PUNJAB INFORMATION TECHNOLOGY BOARD (PITB)

Corrigendum against Tender Advertisement published in The Express Tribune and Daily Express dated 21st January, 2021 bearing IPL No. 537

1. This Corrigendum is published to notify the changes in following tenders:
   i. **Tender No. 1** (Hardware / IT Equipment and Softwares for PITB's Various Projects (IT Operations-V)): Technical specifications of Lot # 4 (Item # 2) in tender document have been updated. The tender submission date against said tender has been changed from 8th February, 2021 to 15th February, 2021. Bids against tender No. 1 must be submitted till 1200 hours and shall be opened at 1230 hours on last date of submission i.e. **15th February, 2021.**
   ii. **Tender No. 4** (Hardware / IT Equipment and Furniture for PITB's Various Projects (IT Operations-VI)): Technical specifications of Lot # 4 in tender document have been updated. The tender submission date against said tender has been changed from 8th February, 2021 to 15th February, 2021. Bids against tender No. 4 must be submitted till 1500 hours and shall be opened at 1530 hours on last date of submission i.e. **15th February, 2021.**
   iii. **Tender No. 9** (X-Ray Baggage Scanner for ASTP): Technical specifications in tender document have been updated. The tender submission date against said tender has been changed from 9th February, 2021 to 16th February, 2021. Bids against tender No. 9 must be submitted till 1200 hours and shall be opened at 1230 hours on last date of submission i.e. 16th **February, 2021.**
2. The amended tender documents are available at www.pitb.gov.pk and www.ppra.punjab.gov.pk.
3. Other terms and conditions given in above mentioned original tender advertisement shall remain the same.

IPL-1079

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Tender Document

Tender No. 122012021-1C

PROCUREMENT OF HARDWARE / IT EQUIPMENT AND FURNITURE FOR PITB'S VARIOUS PROJECTS (IT OPERATIONS-VI)

Punjab Information Technology Board (PITB)

13th Floor, Arfa Software Technology Park (ASTP),

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Important Note:

Bidders must ensure that they submit all the required documents indicated in the Bidding Documents without fail. Bids received without, undertakings, valid documentary evidence, supporting documents and the manner for the various requirements mentioned in the Bidding Documents or test certificates are liable to be rejected at the initial stage itself. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the Bidder for scrutiny.

Applicability of Punjab Procurement Rules, 2014

This Bidding Process will be governed under Punjab Procurement Rules, 2014, as amended from time to time and instructions of the Government of the Punjab received during the completion of the project.

1. Invitation to Bid

1.1 PPRA Rules to be followed

Punjab Procurement Rules, 2014 will be strictly followed. These may be obtained from PPRA's website.

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Punjab Procurement Rules, 2014.

1.2 Mode of Advertisement(s)

As per Rule 12(2), this Tender is being placed online at websites of the Purchaser and PPRA, as well as being advertised in print media.

The tender document is available in the office of Punjab Information Technology Board, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore & the same may be obtained subject to the payment of cost of printing and provision of the document which is Rs. 1,000/-. Tender Document is also available at **www.pitb.gov.pk** and **www.ppra.punjab.gov.pk** and may be downloaded free of cost.

All prospective bidders are required to collect a Challan Form from the Procurement Assistant, PITB at above given address; to submit an amount of Rs. 1,000/- in PITB's account. The deposit slip / Challan Form must accompany respective bid

1.3 Type of Open Competitive Bidding

As per Rule 38(2)(a), Single Stage - Two Envelope Bidding Procedure shall be followed. The said procedure is reproduced as follows:

(i) the bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical proposals;

(ii) the envelopes shall be marked as "Financial Proposal" and "Technical Proposal";

(iii) in the first instance, the "Technical Proposal" shall be opened and the envelope marked as "Financial Proposal" shall be retained unopened in the custody of the procuring agency;

(iv) the procuring agency shall evaluate the technical proposal in the manner prescribed in advance, without reference to the price and shall reject any proposal which does not conform to the specified requirements;

(v) during the technical evaluation no amendments in the technical proposal shall be permitted;

(vi) after the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted bids, publically at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period;

(vii) the financial proposal of the bids found technically non-responsive shall be retained unopened and shall be returned on the expiry of the grievance period or the decision of the complaint, if any, filed by the non-responsive bidder, whichever is later; provided that the procuring agency may return the sealed financial proposal earlier if the disqualified or non-responsive bidder, contractor or consultant submits an affidavit, through an authorized representative, to the effect that he is satisfied with the proceedings of the procuring agency; and

(viii) The lowest evaluated bidder shall be awarded the contract.

2. Bidding Details (Instructions to Bidders)

All bids must be accompanied by Bid Security (Earnest Money), as part of Financial bid and as per provisions of the clause "Bid Security" of this document in favor of **"Punjab Information Technology Board"**. The complete bids as per required under this tender document, must be delivered into the Tender Box, placed at reception of Punjab Information Technology Board, Lahore, not later than 1500 hours on last date of submission of bids i.e. **15th February, 2021,** late bids shall not be considered. The Technical bids shall be publicly opened in the Committee Room of Punjab Information Technology Board, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, at 1530 hours on **15th February, 2021**. In case the last date of bid submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the bids shall be the next working day

The bidder shall submit bids which comply with the Bidding Document. **Alternative bids and options shall not be considered**. The attention of bidders is drawn to the provisions of this tender document Clause regarding **"Determination of Responsiveness of Bid" and "Rejection / Acceptance of the Tender"** for making their bids substantially responsive to the requirements of the Bidding Document.

It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bid and no claim whatsoever including those of financial adjustments to the contract awarded under this Bid Process will be entertained by the Purchaser. Neither any time schedule, nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder.

It must be clearly understood that the Terms and Conditions and Specifications are intended to be strictly enforced. No escalation of cost except arising from increase in quantity by the Bidder on the demand and approval of the Purchaser will be permitted throughout the period of completion of the contract.

The Bidder should be fully and completely responsible for all the deliveries and deliverables to the Purchaser.

The Primary Contact & Secondary Contact for all correspondence in relation to this bid is as follows:

Primary Contact

Syeda Fatima Agha
Assistant Manager Admin
Email: fatima.agha@pitb.gov.pk
5th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.

Secondary Contact

M. Jahanzaib Khan
Assistant Director (Development & Procurement)
Email: jahanzaib.khan@pitb.gov.pk
13th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.

Bidders should note that during the period from the receipt of the bid and until further notice from the Primary Contact, all queries should be communicated via the Primary Contact and in writing (e-mail) only. In the case of an urgent situation where the Primary Contact cannot be contacted, the bidder may alternatively direct their enquiries through the Secondary Contact.

Bidders are also required to state, in their proposals, the name, title, contact number (landline, mobile), fax number and e-mail address of the bidder's authorized representative through whom all communications shall be directed until the process has been completed or terminated.

The Purchaser will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.

Failure to supply required items/services within the specified time period will invoke penalty as specified in this document.

TERMS AND CONDITIONS OF THE TENDER

3. Definitions

In this document, unless there is anything repugnant in the subject or context:

3.1 "Authorized Representative" means any representative appointed, from time to time, by the Client, the Purchaser or the Contractor.

3.2 “Availability and Reliability” means the probability that a component shall be operationally ready to perform its function when called upon at any point in time.

3.3 "Client" means the Project lead of technical wing of the Purchaser for whose’ particular project the Goods / Services have been procured or any other person, duly appointed in writing, by the Client, for the time being or from time to time, to act as Client for the purposes of the Contract.

3.4 “Bidder” mean the interested Firm/Company/Supplier/Distributors that may provide or provides the I.T related hardware/equipment/furniture etc. and related services to any of the public/private sector organization under the contract and have registered for the relevant business thereof.

3.5 "Commencement Date of the Contract" means the date of signing of the Contract between the Purchaser and the Contractor.

3.6 "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.

3.7 "Contractor / Vendor" means the Bidder whose bid has been accepted and awarded Letter of Intent for a specific item followed by the signing of Contract.

3.8 "Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.

3.9 "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 apportion-able to the Goods or Services in question.

3.10 "Day" means calendar day.

3.11 "Force majeure shall mean any event, act or other circumstances not being an event, act or circumstances under the control of the purchaser or of the contractor. Non-availability of materials/supplies or of import license or of export permit shall not constitute Force majeure.

3.12 "Goods" means hardware, equipment, machinery, furniture and/or other materials which the Contractor is required to supply to the Purchaser under the Contract against each relevant Lot.

3.13 "Person" includes individual, association of persons, firm, company, corporation, institution and organization, etc., having legal capacity.

3.14 "Prescribed" means prescribed in the Tender Document.

3.15 "Purchaser" means the Punjab Information Technology Board (PITB) or any other person for the time being or from time to time duly appointed in writing by the Purchaser to act as Purchaser for the purposes of the Contract.

3.16 "Origin" shall be considered to be the place where the Goods are produced or from where the Services are provided. Goods are produced when, through manufacturing, processing or assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components. The origin of Goods and Services is distinct from the nationality of the Contractor.

3.17 "Services" means installation, configuration, deployment, commissioning, testing, training, support, after sale service, etc. of Goods and other such obligations which the Contractor is required to provide to the Purchaser under the Contract.

3.18 “Taking-Over Certificate" means the certificate to be issued by the Client to the Contractor,

in accordance with the Contract.

3.19 "Works" means work to be done by the Contractor under the Contract.

3.20 “Eligible” is defined as any country or region that is allowed to do business in Pakistan by the law of Government of Pakistan

4. Headings and Titles

In this document, headings and titles shall not be construed to be part thereof or be taken into consideration in the interpretation of the document and words importing the singular only shall also include the plural and vice versa where the context so requires.

5. Notice

5.1 In this document, unless otherwise specified, wherever provision is made for exchanging notice, certificate, order, consent, approval or instructions amongst the Contractor, the Purchaser and the Client, the same shall be:

5.1.1 in writing;

5.1.2 issued within reasonable time;

5.1.3 served by sending the same by courier or registered post to their principal office in Pakistan or such other address as they shall notify for the purpose; and

5.1.4 The words "notify", "certify", "order", “consent”, “approve”, "instruct", shall be construed accordingly.

6. Tender Scope

6.1 Punjab Information Technology Board (PITB), (hereinafter referred to as “the Purchaser”) invites / requests Proposals (hereinafter referred to as “the Tenders”) for supply/installation of hardware/IT equipment/furniture etc. “(Here in after referred to as “the Goods”) including installation, configuration, deployment, commissioning, testing, after-sale support, of said Goods (hereinafter referred to as “the Services”) for various projects of PITB (IT Operations-VI).

6.2 The equipment/items/furniture will be delivered and deployed at Punjab Information Technology Board, Lahore, or specified by the Purchaser at the time of delivery. Detail requirements and specifications are attached at Annex-A.

7. Tender Eligibility/Qualification Criteria

7.1 Eligible Bidder is a Bidder who:

7.1.1 Has a registered / incorporated company / firm in Pakistan with relevant business experience of last three (3) years for lot # 2, two (02) years for lot # 4 and one (01) year for the remaining lots;

7.1.2 has valid Registration of General Sales Tax (GST) & National Tax Number (NTN);

7.1.3 Authorization Certificate / document from the principal / manufacturer for lot # 2 & 4;

7.1.4 Authorization Certificate / document from the principal / manufacturer/Authorized dealer (in case of dealer, authorization document from principal to dealer and certificate from dealer to the bidder is required) for lot # 7;

7.1.5 Has submitted bid for complete Lot(s) and relevant bid security against each Lot separately; Non-compliance of the same shall cause rejection of the bid;

7.1.6 Has not been blacklisted by any of Provincial or Federal Government Department, anywhere in Pakistan (Submission of undertaking), for each lot;

7.1.7 Conforms to the clause of “Responsiveness of Bid” given herein this tender document.

7.1.8 Goods and Services can only be supplied / sourced / routed from “origin” in “eligible” member countries.

a. Eligible” is defined as any country or region that is allowed to do business in Pakistan

by the law of Government of Pakistan.

b. "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.

Note: Verifiable documentary proof for all above requirements is a mandatory requirement, noncompliance will lead to disqualification.

8. Tender Cost

The Bidder shall bear all costs / expenses associated with the preparation and submission of the Tender(s) and the Purchaser shall in no case be responsible / liable for those costs / expenses.

9. Joint Venture / Consortium

Joint ventures / Consortiums are not eligible for this tender.

10. Examination of the Tender Document

The Bidder is expected to examine the Tender Document, including all instructions and terms and conditions.

11. Clarification of the Tender Document

The Bidder may require further information or clarification of the Tender Document, within 05 (five) calendar days of issuance of tender in writing. The clarification and its replies will be shared with all prospective bidders.

Bidders should note that during the period from the receipt of the bid and until further notice from the Primary Contact given herein this document, all queries should be communicated via the Primary Contact and in writing (e.g. e-mail & letter) only. In the case of an urgent situation where the Primary Contact cannot be contacted, the bidder may alternatively direct their enquiries through the Secondary Contact.

12. Amendment of the Tender Document

12.1 The Purchaser may, at any time prior to the deadline for submission of the Tender, at its own initiative or in response to a clarification requested by the Bidder(s), amend the Tender Document, on any account, for any reason. All amendment(s) shall be part of the Tender Document and binding on the Bidder(s).

12.2 The Purchaser shall notify the amendment(s) in writing to the prospective Bidders as per Rule-25(4) of Punjab Procurement Rules, 2014.

12.3 The Purchaser may, at its exclusive discretion, amend the Tender Document to extend the deadline for the submission of the Tender as per Rule-29 of Punjab Procurement Rules, 2014.

13. Preparation / Submission of Tender

13.1 The Bidder is allowed to bid for any or all lots separately.

13.2 The Tender and all documents relating to the Tender, exchanged between the Bidder and the Purchaser, shall be in English. Any printed literature furnished by the Bidder in another language shall be accompanied by an English translation which shall govern for purposes of interpretation of the Tender.

13.3 The Tender shall be filed in / accompanied by the prescribed Forms, Annexes, Schedules, Documents, Brochures, Literature, etc. which shall be typed, completely filled in, stamped and signed by the Bidder or his Authorized Representative. In case of copies, signed and stamped photocopies may be submitted. If volume of the bid contains various set(s) of documents the same must be properly numbered and tagged in binding shape

13.4 The Tender shall be in two parts i.e. the technical proposal and the financial proposal. Each proposal shall be in two sets i.e. the original and the copy. In the event of any discrepancy between the original and the duplicate, the original shall govern.

13.5 Technical Proposal shall comprise the following, **without quoting the price**:

13.5.1 Technical Proposal Form (**Annexure-B**)

13.5.2 Undertaking (All terms & conditions and qualifications listed anywhere in this tender document have been satisfactorily vetted) and Affidavit (Integrity Pact) (**Annexure-G&H**)

13.5.3 Covering letter duly signed and stamped by authorized representative. (**Annexure-E**)

13.5.4 Authorization Certificate / document from the principal / manufacturer for lot # 2 & 4;

13.5.5 Authorization Certificate / document from the principal / manufacturer/Authorized dealer (in case of dealer, authorization document from principal to dealer and certificate from dealer to the bidder is required) for lot # 7;

13.5.6 Evidence of eligibility of the Bidder and the Goods / Services.

13.5.7 Evidence of conformity of the Goods / the Services to the Tender Document

13.5.8 Undertaking and Evidence that the quoted Goods are genuine, brand new, non-refurbished, un-altered in any way, of the most recent / current model, imported through proper channel, and incorporate all recent improvements in design and materials

13.5.9 Technical Brochures / Literature

13.5.10 Details of Warranty and After-Sale Service

13.5.11 Submission of undertaking that the firm is not blacklisted by any of Provincial or Federal Government Department, anywhere in Pakistan.

13.5.12 Valid Registration Certificate for Income Tax & Sales Tax

13.5.13 Power of Attorney, if an authorized representative is appointed (**Annexure-F**)

13.6 The Financial Proposal shall comprise the following:

13.6.1 Financial Proposal Form **(Annexure-C)**

13.6.2 Price Schedule (**Annexure-D**)

13.6.3 Bid Security **(Earnest Money),** as per provisions of the clause Bid Security of this document.

13.7 The Bidder shall seal the Original Technical Proposal in an envelope duly marked as under:

Original Technical Tender for

Tender Name. [Name of Tender]

Tender No. **122012021-1C**

Lot No.

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.8 The Bidder shall seal the Duplicate Technical Tender in an envelope duly marked as under:

Duplicate Technical Proposal for

Tender Name. [Name of Tender]

Tender No. **122012021-1C**

Lot No.

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.9 The Bidder shall follow the same process for the Financial Tender.

13.10 The Bidder shall again seal the sealed envelopes of Original Technical Proposal and the Original Financial Proposal in an outer envelope, duly marking the envelope as under:

Original Tender for

Tender Name. [Name of Tender]

Tender No. **122012021-1C**

Lot No.

Strictly Confidential

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.11 The Bidder shall again seal the sealed envelopes of Duplicate Technical Proposal and the Duplicate Financial Proposal in an outer envelope, duly marking the envelope as under:

Duplicate Tender for

Tender Name. [Name of Tender]

Tender No. **122012021-1C**

Lot No.

Strictly Confidential

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.12 The Bidder may enclose soft copies of the Technical Proposal, including all Forms, Annexes, Schedules, Documents, Brochures, Literature, etc., in the form of PDF and Scanned images, with the hard copies.

13.13 The Tender shall be dropped in the prescribed Tender Box placed at the Reception of the Purchaser's office, not later than 1500 hours on last date of submission of bids. No late bid shall be accepted.

13.14 This is made obligatory to affix authorized signatures with official seal on all original and duplicate (copies) documents, annexures, copies, certificates, brochures, literature, letters, forms and all relevant documents as part of the bids submitted by the Bidder.

14. Tender Price

14.1 The quoted price shall be:

14.1.1 best / final / fixed and valid until completion of all obligations under the Contract i.e. not subject to variation / escalation;

14.1.2 in Pak Rupees;

14.1.3 inclusive of all taxes, duties, levies, insurance, freight, etc.;

14.1.4 Including all charges up to the delivery point at various Punjab Government Offices in Punjab (if required).

14.2 If not specifically mentioned in the Tender(s), it shall be presumed that the quoted price is as per the above requirements.

14.3 Where no prices are entered against any item(s), the price of that item shall be deemed be free of charge, and no separate payment shall be made for that item(s).

14.4 In case of locally produced Equipment/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 Equipment/Services offered Ex-Warehouse/Off-the-Shelf from within the Purchaser's country, import duties and sales and other taxes already paid shall be shown separately (if required by the Purchaser).

15. Bid Security (Earnest Money)

15.1 The bid security amount has been calculated as per provisions of Rule-27 "Bid Security" of PPRA Rules, 2014 (i.e. not exceeding five percent of the estimated cost), the Bidder shall furnish the Bid Security (Earnest Money) as under:

15.1.1 for fixed amounts as mentioned in following table against different lots:

Lot #	Description	Estimated Cost	Bid Security (2%)
1	Furniture	3,635,000/-	72,700/-
2	Laptops & Desktop Computers	43,540,000/-	870,800/-
3	Multi-Function Printer, Scanner, Fax and Copier	600,000/-	12,000/-
4	Biometric Fingerprint / Face Recognition Device	10,800,000/-	216,000/-
5	Multimedia Projector	100,000/-	2,000/-
6	LEDs	900,000/-	18,000/-
7	UPS	1,200,000/-	24,000/-
8	Laptops & Tablets	2,135,000/-	42,700/-

15.1.2 denominated in Pak Rupees;

15.1.3 separately against each Lot given in this tender document;

15.1.4 As part of financial bid envelope;

15.1.5 in the form of Bank Guarantee / Demand Draft / Pay Order / Call Deposit Receipt in the name of the Purchaser;

15.1.6 Have a minimum validity period of one hundred and twenty (120) days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later.

15.2 The Bid Security shall be forfeited by the Purchaser, on the occurrence of any / all of the following conditions:

15.2.1 If the Bidder withdraws the Tender during the period of the Tender validity specified by the Bidder on the Tender Form; or

15.2.2 If the Bidder does not accept the corrections of his Total Tender Price; or

15.2.3 If the Bidder, having been notified of the acceptance of the Tender by the Purchaser during the period of the Tender validity, fails or refuses to furnish the Performance Security, in accordance with the Tender Document.

15.3 The Bid security shall be returned to the technically unsuccessful bidder/s with unopened / sealed financial bid. Whereas the financially unsuccessful bidder/s will be returned the Bid Security only after the award of contract. The Bid Security shall be returned to the successful Bidder upon furnishing of the Performance Security.

16. Tender Validity

The Tender shall have a minimum validity period of ninety (90) days from the last date for submission of the Tender. The Purchaser may solicit the Bidder's consent to an extension of the validity period of the Tender. The request and the response thereto shall be made in writing. If the Bidder agrees to extension of validity period of the Tender, the validity period of the Bid Security shall also be suitably extended. The Bidder may refuse extension of validity period of the Tender, without forfeiting the Bid security.

17. Modification / Withdrawal of the Tender

17.1 The Bidder may, by written notice served on the Purchaser, modify or withdraw the Tender after submission of the Tender, prior to the deadline for submission of the Tender.

17.2 The Tender, withdrawn after the deadline for submission of the Tender and prior to the expiration of the period of the Tender validity, shall result in forfeiture of the Bid Security.

18. Opening of the Tender

18.1 Tenders (Technical Bids) shall be opened at **1530** hours on the last date of submission of bids i.e. **15th February, 2021,** in the presence of the Bidder(s) for which they shall ensure their presence without further invitation, as per provision of Rule-30 of PPRA Rules, 2014. In case the last date of bid submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the bids shall be the next working day.

18.2 The Bidder's name, modifications, withdrawal, security, attendance of the Bidder and such other details as the Purchaser may, at its exclusive discretion, consider appropriate, shall be announced and recorded.

18.3 No Bidder or its representative will be allowed to keep any digital device (camera, audio recorder, cell phone etc.) during tender opening meeting at given time and location.

19. Clarification of the Tender

The Purchaser shall have the right, at his exclusive discretion, to require, in writing, further information or clarification of the Tender, from any or all the Bidder(s). No change in the price or substance of the Tender shall be sought, offered or permitted except as required to confirm the corrections of arithmetical errors discovered in the Tender. Acceptance of any such correction is sole discretion of the purchaser

20. Determination of Responsiveness of the Bid (Tender)

20.1 The Purchaser shall determine the substantial responsiveness of the Tender to the Tender Document, prior to the Tender evaluation, on the basis of the contents of the Tender itself without recourse to extrinsic evidence. For each Lot a substantially responsive Tender is one

which:

20.1.1 meets the eligibility criteria given herein this tender document/ the Goods / the Services against each lot;

20.1.2 meets the Technical Specifications for the Goods / the Services against each Lot;

20.1.3 meets the delivery period / point for the Goods / the Services against each Lot;

20.1.4 in compliance with the rate and limit of liquidated damages against each Lot;

20.1.5 offers fixed price quotations for the Goods / the Services against each Lot, , whereby no optional offer / bid or price is allowed;

20.1.6 is accompanied by the required Bid Security as part of financial bid envelope against each Lot;

20.1.7 The original receipt of tender fee submitted, attached with technical bid envelope;

20.1.8 In compliance with the Preparation/Submission of Tender in a manner prescribed in this tender document clause-13;

20.1.9 Conforms to all terms and conditions of the Tender Document, without material deviation or reservation.

20.2 A material deviation or reservation is one which affects the scope, quality or performance of the Goods or limits the Purchaser's rights or the Bidder's obligations under the Contract.

20.3 The Tender determined as not substantially responsive shall not subsequently be made responsive by the Bidder by correction or withdrawal of the material deviation or reservation.

21. Correction of errors / Amendment of Tender

21.1 The Tender shall be checked for any arithmetic errors which shall be rectified, as follows:

21.1.1 If there is a discrepancy between the amount in figures and the amount in words for the Total Tender Price entered in the Tender Form, the amount which tallies with the Total Tender Price entered in the Price Schedule, shall govern.

21.1.2 if there is a discrepancy between the unit rate and the total price entered in the price Schedule, resulting from incorrect multiplication of the unit rate by the quantity, the unit rate as quoted shall govern and the total price shall be corrected, unless there is an obvious and gross misplacement of the decimal point in the unit rate, in which case the total price as quoted shall govern and the unit rate shall be corrected.

21.1.3 If there is a discrepancy in the actual sum of the itemized total prices and the total tender price quoted in the Price Schedule, the actual sum of the itemized total prices shall govern.

21.2 The Tender price as determined after arithmetic corrections shall be termed as the Corrected Total Tender Price which shall be binding upon the Bidder.

21.3 Adjustment shall be based on corrected Tender Prices. The price determined after making such adjustments shall be termed as Evaluated Total Tender Price.

21.4 No credit shall be given for offering delivery period earlier than the specified period.

22. TECHNICAL EVALUATION CRITERIA

PASS MARKS: A technically eligible bidder, based on conditions listed in this document, not meeting the 70% pass marks limit will be rejected in Technical Evaluation, and its sealed/unopened Financial Proposal shall be returned back. All bidders scoring greater than or equal to 70% of the marks will be accepted in technical proposal, and their financial bids will be opened.

PROVISO: Provided that if NONE or ONLY ONE (single) bidder exceeds the 70% pass mark, then the Purchaser SHALL decrease the Pass Mark limit to 50%. In other words, if TWO or more bidders exceed 70%, then the Pass Mark will NOT be decreased to 50%.

If Pass Marks are decreased to 50%, then ALL bidders with scores greater than or equal to 50% shall be considered EQUALLY as approved in the Technical Evaluation, and their Financial Bids shall be opened.

The Bidders who have duly complied with the Eligibility/Qualification and Evaluation Criteria against each Lot will be eligible for further processing.

The Bids which do not conform to the Technical Specifications or Bid conditions or the Bids from the Bidders without adequate capabilities for supply and maintenance / warranty services will be rejected.

The Technical proposals shall be evaluated by the technical evaluation committee in the light of following evaluation criteria:

Category	Description	Points
Legal (Mandatory)	Valid Income Tax Registration *Registered for at last three (3) years for lot # 2, two (02) years for lot # 4 and one (01) year for the remaining lots	Required
	Valid General Sales Tax Registration (Status = Active with FBR)	Required
	Single Undertaking covering following aspects: i. Submission of undertaking that the firm is not blacklisted by any of Provincial or Federal Government Department anywhere in Pakistan. ii. In full compliance of the Execution Schedule and Delivery Period mentioned in tender document. iii. Compliance to the technical specifications of Hardware/IT Equipment/ furniture (all items) to be procured mentioned vide Annexure-A of this document and product technical Brochure that should include specific make and model with clarity of offered specifications must be enclosed with the bid.	Required
	The quoted brand must be among the top five (05) selling brands as per the latest Gartner/IDC report (for lot # 2 only).	Required
	Authorization Certificate / document from the principal / manufacturer for lot # 2 & 4; Authorization Certificate / document from the principal / manufacturer/Authorized dealer (in case of dealer, authorization document from principal to dealer and certificate from dealer to the bidder is required) for lot # 7	Required

Lot # 1

Experience	Worth of projects of similar nature that include furniture etc. in last three (03) years (Verifiable through relevant purchase orders / contracts) (Max Points 100)	1-2 million	50 Points
		2.1-3 million	70 Points
		3.1 million or above	100 Points

Lot # 2

Experience	Worth of projects of similar nature that include IT equipment / hardware such as computers, laptops, projectors, desktop, printers, scanners, servers etc. in last three (03) years (Verifiable through relevant purchase orders / contracts) (Max Points 100)	20-30 million	50 Points
		30.1-40 million	70 Points
		40.1 million or above	100 Points

Lot # 4

Experience	Worth of projects of similar nature that include IT equipment / hardware such as computers, laptops, projectors, desktop, printers, scanners, servers, biometric fingerprint / face recognition devices etc. in last three (03) years (Verifiable through relevant purchase orders / contracts) (Max Points 100)	6-8 million	50 Points
		8.1-10 million	70 Points
		10.1 million or above	100 Points

Note:

i. Verifiable documentary proof for all above requirements and criteria points are required and marks will be awarded on the basis of these verifiable proofs. Bidder must include checklist for above requirements in their bid.

ii. The result of the technical evaluation will be announced at least one (01) day before the opening of financial bids. Said one day time will be given for the grievance regarding technical qualification / disqualification of the bidders. However, after lapse of given time between the declaration of technical evaluation report and opening of the financial, no grievance petition would be entertained concerning the technical qualification / disqualification of the bidder. The objection after the opening of the financial bid would remain restricted to the financial bid only.

23. FINANCIAL PROPOSAL EVALUATION

23.1 Technically qualified/successful bidder(s) shall be called for opening of the Financial Proposal(s). The Financial Proposals will be opened in the presence of the Bidders at the time and venue indicated by the Purchaser accordingly. The technically Eligible/Successful Bidder(s) or their authorized representatives against each Lot shall be allowed to take part in the Financial Proposal(s) opening against their relevant Lot(s).

23.2 Financial Proposal evaluation will be conducted under the Punjab Procurement Rules, 2014. The Price evaluation will include all duties, taxes and expenses etc. In case of any exemption of duties and taxes made by the Government in favor of the Purchaser, the contractor shall be bound to adjust the same in the Financial Proposal.

23.2.1 In cases of discrepancy between the cost/price quoted in Words and in Figures, the lower of the two will be considered.

23.2.2 In evaluation of the price of an imported item, the price will be determined and considered inclusive of the customs and other import duties etc.;

23.2.3 In evaluation of the price of articles/goods which are subject to excise duty, sales tax, income tax or any other tax or duty levied by the Government, the price will be determined and considered inclusive of such duties and taxes.

23.3 The Purchaser will not be responsible for any erroneous calculation of taxes and all differences arising out as above shall be fully borne by the Successful Bidder. - All payments shall be subject to any and all taxes, duties and levies applicable under the laws of Pakistan for the whole period starting from issuance of Letter of Intent (LOI) till termination of the signed contract in this regard.

24. Rejection / Acceptance of the Bid

24.1 The Purchaser shall have the right, at his exclusive discretion, to increase/decrease the quantity of any or all item(s) without any change in unit prices or other terms and conditions, at the time of order placement. The Purchaser may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The Purchaser shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds. The Purchaser shall incur no liability, solely, by virtue of its invoking sub-rule (1) of Rule-35 of Punjab Procurement Rules, 2014 towards the bidders. However, bidders shall be promptly informed about the rejection of the bids, if any (As per Rule 35 of Punjab Procurement Rules, 2014).

24.2 The Tender shall be rejected if it is:

24.2.1 substantially non-responsive in a manner prescribed in this tender document

clause-20; or

24.2.2 submitted in other than prescribed forms, annexes, schedules, documents / by other than specified mode; or

24.2.3 incomplete, partial, conditional, alternative, late; or

24.2.4 Bid not submitted separately against each Lot and relevant bid security is not submitted against each Lot separately; or

24.2.5 subjected to interlineations / cuttings / corrections / erasures / overwriting; or

24.2.6 the Bidder refuses to accept the corrected Total Tender Price; or

24.2.7 the Bidder has conflict of interest with the Purchaser; or

24.2.8 the Bidder tries to influence the Tender evaluation / Contract award; or

24.2.9 the Bidder engages in corrupt or fraudulent practices in competing for the Contract award;

24.2.10 the Bidder fails to meet all the requirements of Tender Eligibility / Qualification Criteria (Clause-7);

24.2.11 the Bidder fails to meet the evaluation criteria requirements (clause-22);

24.2.12 the Bidder has been blacklisted by any public or private sector organization;

24.2.13 The Bidder has mentioned any financial implication(s) in the financial proposal that is in contradiction to this document and Government rules and regulations.

24.2.14 There is any discrepancy between bidding documents and bidder's proposal i.e. any non-conformity or inconsistency or informality or irregularity in the submitted bid.

24.2.15 The Bidder submits any financial conditions as part of its bid which are not in conformity with tender document.

24.2.16 Non-submission of verifiable proofs against the mandatory as well as general documentary, qualification and eligibility related requirements.

24.2.17 If the rates quoted by vender are not workable or on higher side etc.

25. Award Criteria

25.1. At first step, eligible bidder(s) as per clause-7 (Tender Eligibility) of this tender document fulfilling the qualification and technical evaluation criteria against each Lot will stand technically qualified.

25.2. At second step, technically qualified and successful bidder(s) will be evaluated in the light of all Pre-Conditions, necessary requisites and shall be selected on lowest cost quoted as per rules and fulfilling all codal formalities against each Lot, irrespective of their score in the previous step.

26. Acceptance Letter

As per provisions of Rule (55) of Punjab Procurement Rules 2014, the Purchaser shall issue the Intent Letter to the successful Bidder, at least after 10 days of announcement of bid evaluation reports (Ref. Rule-37 of PPRA Rules, 2014) and prior to the expiry of the original validity period or extended validity period of the Tender, which shall constitute a contract, until execution of the formal Contract against each Lot.

27. Performance Security

27.1 The successful Bidder/The Contractor against each Lot shall furnish Performance Security as under:

27.1.1 within twenty eight (28) days of the receipt of the Intent Letter from the Purchaser;

27.1.2 LOT wise performance security (Separate for each LOT, if the bidder is successful for more than one LOT) would be submitted by the Bidder;

27.1.3 in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document, whereas, if the individual contract amount is < PKR 3 million, performance securities in the shape of demand

draft / pay order may be accepted along with undertaking regarding its renewal by the Contractor before expiry, for required time period as per signed Contract;

27.1.4 for a sum equivalent to 10% of the contract value;

27.1.5 denominated in Pak Rupees;

27.1.6 Have a minimum validity period until the date of expiry of warranty period, support period or termination of services, or fulfillment of all obligations under the contract, whichever is later. Performance security shall not be acceptable with any validity less than the prescribed time period.

28. Redressal of grievances by the procuring agency

28.1 The Purchaser has constituted a committee comprising of odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.

28.2 Any bidder feeling aggrieved by any act of the Purchaser after the submission of his bid may lodge a written complaint concerning his grievances not later than ten days after the announcement of the bid evaluation report.

28.3 The committee shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint.

28.4 Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

28.5 Any bidder not satisfied with the decision of the committee of the Purchaser may lodge an appeal in the relevant court of jurisdiction.

II. General Conditions of Draft Contract

29. Contract

The Purchaser shall, after receipt of the Performance Security from the successful Bidder, send the Contract provided in the Tender Document, to the successful Bidder. Within three working days of the receipt of such Contract, the Bidder shall sign and date the Contract and return it to the Purchaser.

30. Contract Duration

The Contract duration shall be for the period of three (3) years for Lot # 2 and one (01) year for lots # 1, 3, 5, 6, 7 & 8, starting from the date of issuance of LOI, delivery, installation & commissioning of all Goods / Equipment / Items / furniture till end of warranty period.

For lot # 4: The Contract duration for Lot # 4 shall be for the period of two (02) years, starting from date of delivery, installation, deployment & commissioning of all goods/ equipment/ items and extendable up to next one (01) Year (if required) from the date of issuance of LOA, delivery, installation, deployment & commissioning of all Goods / Equipment / Items till end of warranty / support period.

31. Contract Documents and Information

The Contractor shall not, without the Purchaser's prior written consent, make use of the Contract, or any provision thereof, or any document(s), specifications, pattern(s), sample(s) or information furnished by or on behalf of the Purchaser in connection therewith, except for purposes of performing the Contract or disclose the same 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.

32. Contract Language

The Contract and all documents relating to the Contract, exchanged between the Contractor and the Purchaser, shall be in English. The Contractor shall bear all costs of translation to English and all risks of the accuracy of such translation.

33. Standards

The Goods supplied and the Services provided under this Contract shall conform to the authoritative latest industry standards.

34. Patent Right

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 Goods / the Service or any part thereof.

35. Execution Schedule

The Contractor shall deliver Goods / ordered hardware / services within fourteen (14) weeks against lot # 2 and within ten (10) weeks against lots # 1, 3, 5, 6, 7 & 8, from the issuance of Intent Letter**.**

For lot # 4: The Contractor shall deliver & install Goods / ordered hardware and start delivery of services within ten (10) weeks, from the issuance of Intent Letter.

36. Packing

The Contractor shall provide such packing of the Goods as is sufficient to prevent their damage or deterioration during storage / transit to their final destination as indicated in the Contract. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the final destination and withstand, without limitation, rough handling, exposure to extreme temperatures, salt and precipitation at all points in storage / transit.

The Contractor shall arrange and pay for the packing of the Goods to the place of destination as specified in the Contract, and the cost thereof shall be included in the Contract Price.

37. Taxes and Duties

The Contractor shall be entirely responsible for all taxes, duties and other such levies imposed make inquiries on income tax / sales tax to the concerned authorities of Income Tax and Sales Tax Department, Government of Pakistan.

38. Contract Cost

The Contractor shall bear all costs / expenses associated with the preparation of the Contract and the Purchaser shall in no case be responsible / liable for those costs / expenses. The successful bidder shall provide legal stamp papers of relevant value according to Govt. rules and regulations for signing of the formal contract.

39. Delivery

39.1 The Contractor shall indicate his delivery approach clearly specifying the requirements for packing, shipping and unpacking of deliverable hardware with any associated/relevant software and its 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. The Contractor shall deliver the Goods at various Government Offices in Punjab, as specified by the Purchaser at the time of delivery.

39.2 The Goods shall remain at the risk and under the physical custody of the Contractor until the delivery, testing and taking over of the Goods is completed.

39.3 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.

39.4 In any circumstances changing of brand will not be acceptable. However, higher/latest model of the same brand can be delivered after approval of the purchaser.

40. Safety

40.1 The Contractor shall be responsible for the embedding of safety features in the inherent design of the equipment, for elimination of identified hazards, including but not limited to high voltage, electromagnetic radiation, sharp points and edges, etc., and reduction of associated risk to personnel and equipment.

40.2 The Contractor shall be responsible for the addition of bilingual warnings and caution notices, where hazards cannot be eliminated or risks cannot be reduced.

40.3 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.

41. Spare Parts and Support

41.1 The Contractor shall ensure that the Goods provided by the Contractor, under the Contract are standard and of exact nature, and incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.

41.2 The Contractor shall further ensure that the Goods provided by the Contractor, under the Contract shall have no defect, arising from design, materials, installation, configuration, or from any act or omission of the Contractor that may develop under normal use of the provided Goods.

41.3 The Contractor shall maintain sufficient backup stock of spare parts and tools locally at sites, for the maintenance of the supplied Goods, during the warranty period.

42. Inspection and Testing

42.1 The Client shall inspect and test the Goods supplied, the Services provided or the Works carried out, under the Contract, to verify their conformity to the Technical Specifications.

42.2 The inspections and tests shall be conducted at the premises of the Contractor / at the final destination. Where conducted at the premises of the Contractor, the Contractor shall provide all-reasonable facilities and assistance.

42.3 The Purchaser may reject the Goods, the Services or the Works if they fail to conform to the Technical Specifications, in any test(s) or inspection(s) and the Contractor shall either replace the rejected Goods, Services or Works or make all alterations necessary to meet the Technical Specifications, within three working days, free of cost to the Purchaser.

42.4 The Purchaser's post-delivery right to inspect, test and, where necessary, reject the Goods shall in no way be limited or waived by reason of pre-delivery inspection, testing or passing of the Goods.

42.5 Nothing contained in this document shall, in any way, release the Contractor from any Warranty or other obligations under the Contract.

43. Taking-Over Certificate

43.1 The Contractor shall, by written notice served on the Client with a copy to the Purchaser, apply for a Taking-Over Certificate.

43.2 The Client shall, within seven days of receipt of Contractor's application, either issue the Taking-Over Certificate to the Contractor with a copy to the Purchaser, stating the date of successful inspection / testing of the Goods or any portion thereof, for their intended purposes; or reject the application giving the reasons and specifying the work required to be done by the Contractor to enable the Taking-Over Certificate to be issued.

43.3 Nothing contained in this document shall, in any way, release the Contractor from any Warranty or other obligations under the Contract.

44. Warranty

44.1 The Contractor shall warrant to the Purchaser that the Goods supplied by the Contractor, under the Contract are genuine, brand new, non- refurbished, un-altered in any way, of the most recent or current model, imported through proper channel, and incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.

44.2 The Contractor shall further warrant that the Goods/Services supplied by the Contractor, under the Contract shall have no defect, arising from design, materials, workmanship or from any act or omission of the Contractor that may develop under normal use of the supplied Goods/Services.

44.3 The Contractor shall provide Manufacturer's warranty for minimum three (03) years against Lot # 2 (items # 4-7) and for one (1) year against Lot # 2 (items # 1-3) & all remaining lots (hereinafter referred as Warranty Period) after the issue of Taking-over Certificate in respect of Goods, the Services and the Works, or any portion thereof, as the case may be, which will include:

44.3.1 Free, on site repair / replacement of defective / damaged parts and labor, within one week of intimation in Lahore and Two weeks outside Lahore).

44.3.2 On site Replacement of such defective / damaged Goods will be provided, if repair of such Goods involves a duration exceeding one week for Lahore and Two weeks outside Lahore.

44.4 The Warranty Period shall start from the date of installation / configuration / deployment of the Goods on site.

44.5 The Client shall, by written notice served on the Contractor with a copy to the Purchaser, promptly indicate any claim(s) arising under the warranty.

44.6 The Contractor shall, within the prescribed time period, after receipt of such notice, repair or replace the defective / damaged Goods or parts thereof on site, without any cost to the Purchaser.

44.7 The end user licenses, end user warranties and end user contracting support services shall be in the name of Purchaser, for the Goods supplied, the Services provided and the Works done, under the Contract.

45. Ownership of Goods and Replaced Components

Goods to be supplied to the Purchaser, pursuant to the Contract, shall become the property of the Purchaser when the Goods are taken over by the Purchaser. Defective components to be replaced by the Contractor, pursuant to the Contract, shall become the property of the Contractor as and where it lies.

46. Payment

46.1 The Contractor shall provide all necessary supporting documents along with invoice.

46.2 The Contractor shall submit an Application for Payment, to the Purchaser. The Application for Payment shall: be accompanied by such invoices, receipts or other documentary evidence as the Purchaser may require; state the amount claimed; and set forth in detail, in the order of the Price Schedule, particulars of the Goods supplied, the Services provided and the Works done, up to the date of the Application for Payment and subsequent to the period covered by the last preceding Payment, if any.

46.3 The Purchaser shall get verified the details of Goods/Services delivered against the invoice from the concerned Technical Team of PITB and Payment shall be made on complete delivery of Hardware / furniture and after issuance of satisfactory certificate by concerned technical team of PITB, as per details given in relevant Letter of Intent.

46.4 The Purchaser shall pay the amount verified within thirty (30) days. Payment shall not be made in advance and against partial deliveries. The Purchaser shall make payment for the Goods supplied, the Services provided and the Works done as per, to the Contractor, as per Government policy, in Pak Rupees, through treasury cheque.

46.5 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.

46.6 For Lot # 4, monthly recurring cost against SLA will be paid as per actual on monthly basis.

46.7 All payments shall be subject to any and all taxes, duties and levies applicable under the laws of Pakistan, for the whole period starting from issuance of Intent Letter till termination of the signed contract in this regard.

47. Price

The Contractor shall not charge prices for the Goods supplied, the Services provided and for other obligations discharged, under the Contract, varying from the prices quoted by the Contractor in the Price Schedule.

48. Contract Amendment

48.1 The Purchaser may at any time, by written notice served to the Contractor, alter or amend the contract for any identified need/requirement in the light of prevailing rules and regulations.

48.2 The Contractor shall not execute any Change until and unless the Purchaser has allowed the said Change, by written order served on the Contractor with a copy to the Client.

48.3 The Change, mutually agreed upon, shall constitute part of the obligations under this Contract, and the provisions of the Contract shall apply to the said Change.

48.4 No variation in or modification in the Contract shall be made, except by written amendment signed by both the Purchaser and the Contractor.

49. Assignment / Subcontract

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

49.2 The Contractor shall guarantee that any and all assignees / subcontractors of the Contractor shall, for performance of any part / whole of the work under the contract, comply fully with the terms and conditions of the Contract applicable to such part / whole of the work under the contract.

50. Extensions in time for performance of obligations under the Contract

If the Contractor encounters conditions impeding timely performance of any of the

obligations, under the Contract, at any time, the Contractor shall, by written notice served on the Purchaser with a copy to the Client, promptly indicate the facts of the delay, its likely duration and its cause(s). As soon as practicable after receipt of such notice, the Purchaser shall evaluate the situation and may, at its exclusive discretion, without prejudice to any other remedy it may have, by written order served on the Contractor with a copy to the Client, extend the Contractor's time for performance of its obligations under the Contract.

51. Liquidated Damages

If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, without prejudice to any other right of action / remedy it may have, deduct from the Contract Price against undelivered portion, as liquidated damages, a sum of money @0.25% of the total Contract Price which is attributable to such part of the Goods / the Services / the Works, in consequence of the failure / delay, be put to the intended use, for every day between the scheduled delivery date(s), with any extension of time thereof granted by the Purchaser, and the actual delivery date(s). Provided that the amount so deducted shall not exceed, in the aggregate, 10% of the Contract Price.

52. Blacklisting

If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract or found to have engaged in corrupt or fraudulent practices in competing for the award of contract or during the execution of the contract, the Purchaser may without prejudice to any other right of action / remedy it may have, blacklist the Contractor, for a stated period, for future tenders in public sector, as per provision of Punjab Procurement Rules, 2014 and PITB Procurement Regulations and Guidelines.

53. Forfeiture of Performance Security

53.1 The Performance Security shall be forfeited by the Purchaser, on occurrence of any / all of the following conditions:

53.1.1 If the Contractor commits a default under the Contract;

53.1.2 If the Contractor fails to fulfill any of the obligations under the Contract;

53.1.3 If the Contractor violates any of the terms and conditions of the Contract.

53.2 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.

53.3 If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, without prejudice to any other right of action / remedy it may have, forfeit Performance Security of the Contractor.

54. Termination for Default

If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, by written notice served on the Contractor with a copy to the Client, indicate the nature of the default(s) and terminate the Contract, in whole or in part, without any compensation to the Contractor. Provided that the termination of the Contract shall be resorted to only if the Contractor does not cure its failure / delay, within fifteen working days (or such longer period as the Client may allow in writing), after receipt of such notice.

55. Termination for Insolvency

If the Contractor becomes bankrupt or otherwise insolvent, the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, by written notice served on the Contractor with a copy to the Client, indicate the nature of the insolvency and

terminate the Contract, in whole or in part, without any compensation to the Contractor.

56. Termination for Convenience

56.1 Any of the parties may, at any time, by written notice served on the other party with a copy to the Client, terminate the Contract, in whole or in part, for its convenience, without any compensation to the other party.

56.2 The Goods and the Services, which are, complete or to be completed by the Contractor, within thirty working days after the receipt of such notice, shall be accepted by the Purchaser. For the remaining Goods / Services, the Purchaser may elect:

56.2.1 to have any portion thereof completed and delivered; and/or

56.2.2 to cancel the remainder and pay to the Contractor an agreed amount for partially completed Goods, Services, Works and materials / parts previously procured by the Contractor for the purpose of the Contract.

57. Force Majeure

57.1 For the purpose of this contract "Force Majeure" means an event which is beyond the reasonable control of a party and which makes a party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances, and includes, but is not limited to, War, Riots, Storm, Flood or other industrial actions (except where such strikes, lockouts or other industrial are within the power of the party invoking Force Majeure), confiscation or any other action by Government agencies. In all disputes between the parties as to matters arising pursuant to this Contract, the dispute be referred for resolution by arbitration under the Pakistan Arbitration Act, 1940, as amended, by one or more arbitrators selected in accordance with said Law. The place for arbitration shall be Lahore, Pakistan. The award shall be final and binding on the parties.

57.2 The Contractor shall not be liable for liquidated damages, forfeiture of its Performance Security, blacklisting for future tenders, termination for default, if and to the extent his failure / delay in performance /discharge of obligations under the Contract is the result of an event of Force Majeure.

57.3 If a Force Majeure situation arises, The Contractor shall, by written notice served on The Purchaser, indicate such condition and the cause thereof. Unless otherwise directed by The Purchaser in writing, The Contractor shall continue to perform 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.

57.4 Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or Agents or Employees, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Contract and (B) avoid or overcome in the carrying out of its obligations here under.

57.5 Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

58. Dispute Resolution

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

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

59. Statutes and Regulations

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

59.2 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, Statutes, 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.

59.3 The Courts at Lahore shall have the exclusive territorial jurisdiction in respect of any dispute or difference of any kind arising out of or in connection with the Contract.

60. The Client

60.1 The Client shall only carry out such duties and exercise such authority as specified in the Contract. The Client shall have no authority to relieve the Contractor of any of his obligations under the Contract, except as expressly stated in the Contract.

60.2 The Contractor shall proceed with the decisions, instructions or approvals given by the Client in accordance with these Conditions.

60.3 The Client shall conform to all the relevant clauses of this Tender Document to carry out all responsibilities assigned thereto in a timely manner.

61. Authorized Representative

61.1 The Purchaser, the Client or the Contractor may, at their exclusive discretion, appoint their Authorized Representative and may, from time to time, delegate any / all of the duties / authority, vested in them, to their authorized Representative(s), including but not limited to, signing on their behalf to legally bind them, and may, at any time, revoke such delegation.

61.2 The Authorized Representative shall only carry out such duties and exercise such authority as may be delegated to him, by the Purchaser, the Client or the Contractor.

61.3 Any such delegation or revocation shall be in writing and shall not take effect until notified to the other parties to the Contract.

61.4 Any decision, instruction or approval given by the Authorized Representative, in accordance with such delegation, shall have the same effect as though it had been given by the Principal.

61.5 Notwithstanding Clause 61.2, any failure of the Authorized Representative to disapprove any Goods or Services or Works shall not prejudice the right of the Client to disapprove such Goods or Services or Works and to give instructions for the rectification thereof.

61.6 If the Contractor questions any decision or instruction of the Authorized Representative of the Purchaser / the Client, the Contractor may refer the matter to the Purchaser / the Client who shall confirm, reverse or vary such decision or instruction.

62. Waiver

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

63. Documentation

The Contractor shall furnish the user documentation, the operation manuals, and service manuals for each appropriate unit of the supplied Goods and other information pertaining to the performance of the Goods, in hard copy format, in soft copy format and in the form of on-line help, before the Goods are taken over by the Purchaser.

ANNEXURE-A

TECHNICAL SPECIFICATIONS

LOT#1
FURNITURE

ITEM #1
COMPUTER TABLE AND CHAIR

Sr #	Description (Minimum Specification)	Pictures	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
1	**Computer Table. Size: W=3'-6" x D=2'-0" x H=2'-6"/3'-8")** Worktop made of 32mm thick laminated board with PVC edging. With one lockable fixed Drawer (W=14"x D= 16" x H= 6") attached to the worktop. Premium 1.2x1.2x1.5 gauge slides in drawers. Rest of the structure made of 16mm thick laminated board with PVC edging. One front partition with soft board upholstered in fabric of approved color. **High back chair.** Inner structure of the seat & back made of plywood shell upholstered in good A+ quality foam & fabric. Synchro tilts mechanism with multi stage lockable frame. Arms made of black colored polypropylene polymer, revolving and class 3 hydraulic lift systems with 320mm five pronged Nylon base with urethane noiseless wheel castor.	 	**79**		

ITEM#2

MANAGER EXECUTIVE TABLE & CHAIR

Sr #	Description (Minimum Specification)	Pictures	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
2	**High back chair.** Seat and back structure in plywood with best head rest quality foam upholstered in fabric / leatherette of approved color. Arms rest made of high quality polypropylene / PU. Multi stage lockable, synchro tilt mechanism with best quality class 3 hydraulic gas lift. Solid nylon 320mm base with urethane noiseless wheel castors. **Manager Table.** **Size: W=4'-0" x D=2'-6" x H=2'-6"**Structure made of 16mm laminated board, 32mm thickness top enhanced by laminating strip of 2mm thick pvc edging. Moveable 03 lock drawer pedestal (W=14" x D=20" x H=24" (6",6",12")	  	5		

ITEM#3 FILING CABINET

Sr #	Description (Minimum Specification)	Pictures	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
3	**Filing Cabinet.** **Size: H=6'-6" X W=3'-0" X D=1'-3"** Double level Box File Cabinet having 4 shelf with one vertical divider and 5 sections of equal sizes: Structure made of laminated board having thickness of 16mm used for overall structure. Exposed edges covered with 1mm thick PVC edging. Two lockable panels with best quality hinges, handles and locks. Back of the cabinet made of ¼" MDF laminated board with one side lamination. 2mm thick 70mm high heavy chrome legs. Sample available.		1		

LOT # 2

ITEM 1: LAPTOPS CORE I7 WITH SSD

Sr #	Item Description (Minimum Specification)	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
1.	**Processor:** 11th Generation Intel Core i7 (4.7 GHz Maximum Turbo frequency) or higher	16		
2.	**Chipset:** Intel, Integrated with processor			
3.	**Graphics:** Integrated			
4.	**System Memory:** 16 GB or higher			
5.	**Hard Disk Drive:** 256 GB SSD or higher			
6.	**Display:** 14"- 15.6" FHD			
7.	**Network Adapter:** Built in Gigabit Ethernet card			
8.	**WIFI and Bluetooth**: Wireless (802.11 b/g/n or ac) W/ Bluetooth or higher			
9.	**Carrying Case: ORIGINAL** Standard bag pack of same brand			
10	**Mouse: ORIGINAL** Wireless Optical Mouse of same brand			
11	**Audio:** Built-in speakers			
12	**I/O Ports:** Audio/ Microphone Jack, 2 x USB 2.0/3.0 or more, 1X HDMI.			
13	**Battery and Adaptor**: Minimum 4-6 hours battery life or higher			
14	**Camera:** Built-in HD Camera			
NOTE: 1 Year Parts and Labor warranty for all components on site as mentioned under this document				

ITEM # 2: LAPTOPS CORE i5

Sr#	Description (Minimum Specification)	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
1	**Processor:** 11th Generation Intel Core i5 (4.2 GHz Max Turbo frequency) or higher	**78**		
2	**Mother Board:** Intel integrated with processor & TPM 2.0			
3	**Graphics:** Integrated			
4	**Memory:** 08 GB DDR4 or higher			
5	**Hard Disk Drive:** 1 TB SATA or higher			
6	**LCD Display:** 14"- 15.6" FHD			
7	**Integrated I/O Interfaces:** Audio/Microphone Jack, 2 x USB 2.0/3.0/3.1 or more, 1X HDMI/VGA port.			
8	**Wireless/Bluetooth:** Dual Band Wireless (802.11 b/g/n or ac) W/ Bluetooth			
9	**Key Board & Touchpad:** Standard keyboard with precision touch pad.			
10	**LAN:** Built-in Gigabit Ethernet LAN			
11	**Battery:** 4 hours battery life or higher			

12	**Mouse:** Wireless optical mouse of same brand			
13	**Carrying case:** Standard carrying case of same brand			
14	**Camera:** Standard Built-in HD camera			
NOTE: 1 Year Parts and Labor warranty for all components on site as mentioned under this document				

ITEM # 3: LAPTOPS CORE I7 WITH HDD

Item Description (Minimum Specification)		QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
1.	**Processor:** 11th Generation Intel Core i7 (4.7 GHz Maximum Turbo frequency) or higher	32		
2.	**Chipset:** Intel, Integrated with processor			
3.	**Graphics:** Integrated			
4.	**System Memory:** 16 GB or higher.			
5.	**Hard Disk Drive:** 1 TB or higher			
6.	**Display:** 14"- 15.6" FHD			
7.	**Network Adapter:** Built in Gigabit Ethernet card			
8.	**WIFI and Bluetooth**: Wireless (802.11 b/g/n or ac) W/ Bluetooth or higher			
9.	**Carrying Case:** Standard bag pack of same brand			
10.	**Mouse:** Wireless Optical Mouse of same brand			
11.	**Audio:** Built-in speakers			
12.	**I/O Ports:** Audio/ Microphone Jack, 2 x USB 2.0/ 3.0 or more, 1X HDMI/VGA port.			
13.	**Battery and Adaptor**: Minimum 4-6 hours battery life			
14.	**Camera:** Built-in HD Camera			
NOTE: 1 Year Parts and Labor warranty for all components on site as mentioned under this document				

ITEM # 4: LAPTOP CORE i7

Sr#	Description (Minimum Specification)	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
1	**Processor:** 11th Generation Intel Core i7 (4.7 GHz Maximum Turbo frequency) or higher	26		
2	**Mother Board:** Intel integrated			
3	**Memory:** 08 GB DDR4 or higher			
4	**Hard Disk Drive:** 1 TB or higher			
5	**LCD Display:** 14"- 15.6" FHD			
6	**Integrated I/O Interfaces:** Audio/Microphone Jack, 2 x USB 2.0 /3.0/3.1 or more, 1X HDMI/VGA port.			
7	**Wireless/Bluetooth:** Dual Band Wireless (802.11 b/g/n or ac) W/ Bluetooth			
8	**Key Board & Touchpad:** Standard keyboard with touch pad.			
9	**Graphics:** Integrated			
10	**LAN:** Built-in Gigabit Ethernet LAN			

11	**Battery:** 4 hours battery life or higher			
12	**Mouse:** Wireless optical mouse of same brand			
13	**Carrying case:** Standard carrying case of same brand			
14	**Camera:** Standard Built-in HD camera			
NOTE: 1. Pre-installed genuine Windows operating system. **2. Three (03) years Parts and Labor warranty for all components on site.**				

ITEM # 5: LAPTOPS CORE I7 WITH HDD

Item Description (Minimum Specification)		QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
1.	**Processor:** 11th Generation Intel Core i7 (4.7 GHz Maximum Turbo frequency) or	09		
2.	**Chipset:** Intel, Integrated with processor			
3.	**Graphics:** Integrated			
4.	**System Memory:** 16 GB or higher.			
5.	**Hard Disk Drive:** 1 TB or higher			
6.	**Display:** 14"- 15.6" FHD			
7.	**Network Adapter:** Built in Gigabit Ethernet card			
8.	**WIFI and Bluetooth**: Wireless (802.11 b/g/n or ac) W/ Bluetooth or higher			
9.	**Carrying Case:** Standard bag pack of same brand			
10.	**Mouse:** Wireless Optical Mouse of same brand			
11.	**Audio:** Built-in speakers			
12.	**I/O Ports:** Audio / Microphone Jack, 2 x USB 2.0/3.0 or more, 1X HDMI/VGA port.			
13.	**Battery and Adaptor**: Minimum 4 hours battery life			
14.	**Camera:** Built-in HD Camera			
NOTE: 1. Pre-installed genuine Windows operating system. **2. Three (03) years Parts and Labor warranty for all components on site.**				

ITEM # 6: LAPTOPS CORE I5

Sr#	Description (Minimum Specification)	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
1	**Processor:** 11th Generation Intel Core i5 (4.2 GHz Max Turbo frequency) or higher	159		
2	**Mother Board:** Intel integrated with processor & TPM 2.0			
3	**Graphics:** Integrated			
4	**Memory:** 08 GB DDR4 or higher			
5	**Hard Disk Drive:** 1 TB SATA or higher			
6	**LCD Display:** 14"- 15.6" FHD			
7	**Integrated I/O Interfaces:** Audio/Microphone Jack, 2 x USB 2.0/3.0/3.1 or more, 1X HDMI/VGA port.			

8	**Wireless/Bluetooth:** Dual Band Wireless (802.11 b/g/n or ac) W/ Bluetooth			
9	**Key Board & Touchpad:** Standard keyboard with precision touch pad.			
10	**LAN:** Built-in Gigabit Ethernet LAN			
11	**Battery:** 4 hours battery life or higher			
12	**Mouse:** Wireless optical mouse of same brand			
13	**Carrying case:** Standard carrying case of same brand			
14	**Camera:** Standard Built-in HD camera			
NOTE: 1. Pre-installed genuine Windows operating system. **2. Three (03) years Parts and Labor warranty for all components on site.**				

ITEM #7: DESKTOP COMPUTER CORE i7

Description (Minimum Specification)	**QTY**	**Quoted Item (s) (Make & Model)**	**Offered Specification(s)**
Processor: 9th Generation Intel Core i7 (2.9 GHz base frequency) or higher	60		
Mother Board: Intel or Equivalent			
Memory: 08 GB DDR4 or higher			
Hard Disk Drive: 500 GB or higher			
Video display card: Integrated			
LCD Display: 19.5" or higher			
Integrated I/O Interfaces: 6 x USB 3.0 or more, 1 x HDMI port, RJ 45 port			
Wireless/Bluetooth: Dual Band Wireless (802.11 b/g/n or ac) W/ Bluetooth			
Mouse & Keyboard: USB Wired Keyboard , 2-Button USB 2.0 Optical Mouse with Scroll			
LAN: Built-in Gigabit Ethernet LAN			
NOTE: 1. Pre-installed genuine Windows operating system. **2. Three (03) years Parts and Labor warranty for all components on site.**			

LOT 3

MULTI-FUNCTION SCANNER/COPIER

Item Description (Minimum Specification)	**QTY**	**Quoted Item (s) (Make & Model)**	**Offered Specification(s)**
Printer: Print Speed: 40 PPM (A4) or higher, Processor 600 MHz or Higher, Resolution: 1200 x 1200 dpi, Memory: 512 MB or Higher, Network Ready, Full Duplex, Paper Handling: Legal, A4 & letter size paper, Paper Tray(s): Two paper trays minimum, Scanning: Flatbed/ADF, Resolution 600 x 600 dpi, Scan Speed 25PPM or higher (B&W), 10PPM or higher (Color). Copying: Copy Speed 30CPM or higher,	**6**		

Resolution 600 x 600 dpi. Fax Resolution: upto 300 x 300 dpi. Other standard features like LCD display, print cancel button, etc., Drivers: Microsoft windows 7/8/10 and Linux supportive. Along with USB 2.0 cable.			

Note: One (01) Year Parts and Labor warranty for all components on site

LOT# 4

BIOMETRIC FINGERPRINT/FACE RECOGNITION TABLETS

Sr. #	Item Description (Minimum Specification)	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
1	**Operating System:** Android 6.0 or Higher	180		
2	**CPU:** Quad Core or Higher			
3	**Screen Size:** 7 Inch or Higher, TFT/LCD Capacitive Touch Screen			
4	**Screen Resolution:** 1024*600 IPS or Higher			
5	**Internal Memory:** 16 GB or Higher			
6	**Expandable Memory:** 32 GB Card **to be provided with Tab**			
7	**SIM: YES**			
8	**Battery:** 4000mAh or Higher			
9	**RAM:** 2 GB or Higher			
10	**Internet:** YES			
11	**GPS:** Built in GPS			
12	**3G/4G:** Yes			
13	**WIFI** YES, 802.11 a/b/g/n or higher			
14	**Camera**: Rare: 5MP or higher, Front: 2MP or higher			
15	**Micro USB Port for Charging, Data Transfer and OTG Support:** YES, USB Connectivity			
16	**Fingerprint scanner**: Built in finger print LFD sensor integrated on board. Minimum Resolution 500dPi or above, ISO & ANSI Certification Compliant. Full SDK/NDK for finger print Scanner			
17	**Warranty:** 1 Year Manufacturer Warranty			
18	Mandatory Requirement: Biometric device specific full SDK/NDK (with source code) to be provided by the vendor including support for integration with existing biometric-based software. Device super admin module for locking / unlocking specific applications. DMM (Device Management Module) for OTA/Software updates to be provided as well. Protective casing for tablet along with scratch resistant screen protector. Electrical socket to be provided by the vendor along with the device. Internet Connectivity to be provided by the vendor. Standard Wall Mount for each Tablet to be provided as well. **Note: The quoted device must be PTA approved. One (01) Year Parts and Labor warranty for all components on site, as mentioned under clause-45.**			

LOT#5

MULTIMEDIA PROJECTOR

Sr. #	Item Description (Minimum Specification)	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
1	**Projection System:** Single DLP chip/LCD/TFT LCD	02		
2	**Native Resolution:** 1024 x 768 or higher			
3	**Contrast Ratio:** 18000:1 or higher			
4	**Lumens:** 3800 lumens or higher			
5	**Aspect Ratio:** 16:9 or higher			
6	**Lamp Life [hrs]:** 10,000 hours or Higher			
7	**Keystone correction:** +/- 30° vertical or higher			
8	**Throw Ratio:** 1.5 or higher			
9	**Video Compatibility:** SDTV/EDTV/HDTV and other standard formats			
10	**Video Input/output:** 2 x HDMI, VGA-In, Audio-In(RCA), Audio-In (Mini jack), Audio- Out, Composite Video			
11	**Accessories:** Remote Control, AC Power Cord, 20M HDMI Cable Compatible with projector, Ceiling mount Kit			

Note: One (01) Year Parts and Labor warranty for all components on site

LOT#6

LED TV 55"

Description (Minimum Specification)	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
Brand: Samsung, LG, Sony or Equivalent **Model:** 2019/2020 or latest **55"** 1080P resolution or higher, Digital Sound Quality, 2x HDMI Ports or higher, 1X USB Port or higher, WIFI, Ethernet, wall mount Kit. **Accessories**: One Remote Controller, Wall Mounted kit, Power Cable, 20M HDMI Cable compatible with TV, User Manuals.	6		
NOTE: **1. Year Parts and Labor warranty for all components on site as mentioned under this document.** **2. Vendor is responsible for Installation, Configuration & Commissioning of Complete LED in all respects.**			

LOT#7

Description (Minimum Specification)	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
650 VA or higher with dry batteries, surge protection, processor control, Line Interactive Technology, at least 10 minutes backup time or higher on 70% load, Maximum 6 hours recharge time, Serial/USB Port, with other standard features.	60		

Note: One (01) Year Parts and Labor warranty for all components on site

LOT#8

ITEM # 1: TABLET -IPAD or equivalent

Sr. No.	Description (Minimum Specifications)	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
1	Network: No Cellular Network	1		
2	Display: Type: IPS LCD, Size 9" Minimum			
3	Platform: iOS 10 or above, CPU Dual-core 1.5GHz or higher Cortex A9			
4	Memory: Internal 32GB or Higher RAM: 1GB or higher			
5	Communication: Wi-Fi, Wireless Network			
6	Built in Microphone, Built in Speaker, Built in Camera with Auto Focus, Bluetooth. 1 Year Warranty			

ITEM # 2: LAPTOP – MACBOOK or equivalent

Sr #	Description (Minimum Specification)	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
1	**Processor: Apple M1 Chipset 8-core CPU or intel core i7 1.2GHz Base frequency**	1		
2	**Graphics:** Integrated			
3	**Operating System:** MAC-OS			
4	**RAM:** 8GB of LPDDR4 on-board memory (Or Higher)			
5	**Hard-disk Drive:** 512 GB SSD			
6	**Display:** 13.3" Diagonal LED-Backlit display with IPS technology with retina display			
7	**Keyboard & Touchpad:** Backlit Magic Keyboard with ambient light sensor			
8	**WIFI & Bluetooth:** 802.11 ac/, Bluetooth 5.0			
9	**I/O Ports:** Two Thunderbolt 2 (USB-C) ports with support for: Charging, Display Port, USB 3.1 Gen 2			
10	**Carrying Case:** Standard Soft carrying case			
11	**Audio:** Built-in Speakers. 3.5mm headphone jack			
12	**Battery & Adaptor:** up to 10 hours battery wireless web with USB C power Adapter			
13	**Camera:** 720P HD camera			
14	**Warranty:** 1 year parts & labor warranty			

Note: One (01) Year Parts and Labor warranty for all components on site

ITEM # 3: TABLETS

Description (Minimum Specification)	QTY	Quoted Item (s) (Make & Model)	Offered Specification(s)
Operating System: Android 9.0 or higher	44		
CPU 2.0 GHZ or higher			
Display and Screen 8 inch or higher display, IPS/LCD Capacitive touch screen 16M Colors or higher. Multitouch Support			

RAM 2 GB or higher			
Internal Memory 32 GB or higher			
Expandable Memory 32 GB Card to be provided with Tab, up to 128 GB supported			
Camera Rear: 5 MP or higher Front: 2 MP or higher			
SIM Yes			
Battery 5000mAh or higher			
Internet: Yes			
GPS with AGPS			
4G/3G/2G Yes			
Bluetooth Yes			
WIFI Yes: 802.11 b/g/n or ac			
Interfaces SIM Slot, USB 2.0, MicroSD Card Slot			
Requirements: Protective shell, screen protector, carry bag etc.			
NOTE: Quoted Model should be PTA Approved **Warranty**: 1 Year Parts and Labor warranty for all components on site as mentioned under this document. The quoted device must be PTA approved.			

NOTE: Duly filled above technical specifications sheets with required information must be enclosed in their respective technical bids against relevant lot(s) by the bidder(s).

FORMS & OTHER REQUIRED DOCUMENTS

ANNEXURE-B

Technical Proposal Submission Form

[Location, Date]

To (Name and address of Client / Purchaser)

Dear Sir,

We, the undersigned, offer to provide the (insert title of assignment)_ in accordance with your Request for Proposal/Tender Document No._____ dated _(insert date)_ and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and the Financial Proposal sealed in two separate envelopes.

We undertake, if our Proposal is accepted, to provide supply of _____related to the assignment.

We also confirm that the Government of Pakistan / Punjab has not declared us, or any, ineligible on charges of engaging in corrupt, fraudulent, collusive or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and we are aware of the relevant provisions of the Proposal Document.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature (Original)

(In full and initials)

Name and Designation of Signatory

Name of Firm

Address

ANNEXURE-C

Financial Proposal Submission Form (Part of Financial Bid Envelope)

[Location, Date]

To (Name and address of Client / Purchaser)

Dear Sir,

We, the undersigned, offer to provide the (Insert title of assignment) in accordance with your Request for Proposal No._____ dated (insert date) and our Technical Proposal. Our attached Financial Proposal is for the sum of (insert amount in words and figures). This amount is inclusive of all taxes.

Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal, i.e. before the date indicated in _____ of the Proposal Data Sheet.

We also declare that the Government of Pakistan / Punjab has not declared us or any Sub-Contractors for any part of the Contract, ineligible on charges of engaging in corrupt, fraudulent, collusive, or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and are aware of the relevant provisions of the Proposal Document.

We understand you are not bound to accept any Proposal you receive.

Signed
In the capacity of:
Duly authorized to sign the proposal on behalf of the Applicant.
Date:

ANNEXURE-D

Price Schedule/ Financial Cost Sheet (for each Lot separately)

LOT # 1

Furniture

Sr. No	Item	Quoted Item (s) (Make & Model)	No. of units (1)	Price per unit (Incl. all Tax) if applicable PKR	Total Cost (No. of units * Per unit price incl. taxes) 3=(1*2)
1	Computer Tables & Chairs		79		
2	Manager Executive Chairs & Tables		5		
3	Filing Cabinet		1		
Total Bid Cost					**X**

NOTE:

(i) X will determine the total bid cost for all items under each lot.

(ii) Prices must be quoted for all items under each lot.

(iii) The Purchaser reserves exclusive rights to increase / decrease the quantities of the furniture mentioned vide this tender document.

(iv) Standard Warranty for one (01) year after purchase of furniture.

Total Cost (in words) PKR _____

Date _____

Signature of authorized person

Name:

(Company Seal)

_____

In the capacity of

Duly authority by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial

LOT # 2

Laptops & Desktop Computers

Sr. No	Item	Quoted Item (s) (Make & Model)	No. of units (1)	Price per unit (Incl. all Tax) if applicable PKR	Total Cost (No. of units * Per unit price incl. taxes) 3=(1*2)
1	Laptops Core i7 SDD		16		
2	Laptops Core i5		78		
3	Laptops Core i7 HDD		32		
4	Laptops Core i7		26		
5	Laptops Core i7 HDD		9		
6	Laptops Core i5		159		
7	Desktop Computers i7		60		
Total Bid Cost					**X**

NOTE:

(i) X will determine the total bid cost for all items under each lot.

(ii) Prices must be quoted for all items under each lot.

(iii) Hardware quoted must be legally imported in Pakistan after paying all taxes.

(iv) The Purchaser reserves exclusive rights to increase / decrease the quantities of the Hardware / IT Equipment mentioned vide this tender document.

(v) Standard Warranty for minimum one (1) year for items # 1-3 and for three (03) years for items # 4-7.

Total Cost (in words) PKR _____

Date _____

Signature of authorized person

Name:

(Company Seal)

_____

In the capacity of

Duly authority by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

LOT # 3

Multifunction Printer/Fax/Scanner/Copier

Sr. No	Item	Quoted Item (s) (Make & Model)	No. of units (1)	Price per unit (Incl. all Tax) if applicable PKR	Total Cost (No. of units * Per unit price incl. taxes) 3=(1*2)
1	Multi-Function Printer, Scanner, Fax and Copier		6		
Total Bid Cost					**X**

NOTE:

(i) X will determine the total bid cost for all items under each lot.

(ii) Prices must be quoted for all items under each lot.

(iii) Hardware quoted must be legally imported in Pakistan after paying all taxes.

(iv) The Purchaser reserves exclusive rights to increase / decrease the quantities of the Hardware / IT Equipment mentioned vide this tender document.

(v) Standard Warranty for one (01) year after purchase of equipment.

Total Cost (in words) PKR _____

Date _____

Signature of authorized person

Name:

(Company Seal)

_____

In the capacity of

Duly authority by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

LOT # 4

BIOMETRIC FINGERPRINT/FACE RECOGNITION TABLETS

Sr. No	Item	Quoted Item (s) (Make & Model)	No. of units (1)	Price per unit (Incl. all Tax) if applicable PKR	Total Cost (No. of units * Per unit price incl. taxes) 3=(1*2)
1	Biometric Tablets (Includes networking, cabling & wall mount etc. cost)		180		
2	SIM's for data transfer with minimum limit of 4gb or higher for each SIM per facility/location (Operational/Recurring cost for two years) =Per SIM X 24 months (If 4G/3G/2G data connectivity is not available, vendor should provide alternative mechanism for 4GB data limit)		180		
3	Support and Maintenance for year 2 (first year is included in warranty)		180 devices for 12 months		
Total Cost					**X**
Cost for year 3 (optional), will be awarded if required on completion of 2 years					
4	Support and maintenance for year 3 (If required) – 180 devices		12 months		
5	Sim connectivity for year 3 (if required) - 180 Sims		12 months		
Total Cost					**Y**
Total Bid Cost					**Z=X+Y**

NOTE:

(i) Z will determine the total bid cost for all items under this lot.

(ii) Prices must be quoted for all items under each lot.

(iii) Support and maintenance for first (01) year will be free of cost (FOC). As it will be covered under warranty. Furthermore, yearly support and maintenance cost is required, incase purchaser wish to continue the support agreement after initial contract duration is expired

(iv) Hardware quoted must be legally imported in Pakistan after paying all taxes.

(v) The Purchaser reserves exclusive rights to increase / decrease the quantities of the Hardware / IT Equipment / Services mentioned vide this tender document.

(vi) Support and Maintenance of the system as provided by the contractor will be administered by SLA.

(vii) Brief components of SLA are mentioned in the tender document, subject to change at the time of contracting. Every breach to an item in SLA could result in financial implication (penalty) (draft components of SLA is attached in Annex-K)

(viii) Payments against Service Level Agreement (SLA) will be made on monthly basis, after submitting of all relevant documents.

(ix) Standard Warranty for one (01) year after purchase of equipment (for each item).

Total Cost (in words) PKR _____

Date _____

Signature of authorized person

Name:

(Company Seal)

_____

In the capacity of

Duly authority by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

LOT # 5

Multimedia Projector

Sr. No	Item	Quoted Item (s) (Make & Model)	No. of units (1)	Price per unit (Incl. all Tax) if applicable PKR	Total Cost (No. of units * Per unit price incl. taxes) 3=(1*2)
1	Multimedia Projector		**2**		
Total Bid Cost					**X**

NOTE:

(i) X will determine the total bid cost for all items under each lot.

(ii) Prices must be quoted for all items under each lot.

(iii) Hardware quoted must be legally imported in Pakistan after paying all taxes.

(iv) The Purchaser reserves exclusive rights to increase / decrease the quantities of the Hardware / IT Equipment mentioned vide this tender document.

(v) Standard Warranty for one (01) year after purchase of equipment.

Total Cost (in words) PKR _____

Date _____

Signature of authorized person

Name:

(Company Seal)

_____

In the capacity of

Duly authority by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

LOT # 6

LEDs TV 55”

Sr. #	Item	Quoted Item (s) (Make & Model)	No. of units (1)	Price per unit (Incl. all Tax) if applicable PKR (2)	Total Cost (No. of units * Per unit price incl. taxes) 3=(1*2)
1	LED TV		6		
Total Bid Cost					**X**

NOTE:

(i) X will determine the total bid cost for all items under each lot.

(ii) Prices must be quoted for all items under each lot.

(iii) Hardware quoted must be legally imported in Pakistan after paying all taxes.

(iv) The Purchaser reserves exclusive rights to increase / decrease the quantities of the Hardware / IT Equipment mentioned vide this tender document.

(v) Standard Warranty for one (01) year after purchase of equipment.

Total Cost (in words) PKR _____

Date _____

Signature of authorized person

Name:

(Company Seal)

_____

In the capacity of

Duly authority by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

LOT # 7

UPS

Sr. No	Item	Quoted Item (s) (Make & Model)	No. of units (1)	Price per unit (Incl. all Tax) if applicable PKR	Total Cost (No. of units * Per unit price incl. taxes) 3=(1*2)
1	UPS 650VA with dry batteries		60		
Total Bid Cost					**X**

NOTE:

(i) X will determine the total bid cost for all items under each lot.

(ii) Prices must be quoted for all items under each lot.

(iii) Hardware quoted must be legally imported in Pakistan after paying all taxes.

(iv) The Purchaser reserves exclusive rights to increase / decrease the quantities of the Hardware / IT Equipment mentioned vide this tender document.

(v) Standard Warranty for one (01) year after purchase of equipment

Total Cost (in words) PKR _____

Date _____

Signature of authorized person

Name:

(Company Seal)

_____

In the capacity of

Duly authority by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

LOT # 8

Laptop & Tablets

Sr. No	Item	Quoted Item (s) (Make & Model)	No. of units (1)	Price per unit (Incl. all Tax) if applicable PKR	Total Cost (No. of units * Per unit price incl. taxes) 3=(1*2)
1	Tablet		1		
2	Laptop		1		
3	Android Tablets		44		
Total Bid Cost					**X**

NOTE:

(i) X will determine the total bid cost for all items under each lot.

(ii) Prices must be quoted for all items under each lot.

(iii) Hardware quoted must be legally imported in Pakistan after paying all taxes.

(iv) The Purchaser reserves exclusive rights to increase / decrease the quantities of the Hardware / IT Equipment mentioned vide this tender document.

(v) Standard Warranty for one (01) year after purchase of equipment

Total Cost (in words) PKR _____

Date _____

Signature of authorized person

Name:

(Company Seal)

_____

In the capacity of

Duly authority by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

ANNEXURE-E

Format for Covering Letter

To

(Name and address of Purchaser)

Sub: _____.

Dear Sir,

a) Having examined the tender document and Appendixes we, the undersigned, in conformity with the said document, offer to provide the said items / Services on terms of reference to be signed upon the award of contract for the sum indicated as per financial bid.

b) We undertake, if our proposal is accepted, to provide the items/services comprise in the contract within time frame specified, starting from the date of receipt of notification of award from the client Department / Office.

c) We agree to abide by this proposal for the period of ____ days (as per requirement of the project) from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

d) We agree to execute a contract in the form to be communicated by the (insert name of the Purchaser)_, incorporating all agreements with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard.

e) Unless and until a formal agreement is prepared and executed this proposal together with your written acceptance thereof shall constitute a binding contract agreement.

f) We understand that you are not bound to accept a lowest or any bid you may receive, not to give any reason for rejection of any bid and that you will not defray any expenses incurred by us in biding.

_____

Authorized Signatures with Official Seal

ANNEXURE-F

INSTRUCTION FOR PREPARATION OF POWER OF ATTORNEY

a) To be executed by an authorized representative of the bidder.

b) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.

c) Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

d) In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

Format of Power-of-Attorney

POWER OF ATTORNEY

(On Stamp Paper of relevant value)

Know all men by these presents, we (name of the company and address of the registered office) do hereby appoint and authorize Mr. (full name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for (name of the project) in response to the tenders invited by the (name of the Purchaser) including signing and submission of all documents and providing information/responses to (name of the Purchaser) in all matters in connection with our Bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____ day of _____ 20__

For _____

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:

ANNEXURE-G

UNDERTAKING

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and are liable to any punitive action for furnishing false information / documents.

Dated this _____ day of _____ 20__

Signature

(Company Seal)

_____

In the capacity of

Duly authorized to sign bids for and on behalf of:

ANNEXURE-H

(To be submitted on legal stamp paper)

AFFIDAVIT

(Integrity Pact)

We _(Name of the bidder / supplier)_ being the first duly sworn on oath submit, that Mr. / Ms. _____ (if participating through agent / representative) is the agent / representative duly authorized by _(Name of the bidder company)_ hereinafter called the Contractor to submit the attached bid to the _(Name of the Purchaser)_. Affiant further states that the said M/s (Bidding Firm/Company Name) has not paid, given or donate or agreed to pay, given or donate to any line officer or employee of the _(Name of the Purchaser)_ any money or thing of value, either directly or indirectly, for special consideration in the letting of the contract, or for giving undue advantage to any of the bidder in the bidding and in the evaluation and selection of the bidder for contract or for refraining from properly and thoroughly maintaining projects implementations, reporting violation of the contract specification or other forms of non-compliance.

[The Seller/Supplier/Contractor] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with the Purchaser and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[The Seller/Supplier/Contractor] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to the Purchaser under any law, contract or other instrument, be voidable at the option of the Purchaser.

Notwithstanding any rights and remedies exercised by the Purchaser in this regard, [the Seller/Supplier/Contractor] agrees to indemnify the Purchaser for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to the Purchaser in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by [the Seller/Supplier/Contractor] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from the Purchaser.

_____

Signature & Stamp

Subscribed and sworn to me this _____ day of _____ 20__

_____ Notary Public

ANNEXURE-I

PERFORMANCE SECURITY

Issuing Authority:
Date of Issuance:
Date of Expiry:

WHEREAS [Name and Address of the Contractor] (hereinafter called "the Contractor") has agreed to supply the Goods and render the Services against Tender Name. _____, Tender No._____ (hereinafter called "the Contract") for the Contract Value of PKR (in figures _____) (in words _____).

AND WHEREAS it has been stipulated in the Tender Document that the successful Contractor shall furnish Performance Security, within twenty eight (28) days of the receipt of the Acceptance Letter (Letter of Intent) from the Purchaser, in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per this format, for a sum equivalent to Rs._____(10% of the contract value) valid from the date of issue until all obligations have been fulfilled in accordance with the Contract;

AND WHEREAS [Name of the Bank] having registered office at [Address of the Bank] (hereinafter called "the Guarantor") has agreed to give the Contractor a Guarantee;

THEREFORE the Guarantor hereby affirms to bind himself, his successors and his assigns to the Purchaser, for the sum of PKR (in figures _____) (in words _____) and undertakes to pay to the Purchaser, upon receipt of his written demand(s), any sum(s) as specified by him, not exceeding the above limit in aggregate, without cavil / argument and without the Purchaser having to substantiate / prove or to show grounds / reasons for such claim(s), on the occurrence of any / all of the following conditions:

1. If the Contractor commits a default under the Contract;
2. If the Contractor fails to fulfill any of the obligations under the Contract;
3. If the Contractor violates any of the provisions of the Contract.

Provided that the Purchaser shall specify the occurred condition(s) owing to which the said sum is due to him.

Provided further that any demand(s) / claim(s) from the Purchaser shall reach the Guarantor before the expiry of the Guarantee.

This guarantee shall remain valid up to _____ or until expiry of warranties / support period or all obligations have been fulfilled in accordance with the Contract, **whichever is later**.

Date this _____day of 2021.

GUARANTOR

Signature _____

CNIC # _____

Name _____

Designation _____

Address _____

ANNEXURE-J

CHECKLIST FOR BID SUBMISSION

Technical Proposal

Part –A (04 Document)

i. Bid Submission Form/Covering letter duly signed and stamped by authorized representative. **(Annexure-E)**

ii. Income Tax Registration certificate (NTN)

iii. General Sales Tax Registration **(Status = Active with FBR)**

iv. S**ingle Undertaking**

The compliance, delivery schedule and black listing statement should be made as per mentioned in tender documents these six things could be collectively mentioned or given on a paper i.e. **Stamp paper or Letter head of company**.

One Undertaking consisting on the following: -

*a). **Firm Blacklisting** i.e.* firm is not blacklisted by any provincial or federal government department, agency, organization or autonomous body anywhere in Pakistan.

*b). **Compliance to Terms & condition mentioned in Tender document**, i.e.* (All terms & conditions and qualifications listed anywhere in this tender document have been satisfactorily vetted) (**Annexure-G**).

*c). **Compliance to Delivery Schedule & Execution Schedule** as per tender document*

*d). **Compliance that the quoted Goods are genuine**, brand new, non- refurbished, un-altered in any way, of the most recent / current model, imported through proper channel, and incorporate all recent improvements in design and materials.*

e). **Compliance to the technical specifications** to be procured mentioned vide (**Annex-A)**

Part –B (02 Document)

i. Technical Proposal Form **(Annexure-B)**

ii. Technical Bid/BOQ clearly mentioned ***Quoted Model with Technical specification offered, along with Brochures / Literature and online web link.***

Part-C (05 Documents)

Qualification documents

i. Authorization Certificates / Documents from principal/manufacturer/authorized dealers as per requirement given in technical evaluation criteria, **for relevant bid. i.e.**

Has authorization Certificate/Document from the Principal / Manufacturer / Authorized Dealer to participate in this particular tender and indicating subject tender number (in case of dealer,
i). authorization document from principal to dealer and
ii). certificate from dealer to the bidder is required)

ii. Financial Reports. **Annual Audited Report Last Year**, if required. In case of financial experience audit report or any other financial documents the dates should be considered.

iii. **Relevant experience documents** (Purchase Orders / Contracts) for specified period i.e. 3 year/1 year etc.

iv. Power of Attorney, if an authorized representative is appointed, duly signed & stamped. (Annexure-F).

v. Integrity Pact.

(Note: No extra document will be received during evaluation process. Bidders are requested to send complete bid)

Un-conditional Bids required to be submit.

Financial Proposal

Part- D (03 documents)

i. Financial Proposal Form (Annexure-C), duly signed & stamped. (**AS per tender document)**

ii. Price Schedule (Annexure-D), duly signed & stamped. **(Tax Calculation)**

iii. Bid Security, as per provisions of the clause Bid Security of this document.

ANNEXURE-K

Brief Components of Service Level Agreement (SLA) for Lot # 4

Sr.#	Description	Service Level
1	Free on site repair of defective / damaged parts	• Within 24 hours in major cities across Punjab • Within 48 hours outside major cities across Punjab • If there is any delay in the service level, 1 % penalty will be charged on daily basis for delay in service
2	Free on site replacement of defective / damaged Goods	• Within 48 hours in major as well as in outside the major cities across Punjab • If there is any delay in the service level, 1 % penalty will be charged on daily basis for delay in service
3	Web Portal & Software (server side) should be operational	99.95% up-time • If due to some software issues, server is down then 1 % penalty will be charged on daily basis for delay in service
4	4G/3G/2G enabled SIM based connectivity to transmit data in real time i.e. Operational SIMs/Communication Medium, if 4G/3G/2G network is not available, then alternative mechanism is to be provided by the vendor for 4GB data limit	• 95% up-time • SIMs should be operational at all times • All devices should have connectivity to transmit data • If SIMs are not active or service is not available at all times, then penalty will be charged as per details mentioned below

- To comply the SLA terms, Contractor will have to ensure 10% extra availability of total contracted stock at all points of time for uninterrupted operations. However, Contractor will have to Determine suitable stock level beyond minimum 10% on their own. These refer to draft Components only.
- Contractor will also provide a complaint management system used by staff at the facilities where biometric machines are installed. This will be used to report any issues or fault in the system or devices. The said complaint management system module should be part of the main software.

The Contractor shall ensure availability of GSM services 24x7 at a level to be at least 95% uptime every month/ uptime of services being available include 2G/3G / 4G is calculated as follows.

Availability:

$$\frac{\text{[(Total activated SIMs per month) - (Non-Operational SIMs per month)] x 100}}{\text{(Total activated SIMs per month)}}$$

Service Availability in each calendar month measured as a Percentage *	Percentage of Penalty per month for the invoice
95.00% or greater	0%
91.00% to 94.99%	5%
87.00% to 90.99%	10%
83.00% to 86.99%	15%
79.00% to 82.99%	20%
75.00% to 78.99%	25%
Below 75%	30%

ANNEXURE-L

CASH DEPOSIT SLIP

For Punjab Information Technology Board, Lahore

No.

Date: _____

Deposited in: **Bank's Copy**

The Bank of Punjab, ASTP Branch (0320) ASTP, Lahore. **A/C #** **CPA 260-1**

Applicant Information:

Company Name: _____

Tender No. & Tender Title: _____

_____

Transaction Detail:

Amount In Figures: Rs. 1,000/- In Words: Rupees one thousand only

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CASH DEPOSIT SLIP

For Punjab Information Technology Board, Lahore

No.

Date: _____

Deposited in: **PITB's Copy**

The Bank of Punjab, ASTP Branch (0320) ASTP, Lahore. **A/C #** **CPA 260-1**

Applicant Information:

Company Name: _____

Tender No. & Tender Title: _____

_____

Transaction Detail:

Amount In Figures: Rs. 1,000/- In Words: Rupees one thousand only

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CASH DEPOSIT SLIP

For Punjab Information Technology Board, Lahore

No.

Date: _____

Deposited in: **Customers's Copy**

The Bank of Punjab, ASTP Branch (0320) ASTP, Lahore. **A/C #** **CPA 260-1**

Applicant Information:

Company Name: _____

Tender No. & Tender Title: _____

_____

Transaction Detail:

Amount In Figures: Rs. 1,000/- In Words: Rupees one thousand only