



Government of Pakistan
PAKISTAN TELECOMMUNICATION AUTHORITY
www.pta.gov.pk

INVITATION TO BID

Tender No: 10/11/2021

HIRING OF PREVENTIVE MAINTENANCE SERVICES FOR COOLING UNITS, UPS AND GENERATOR INSTALLED AT PTA HQ'S, ISLAMABAD

Pakistan Telecommunication Authority, a Government organization invites sealed bids from reputable companies registered with income tax and sales tax department and also on Active Tax Payer List of Federal Board of Revenue for provision of maintenance services of 2 cooling units (Make Emerson), 2 UPS 20 KVA (Make Emerson) and 1 Genset of 65 KVA (make Caterpillar) installed at PTA HQs F-5/1.

Bidding documents, containing detailed terms and conditions, method of procurement, procedure for submission of bids, bid security, bid validity, opening of bid, evaluation criteria, clarifications/ rejection of bids, performance guarantee etc. are available at the office of the office of undersigned -

Price of the bidding documents is **Rs. 500/-** (*non-refundable in form of pay order in favour of PTA*). Bidding Documents can also be downloaded from www.pta.gov.pk free of cost. The bids prepared in accordance with the instructions in the bidding documents must reach at PTA HQs, F-5/1, Islamabad **by 13 September, 2021 at 11:00 AM**. Technical bids will be opened on the same day at **11:30 AM**. This advertisement is also available on PPRA website at www.ppra.org.pk.

SAF NO TO CORRUPTION

Engr. Asif Saeed, Director (Civil Works)
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Bidding Documents

Hiring of Preventive Maintenance Services for Cooling Units, UPS and Generator installed at PTA HQ's, Islamabad

Information to Bidders:

1. Brand New 2 x cooling units (Make Emerson), 2 x UPS 20 KVA (Make Emerson) and 1 x Genset of 65 KVA (make Caterpillar) were installed at PTA HQs F-5/1 in 2017. PTA intends to hire the services of a well reputed company for provision of preventive and troubleshooting maintenance services during the downtime for the aforementioned equipment to keep them functional round the clock. The services will be hired according to PPRA Single stage – two envelop procedure i.e; Rule 36(b) of PP Rules 2004.
2. Eligibility:
 - a. 5 years' experience of preventive maintenance of datacentre equipment like Cooling Units, UPS and Generators
 - b. NTN & GST registration
 - c. On ATL of FBR for Income Tax and on ATL of FBR/Provincial Revenue Authority for Sales Tax f.
 - d. Terms & conditions mentioned at Sr. A of Annex-B of the bid documents.

(Note: Please attach documentary evidence for the above mentioned criteria's)
3. Salient features of single stage – two envelop procedure are enumerated below:-
 - a. The bid shall comprise a single package containing two separate envelops. Each envelope shall contain separately the financial proposal and the technical proposal;
 - b. The envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion;
 - c. Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened;
 - d. The envelope marked as "FINANCIAL, PROPOSAL" shall be retained in the custody of PTA without being opened;

- e. PTA will evaluate the "TECHNICAL PROPOSAL" first without reference to the price and reject any proposal which does not confirm to the specified requirements;
 - f. During the technical evaluation, no amendments in the documents shall be permitted;
 - g. Financial bids of those bidders will be opened and evaluated who will obtain 70% marks in technical evaluation.
 - h. Prior to opening of financial proposals, the technical evaluation report shall be announced as per Rule 35 of PP Rules 2004 (amended up to 28-06-2021).
 - i. The financial proposals of short listed bidders will be opened publicly at a time, date and venue announced and communicated to the bidders;
 - j. The financial proposal of bidders not qualified shall be returned un-opened to the respective bidders; and
 - k. The bid will be evaluated on least quoted amount for qualified bidders in general evaluation. It means that the firms which have qualified in the technical evaluation will become at par/equal and the bidder who has quoted the most advantageous bid as per scope of services shall be awarded contract.
 - l. If two bidders quoted equal financial bids then the firm who has obtained the higher marks in technical evaluation will get the contract.
 - m. The result of bid evaluation, in the form of final evaluation report, will be announced in accordance with Rule 35 of PP Rules, 2004 (amended up to 28-06-2021).
4. No claim in Increase/Escalation in contract amount during the Contract will be entertained.
5. Bidders will be required to submit bid security equal to Rs. 150,000/- in the shape of pay order or demand draft in favour of PTA along with **technical bid**..
6. Bid security of successful bidder will be retained as part of performance guarantee. Performance guarantee will be equal to 6% of the contract price, which shall be deposited in the form of pay order or bank draft in favour of PTA by the successful bidder at the time of signing of contract. The bid security will be adjusted for

calculation of amount of performance guarantee. This Performance guarantee will be released on expiration of the contract subject to NOC by Director (Civil Works) PTA.

7. Bid security of un-successful bidder will be returned on issuing of Work Order by PTA but not later than 30 days from the date of opening of financial bid.
8. Affidavit on non-judicial stamp paper that the firm has not been blacklisted by any Govt/Semi. Govt/Autonomous Body/Private Company will also be provided by the bidder.
9. GST / withholding Tax will be paid/ deducted at source as per prevailing GoP rules.
10. No payment shall be made until or unless the bidder is on active tax payer list (ATL) of FBR for Income Tax and on ATL of FBR/Provincial Revenue Authority for Sales Tax.
11. Bids validity period shall be 120 days from the opening of technical bids.
12. Bidder should be registered with income tax & sales tax department. Bidder shall also provide copy of NTN & STRN certificates.
13. Safety of its employees from injury will be responsibility of the Contractor.
14. The successful bidder will be required to enter into a formal contract Agreement on Rs. 100 non-judicial (stamp paper duly attested by notary public, to be executed with mutual consent of both parties. (Draft Agreement Attached)).
15. The contractor will commence work as per agreement between both parties.
16. Each page of the documents should be signed and stamped by the bidder.
17. All material will be checked and approved by the Director Civil Work (CW)/ Dir (ICT) before commissioning of job.
18. Maintenance work will be under the supervision of Director (CW) and Director (ICT).
19. In case of any dispute or conflict between Contractor and PTA, the case will be referred to Director (Administration). for amicable settlement /resolution of the dispute at first stage. (ii) In case of failure in settlement, at the second stage the case will be referred to the Authority of the Client through Director (Administration). (iii) In the event of failure of amicable settlement of dispute as above, either party may refer the dispute to Arbitration under the provision of Arbitration Act, 1940 and the rules issued thereunder, at Islamabad, Pakistan.

20. Incomplete tender/bids will be rejected forthwith.
21. PTA reserves the right to accept or reject the tender as per PPRA rules.
22. Interested bidders may forward their proposals as per above instructions, Draft contract (**Annexure-A**), Technical Evaluation Criteria (**Annexure-B**) and Financial Bid form (**Annexure –C**) to the undersigned.

(Engr. Asif Saeed)

Director (Civil Works)

051-2875642, 9225352

CONTRACT FOR COOLING UNIT, UPS and GENERATOR MAINTENANCE SERVICES

This Maintenance Service Agreement (the "Agreement") is made at Islamabad on this _____ day of _____ 2021.

BY AND BETWEEN

Pakistan Telecommunication Authority (PTA), a statutory body established under Pakistan Telecommunication (Re-organization) Act, 1996, having its principle office at PTA Headquarterd (HQ) in F-5/1, Islamabad, (hereinafter referred to as the "**Client**" which expression shall where the context admits and include its administrators and assigns) of the ONE PART

AND

_____ (name of the company/firm) through Mr. _____ bearing CNIC _____ registered under _____ (Registered No.) (Securities and Exchange Commission of Pakistan/ Registrar of Firm) and having its registered office/place of business at _____ (office address), (hereinafter referred to as the "**Contractor**" which expression shall where the context so allows include its successors in interest, executors, administrators, heirs and permitted assigns) of the OTHER PART.

(If when and where applicable the Party of the One Part and Party of Other Part shall hereinafter be collectively referred to as 'Parties' and individually as 'Party' as the context of this Agreement requires).

WHEREAS Client is desirous of obtaining maintenance services for a number of their installed Vertiv/Emerson Cooling Units, UPS make _____ and Generator of _____ (KVA) make Caterpillar at PTA HQs Office Islamabad.

WHEREAS Contractor has affirmed that;

- i. they are experts and have the requisite experience of handling, maintaining and keeping up to date equipment of VERTIV/ EMERSON and Caterpillar Generators ; Contractor specifically warrants to the Client that it possesses the requisite professional expertise, human resources, skills, knowledge, infrastructure, equipment, tools and such other things so as to perform its duties and obligations effectively, efficiently and with due diligence under this Contract
- ii. they possesses the requisite professional expertise, human resources, skills, knowledge, infrastructure, equipment, tools and such other things so as to maintain Generator of make caterpillar and can perform its duties and obligations effectively, efficiently and with due diligence under this Contract

AND WHEREAS Contractor has the relevant expertise and is prepared to provide maintenance services of Cooling, UPS and Generator which Client has agreed to accept subject to the following terms and conditions;

NOW THEREFORE, for the consideration provided herein the representation and warranties, covenants, conditions and promises contained herein below and intending to be legally bound, the Client and Contractor hereby agree as follows:

1. Documents:

1.1 The following documents comprise an integral part of the Agreement between the parties and supersede and replace any prior correspondence, agreement or understanding between the parties:-

- | | |
|---|----------------|
| ○ List of Equipment | Annexure – A-1 |
| ○ Scope of Services | Annexure – A-2 |
| ○ Flow Chart for Complaint Resolution | Annexure – A-3 |
| ○ Contractor Contact Details for Problem Escalation | Annexure – A-4 |
| ○ Purchase Order # _____, dated _____ | Annexure –A-5 |

2. DEFINITIONS

2.1 In this Contract, except as otherwise provided, the following words, expressions and/or phrases shall have the meaning as defined herein below. Words importing the singular only include the plural and vice versa where the context so requires;

- i. **“Contract”** means this Contract and all Annexure along with bidding documents and clarifications and communication, attached thereto or recorded as amended modified and supplemented from time to time.
- ii. **"Charges"** means any and all amounts payable by Client to Contractor pursuant to this Contract and as provided in Detailed at Annexure C.
- iii. **“Health Check”** means physically inspection of all Cooling Units that will be covered by this Contract; and includes complete service, checking all the connections, logs for any previous fault indications, battery drain test, etc.
- iv. **"Laws of Pakistan"** includes all laws applicable in Pakistan, including Rules, Regulation, orders, decrees, policies, judicial decisions, notifications, guidelines, or directives issued from time to time by respective Authority.
- v. **“Parties”** shall refer to “Client” and “Contractor” collectively.

vi. "Party" shall refer to "Client" and "Contractor" individually.

vii. "Services" means as defined in Annexure-A-2 and shall include preventive maintenance, troubleshooting, repairing of Cooling Units, UPS and Generator, migration of installed equipment at Client's designated Office (if required) and as listed in **Annexure A-1**

3. SCOPE

Subject to terms and conditions of this Agreement the Contractor agrees to provide this *Service* Agreement. Scope of tasks/services as per requirements of this Agreement is attached as **Annex-A-2.**

4. GENERAL CONDITIONS

4.1 During the Term of this Agreement, maintenance services must only be administered by qualified engineers duly authorized by Contractor.

4.2 Contractor shall not provide services where the hardware and/or software products manufactured by Vertiv/Emerson/Caterpillar has been combined with other vendors' product that are incompatible with the specifications of the hardware and/or software products manufactured by Vertiv/Emerson/Caterpillar.

4.3 Client shall provide safe and timely access to Contractor staff in connection with performance of their duties under this Agreement.

4.4 If required, Client will provide network connectivity, telephone lines, etc., to Contractor engineers to perform remote on-line diagnosis of the problem.

4.5 Client shall facilitate Contractor's staff in arranging visits of insurers, surveyors or any other professionals if required by Contractor.

4.6 Contractor will maintain an adequate inventory of frequently required spare parts at its office in Islamabad.

4.7 Contractor shall confirm minimum time period for correction of any fault, if found, and will ensure to meeting with the communicated time lines.

5. PAYMENTS

5.1 The Contractor shall submit 2 (two) copies of all the bills duly typed on proper printed stationery as per agreed amount mentioned in sub-clause 5.3 below.

5.2 All payments will be made through cross cheque /pay order which ever available on raising verified invoice by contractor after completion activity of each preventive maintenance by the contractor with the health check/satisfactory report by Director(ICT) and Director (CW).

5.3 Client will pay the following quarterly charges against the services for the period mentioned below.

Rs. _____/quarter + _____ GST (for 1st year)

Rs. _____/quarter + _____ GST (for 2nd year)

Rs. _____/quarter + _____ GST (for 3rd year)

5.4 This amount is inclusive of all taxes, , salaries, overheads, fees, reimbursements, duties, levies etc. including any changes therein, any unforeseen increase and any other impositions applicable under any law for the time being in force. At time of payment the Contractor shall furnish National Tax Number and GST Number to Client.

5.5 There will be no price escalation on any account whatsoever.

5.6 Total Purchase Order value is inclusive of all applicable taxes including but not limited to 16% ICT Tax.

5.7 Upon expiry of this Contract as stated above, the Contract may be renewed for such further period and on same terms and conditions and on 3rd year rates (without increase) as the Parties may mutually decide in writing.

6. BID SECURITY and Performance Bond

6.1 Bidders will be required to submit bid security equal to Rs. 150,000/- in the shape of pay order or demand draft in favour of Client along with technical bid. Bid security of successful bidder will be retained as part of performance guarantee. 6.2 Bid security of successful bidder will be retained as part of performance guarantee. Performance guarantee will be equal to 6% of the contract price, which shall be deposited in the form of pay order or bank draft in favour of Client by the successful bidder at the time of signing of contract. The bid security will be adjusted for calculation of amount of performance guarantee. This Performance guarantee will be released on expiration of the Agreement subject to NOC by Director (Civil Works) PTA.

7. TERM AND TERMINATION

7.1 This Agreement shall be valid for three (03) years and will commence from _____ and will remain in full force and effect till _____ both days inclusive) unless terminated earlier by either Party pursuant to sub-clauses below.

7.2 Notwithstanding, anything herein contained the Client shall be exclusively entitled to terminate this Agreement;

- a. without advance notice, in case the Contractor is in breach of any of the terms of this Agreement or,
- b. with or without assigning any reason by giving fifteen (15) days' notice to the Contractor, if Client is at any time dis-satisfied with the quality of Services,.
- c. In case of such Termination, Client shall only pay to Contractor charges on pro-rate basis for for the services rendered up to the completed number of days . And any advance payment in respect of Services not performed or in respect of period falling after the effective date of termination shall be refunded/reimbursed by the Contractor within seven (07) days. .
- d. If the Contractor wants to terminate this Agreement under this clause, the Contractor shall serve three (03) months' advance notice to Client.

7.3 The Client, shall not, because of expiration or termination of this Agreement, be liable to the Contractor for any compensation, reimbursement, or damages because of the loss or prospective profit or because of expenditures or commitments incurred in connection with the business of the Contractor.

8. CONFIDENTIALITY

- a. The Contractor, its/his staff, workers, employees, personnel, agents or any other person acting for him and/or on his behalf shall hold in confidence and complete confidentiality all documents and other information supplied to the Contractor and his Employees personnel, agents etc. by or behalf of the Client or which otherwise came/come into its/his/their knowledge and relates to the Client or any of its project.
- b. Notwithstanding the above, if any party receiving confidential information is required by law or in the course of judicial proceeding or in the course of any compulsory process to disclose any information which it is obliged under the provisions herein above to keep confidential it may to that extent and for this purpose only disclose such information provided always that it shall (if it is lawfully so permitted) first give to the disclosing party a prompt notice of the requirement to disclose.

9. ENTIRE AGREEMENT

This Agreement together with all the Annexures attached hereto constitutes the entire Agreement between the Parties and hereby cancel/ supersedes any and all prior, contemporaneous, oral or written Agreements and understandings (if any) between the Parties pertaining to this Agreement.

10. AMENDMENT

No alteration, waiver, or amendment in any of the terms of this Agreement will be effective and binding unless made in writing, agreed and duly executed by the Parties or their duly authorized representative(s).

11. ASSIGNMENT

The Contractor shall not sublet or transfer or assign any part or whole of this Agreement t to any other Contractor, firm or person and any such act by the Contractor without prior written permission of Client shall be deemed to be the breach of this Agreement and Client shall have right to terminate this Agreement forthwith.

12. INDEMNIFICATION

The Contractor shall indemnify and hold harmless the Client, its Chairman, Members, Officers and Employees and other Personnel against any and all claims, damages, liabilities, losses, and expenses, whether direct or indirect, or personal injury or death to persons or damage to property arising out of (i) any negligence or intentional act or omission by the Contractor or his employees, personal , agents, etc. in connection with the Agreement, or (ii)

arising out of or in connection with the performance of his obligations under this Agreement.

13. GOVERNING LAWS

The provisions of this Agreement and the rights and obligations hereunder shall be governed by and construed in accordance with the prevailing laws of Islamic Republic of Pakistan.

14. MIGRATION

This Agreement shall cover any physical Migration/relocation of the mentioned equipment with in Client's HQ building, the Contractor to bear the labour cost of the physical migration, whereas, Client will provide any necessary parts/hardware for the migration activity.

15. SEVERABILITY

The invalidity or unenforceability of any provisions of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement, which shall remain in full force and effect.

16. NOTICES

All notices and other communications between parties under this Agreement shall be given in writing by registered mail, acknowledgment due and shall be send at the following addresses:-

Client's	Address
<hr/>	
Contractor	Address
<hr/>	

17. FORCE MAJEURE:

- a. Neither Party shall be liable for any loss, damages, delay or failure to perform any or its entire obligation hereunder or have the right to terminate this Agreement if such delay or default is caused by conditions beyond its control due to force majeure.
- b. For the Purpose of this Agreement the expression force majeure shall mean any causes(s) which render(s) a Party wholly or partly unable to perform its obligations under this Agreement and which are neither reasonably within the control of such Party nor the result of the fault or negligence of such Party, and which occur despite all reasonable attempts to avoid, mitigate or remedy,

and shall include acts of God, war, riots, civil insurrections, cyclones, hurricanes, floods, fires, explosions, earthquakes, lightning, storms, chemical contamination, epidemics or plagues, acts or campaigns of terrorism or sabotage, blockades or acts of Governmental Authority after the date of this Agreement.

- c. It is however, clarified that strikes, lockouts, shortage or non-availability of raw materials, rains, disturbances, changeover, personnel problem, other labour disputes shall not be included in the term 'Force Majeure'.
- d. The Party initially affected by a Force Majeure shall promptly but not later than twenty four (24) hours notify the other Party of the occurrence of Force Majeure and submit his case in writing within forty eight (48) hours from such occurrence. The effect of Force Majeure shall be verified by Dir (Civil Works).
- e. If any Party is prevented to fulfil his assumed obligations by Force Majeure for constant duration of at least one month, the Parties shall meet to settle the matter with negotiations. Either Party have the right to cancel the Agreement if the Force Majeure conditions are not settled within period of total two months from commencement of the Force Majeure conditions.

18. WAIVER

A party's failure to exercise or delay in exercising any right, power or privilege under this Agreement shall not operate as a waiver; nor shall any single or partial exercise of any right, power or privilege preclude any other or further exercise thereof.

19. DISPUTE RESOLUTION

- a. All disputes arising under this Agreement between the parties, whether during the term of this Agreement or after the termination or expiry of this Agreement shall be referred to Director Administration of the Client for amicable settlement /resolution of the dispute at first stage. (ii) In case of failure in settlement, at the second stage the case will be referred to the Authority of the Client through Director (Administration). (iii) In the event of failure of amicable settlement of dispute as above, either party may refer the dispute to Arbitration under the provision of Arbitration Act, 1940 and the rules issued thereunder, at Islamabad, Pakistan.
- b. The arbitration proceeding will take place in Islamabad. The award rendered by the Arbitrators will be final and binding on the Parties.

IN WITNESS WHEREOF, both the Parties have set their respective hands to this Agreement on the day, month and year first mentioned above, in the presence of the witnesses.

For and on behalf of Pakistan
Telecommunication Authority
(PTA)

For and on behalf of Contractor

Pakistan Telecommunication Authority

Islamabad

Contractor

CLIENT'S WITNESSES:

CONTRACTOR'S WITNESSES:

1. _____

1. _____

2. _____

2. _____

List of Equipment Covered

Sr. No	Cooling Unit Model	Serial Number	Equipment Location
1	Vertiv/Emerson Cooling Unit 20KW		Pakistan Telecommunication Authority, HQ's, F- 5/1 Islamabad
2	Vertiv/Emerson Cooling Unit 20KW		
3	Vertiv/Emerson UPS 20KVA		
4	Vertiv/Emerson UPS 20KVA		
5	Genset 65KVA make Caterpillar		

Annexure-A-2

1. **SCOPE OF SERVICES:**

All items mentioned in the document installed at PTA's locations shall be covered under this Contract, covering all parts and services the detail of which is mentioned as under.

- 1.1. Contractor shall conduct preventive maintenance on each item i.e. cooling units, Genset and UPS in every quarter. Preventive maintenance shall include performing any function required to keep the system operational at all times. All parts/ items of electrical or mechanical nature including consumables (Lubes , air/fuel filters) and labour charges for maintaining Two (02) Cooling Units, 2 x UPS of 20KVA and 65 KVA caterpillar generator and installed at PTA locations shall be covered under this Agreement.
- 1.2. Contactor if required will be liable to migrate the existing setup to new designated location without any charges, however transportation and parts used during migration will be covered by the client.
- 1.3. For the purpose of this Contract, Maintenance Services shall mean and include remedial maintenance, replacement of parts (FOC), preventive maintenance, and software maintenance support and value added software (VAS) maintenance.
- 1.4. Services include comprehensive maintenance, troubleshooting and repairing of items installed at PTA's locations.
- 1.5. Contractor shall respond and resolve all complaints made by Company regarding problems in the all the items covered in this Contract within the stated Response of the contract.
- 1.6. Contractor will provide and the Company will have access to their Help desk which it operates.
- 1.7. Contactor if required will be liable to migrate the existing setup to new designated location without any charges, however transportation and parts used during migration will be covered by the PTA.
- 1.8. All equipment, software, parts will be purchased by the contractor from the OEM, UPS and Generator. On the event of such change contractor will provide the documentary evidence that all parts, equipment, software as the case may be have been purchased from OEM. PTA shall verify it from the OEM.

2. **SERVICES**

For the purpose of this Agreement, Maintenance Services shall mean and include remedial maintenance, replacement of parts, preventive maintenance, and software maintenance support and value added software (VAS) maintenance.

3. **SCHEDULED PREVENTIVE MAINTENANCE**

Contractor shall conduct preventive maintenance on Cooling Units, UPS and Genset units four (04) times in one year (i.e. on every quarter). Preventive maintenance of

Cooling Units, UPS and Genset shall include performing any function required to keep the Cooling Unit operational at all times.

4. PROBLEM DETECTION, ESCALATION AND SOLUTION

Contractor's Complaint Resolution procedure is graphically presented in **Annexure A-3**, wherein steps include

- a. PTA will call the Help Desk of Contractor and report the fault; this will initiate fault reporting and repair procedures.
- b. Help Desk will answer questions or provide information in an effort to resolve the fault in the most expeditious manner.
- c. If Help Desk is unable to resolve the issue on phone, they will log the problem, open a Job Number, and dispatch a system engineer to the site for hardware servicing and repairs.

4.1. Contractor shall respond and resolve all Complaints made by PTA regarding problems in the Cooling Units, UPS and Genset covered by the Agreement within the stated Response Time given in Coverage Hours clause below.

If the problem is not resolved to the PTA's satisfaction within the Response Time given in Clause 7 below, PTA can escalate the issue using the Problem Escalation Procedure attached as Annexure A-4.

4.2. Contractor will provide and PTA will have access to their Help desk which it operates vide (Phone number _____).

5. REPAIRS AND MAINTENANCE

5.1. Upon notification from the PTA or as determined by Contractor, Contractor shall send engineer to the site for necessary maintenance and repairs of Cooling Units, UPS and Genset to keep them operating to the satisfaction of the PTA.

5.2. This service includes testing, running diagnostic, cleaning, adjustment, repairing, replacements and maintenance of Cooling Units, UPS and Genset parts, wherever necessary.

5.3. All parts, covered under this Agreement, necessary to service the Cooling Units, UPS and Genset will be repaired or replaced free of cost. Contractor will decide in consultation with Dir (ICT) / Dir (CW) if the part has to be repaired or replaced.

5.4. Contractor shall keep PTA informed with regard to the Services provided. If a part is replaced by Contractor, the faulty part shall become the property of PTA after the replacement.

6. RESPONSE TIME

- 6.1. Response time of the Contractor's engineers shall be 1-2 hours for Islamabad, while resolution time shall be within 24-to-48 hours or the next business day after receiving a complaint from the PTA.
- 6.2. Response time is defined herein as the time taken by an engineer to reach the location starting from the time a Call Registration number is issued by Contractor's Helpdesk.
- 6.3. The total Problem Resolution time is defined at the sum of the response time plus the resolution time stated above.

7. COVERAGE HOURS

- 7.1. Contractor shall render its services from throughout the week for 24 x 7 x 365 including (public holidays) for the complaints (Critical and High) as mentioned in the **Annexure-A-3**.
- 7.2. Contractor shall render its services from Monday to Friday from 9 am to 6pm for the complaints (Medium, low and none) as mentioned in the **Annexure-A-3**.

8. EQUIPMENT TAMPERING AND PTA RESPONSIBILITIES

- 8.1. The PTA will ensure that the Cooling Units, UPS and Genset are situated in a clean working environment and ensure to take each and all precaution, etc., specified in the installation or operation guidelines of the Cooling Units, UPS and Genset including ensuring proper electrical supply, grounding, temperature, humidity, air conditioning, etc.
- 8.2. PTA will ensure the physical security and safety of the Cooling Units, UPS and Genset installed at their premises.
- 8.3. PTA will ensure that all the Cooling Units, UPS and Genset will be earthed separately and adequately where the earth to neutral potential will not exceed 1 volt and earth to neutral resistance will be less than 1 Ohm as checked with megger and that all the Cooling Units, UPS and Genset will be operated in a fuse circuit.
- 8.4. However, if the contractor fails to response and resolve the issue in the given time frame as per the complaint resolution then PTA will be at his liberty to get the things done from the open market. Double the cost of repair will be charged from the contractor and he will continue to provide the services as well. In addition, clauses c to f above will also be not applicable to PTA in case they failed to perform their job.

Annexure A-2- A

Complaint Resolution

Priority - Response

Level	Priority	Initial Response Time	Turn Around Time	Problem Resolution Time	Remarks
Level -1	CRITICAL	Within 15min	Within 30min	Within 02hours	Backup Provisioning within 4-8 Hours of initial response time
Level -2	HIGH	Within 30min	Within 1Hour	Within 04hours	Backup Provisioning within 12-Hours of initial response time
Level -3	MEDIUM	Within 60min	Within 04hours	Within 24hours	Backup Provisioning within 48-Hours of initial response time
Level -4	LOW	Within 240min	Within 12hours	Within 48hours	Backup Provisioning within 72-Hours of initial response time
Level -5	NONE	Within 10Hours	Within 24hours	Within 72 hours	None

Problem Escalation Procedure

Contractor will provide *24/7 Telephone & Email:-

- **Onsite Support:**

1. **Level 2: 24 x 7 x 365 (Including public holidays).**

Point of Contact:

Second Level:, E-mail:

2. **Level 1, 2 and 3:** *Onsite support hours per day = 9hrs (9:00 AM to 6:00 PM)
Monday - Friday

* Call received after 3pm will be responded next business day.

Point of Contact:

First Level: Email:

Second Level:, E-mail:

Third Level:, E-mail:

Purchase Order # _____

Dated: _____

(Attached)

Mandatory /Technical Evaluation Criteria

<u>A: Mandatory Criteria:</u>		
<p>i. Registration with income tax department.</p> <p>ii. GST Registration with FBR/ Provincial Revenue Authority.</p> <p>iii. At least 5 years of relevant experience.</p> <p>iv. Bidders shall be on Active Tax payer List of FBR for income tax and on ATL of FBR/ Provincial Revenue Authority for sale tax.</p> <p>v. Bidders must have Service Contracts of at least 03 Data Centres in last 3 years.</p> <p>vi. Undertaking on non-judicial stamp paper of worth Rs. 100/- duly notarized/attested to the effect that the firm is neither blacklisted by any Public and Private Department nor involved in any litigation anywhere in Pakistan.</p>		
<u>B: Technical Evaluation Criteria:</u>		
<u>Sr. #</u>	<u>Criteria</u>	<u>Max Marks</u>
1	<u>Experience: (with documentary evidence)</u>	20
	15 years or more (20 marks)	
	10-15 Years (15 marks)	
	5-10 Years (10 marks)	
2	<u>Active Tax Payer Proof:</u> (enclose income tax returns filed with tax department)	10
	2 points for each year maximum up to 10 pts	
3	<u>Good Performance Certificate of similar nature (completed assignments)</u>	20

	4 Pts per Certificate max up to 20 pts (Enclose completion certificates/appreciation letters)	
4	<u>Copies of similar agreement in hand</u>	20
	2.5 Pts per Agreement max up to 20 pts (Provide Copies of the signed agreements)	
5	<u>Certified Technical Staff: (Provide certification copies)</u>	15
	Certified Engineers from Principal for Power/Cooling International Trainings. 3 points per resource	
6	<u>Existing Support Facility</u> 24x7x365 Support Facility for Data Centre/Spare availability in Islamabad Yes (10 marks) No (0 marks)	10
7	<u>Office in Rawalpindi/Islamabad</u>	5
	Yes (5 marks) No (Nil)	
Note:	a. Minimum marks for qualifying for financial evaluation will be 70%. b. Please attach documentary evidence as required for claiming the numbers.	

Performa for Financial Bid for the Provision of Maintenance Services for Lifts in PTA HQs, Building							
Sr. No	Description	Amount per quarter for 1st year	GST	Amount per quarter for 2nd year	GST	Amount per quarter for 3rd year	GST
1	Provision of Maintenance services as per bidding documents of the equipment as per Annexure A-1 installed in PTA HQs Building, F-5/1, Islamabad						
Yearly Charges							
<i>Name of Bidder:</i> _____				<i>Stamp & Signature:</i> _____			
Date: _____							
Note:							
<ol style="list-style-type: none">1. Attach bid security equal to Rs. 150,000/- along with technical bid form in original, failing to which may result in disqualification.2. Financial Bid is to be submitted on this format only. The bid of company not following this format or submitting bid in any other shape shall be rejected forthwith.3. GST amount be mentioned separately.							