Products which your firm has developed, along with the total number of clients and the sale price if the product is public	
21.2	Give brief descriptions of those products from the above for which a demo is available	

22. Services

No.	Requirement	Details
22.1	If your firm has been providing Services to any client, then list they type of service, names of clients, and total years of experience in that service	
22.2	For each service, give the total number of your employees involved in providing the service	
22.3	For the Services given below, list the total number of projects (do not list In-House Projects)	
22.4	Data Entry	
22.5	Call Centers	
22.6	Medical Transcription	
22.7	Legal Transcription	
22.8	Maintenance & Support	
22.9	Help Desk & Customer Support	

23. Solutions

No.	Requirement	Details
23.1	Does your firm provide complete Solution Packages in addition to Software Development	
23.2	If so, describe any 3 projects in which complete solutions were provided	