



Government of Pakistan

PAKISTAN TELECOMMUNICATION AUTHORITY

HEADQUARTERS F-5/1, ISLAMABAD.

[http:// www.pta.gov.pk](http://www.pta.gov.pk)

EXPRESSION OF INTEREST

RFP # PTA/Services/Internet and Intranet Services /2014

Title of Services:

**Selection of Service Provider for provisioning of
Internet and Intranet Services (for video
conferencing) at PTA Headquarters Islamabad and
all Zonal offices**

REQUEST FOR PROPOSALS

Pakistan Telecommunication Authority intends to procure services of Internet and Intranet (for video conferencing on private IP addresses). Detailed requirements of above-mentioned services are provided in this document. Notice of the tender issued on PTA's/PPRA's websites is the part of this contract document.

Terms and Conditions

1. DATE AND TIME OF RECEIPT OF TENDER:

- a. Tender documents duly completed will be received on or before 1st September 2014 up to 10:30 AM. The submission and evaluation of bids will be carried out under the "Single Stage-Two Envelop Procedure, Whereby the bid will comprise of single package containing two separate sealed envelops. One envelop will contain the "Financial Proposal" and the second envelop will contain the "Technical Proposal". Technical proposals will have 70% weightage and financial bids will have 30% weightage. Technically qualified companies will be informed to attend the financial bid opening. The financial bids of technically disqualified bidder will be returned un-opened.
- b. The Technical proposals will be opened on the above mentioned closing date at 11:00 AM in front of the bidder or bidder's representative who may choose to attend.
- c. Bids/Tender should be addressed to the Director (ICT) Pakistan Telecommunication Authority, Headquarters F-5/1, Islamabad.

2. COMPANY INFORMATION

- a. Name of Firm: _____
- b. Date of Establishment of Business _____
- c. (documentary proof of registration etc.): _____
- d. Address: _____
- e. Telephone No: _____ Fax No. _____
- f. GST Reg. No: _____
- g. National Tax No: _____

3. EVALUATION CRITERIA

- a. Technical bids will have 70% weightage whereas financial bids will have 30% weightage. Work will be awarded to the bidder after technical and financial bids evaluation. The bidder obtaining highest marks combining both Technical and Financial proposals will be awarded the contract.

Evaluation criteria of Technical and Financial proposals are as under.:

Technical Score = Marks obtained out of 70 as per Annex-F

Financial Score=

$$30 \times \frac{\text{Amount quoted by the lowest bidder}}{\text{Amount quoted by the bidder whose financial score is to be calculated}}$$

- b. If two or more bidders obtain equal marks in aggregate in Technical & Financial proposals, then the contract will be awarded to the one having lowest financial bid.
- c. The bidder should quote its rates clearly in the Financial Proposal in both figures and words.

4. EARNEST MONEY:

- a. Earnest money in the shape of pay order / bank draft in favor of Pakistan Telecommunication Authority, Islamabad amounting to 2% of the total bid amount **should only be attached with the Financial Proposal** (Cheques will not be accepted).
- b. **FINANCIAL BID not accompanied with earnest money will be rejected without any right of appeal.**
- c. Earnest money of successful bidder will be retained for one year whereas earnest money of unsuccessful bidders will be returned within 30 days after financial bid opening.
- d. In case of non-commissioning of service within time frame given in work order due to default of the service provider, the earnest money shall be forfeited in favor of Pakistan Telecommunication Authority.

5. PRICES:

- a. The bidder should quote its rates clearly in Pak Rupees in the Financial Proposal in both figures and words as per format attached at Annex-D**
- b. The rates quoted shall remain valid for three months from the date of opening of Technical Proposal.
- c. Bid shall be in Pak rupees only and inclusive of all taxes i.e. GST etc.
- d. No transportation/carriage charges will be allowed.

6. INTEGRAL PART:

- i) Term of Reference (ToR) describing all the deliverables (**Annex-A**)
- ii) The successful bidder shall be asked to execute the Service Level Agreement as per (**Annex - B**)
- iii) List of PTA's focal persons at PTA Headquarters and all zonal offices of PTA (**Annex-C**)
- iv) Proposal for detailed requirement of Internet and Intranet (for video conferencing) at PTA and all zonal offices of PTA(**Annex-D**)
- v) The successful bidder shall be asked to execute the Non-Disclosure Agreement as per (**Annex - E**)
- vi) All bidders have to produce all relevant documents desired in the Technical Evaluation Criteria (**Annex-F**)

7. DISQUALIFICATIONS:

Offers are liable to be rejected if, there is any deviation from the instructions as laid down in the bid document i.e.

- a. Financial bid is submitted without the required earnest money.
- b. Bids are received after specified date and time.
- c. Specification and other requirements are not properly adhered to or different from those given in the tender documents.
- d. GST and NTN certificates are not attached.
- e. Office/Service centre is not in Islamabad/Rawalpindi..

8. TECHNICAL EVALUATION CRITERIA/COMPANY'S PROFILE (ANNEX-F)

Annex-F has to be submitted with all the supporting documents. These documents should be arranged in the same sequence as mentioned in Annex –F.

9. AFFIDAVIT:

Affidavit on **Legal Paper** to the effect that the firm has not been black listed by any government/semi government/autonomous body

10. RIGHTS RESERVED:

Pakistan Telecommunication Authority Islamabad reserves the rights to cancel the tender, accept or reject any tender as per PPRA rules or accept the whole or part of tender.

CHECKLIST:

- | | | |
|-----------|---|----------|
| a. | Earnest money in shape of bank draft/pay order.
(cheques are not acceptable) | (Yes/No) |
| b. | Company's Profile as a part of technical proposal. (Annex C) | (Yes/No) |
| c. | List of such projects handled with copies of supply order. | (Yes/No) |
| d. | List of clients with telephone numbers and addresses. | (Yes/No) |
| e. | List of employees including technical staff for this project. | (Yes/No) |
| f. | Affidavit on legal paper for not being black listed. | (Yes/No) |

Selection of Service Provider for provisioning of Internet and Intranet (for video conference) Services at PTA Headquarters Islamabad and all zonal offices of PTA

Terms of Reference

1. Introduction

The Pakistan Telecommunication Authority (PTA) desires to procure services of Internet and Intranet (for video conferencing) at PTA Headquarters and all PTA's zonal offices, from reputable Telecommunication Service Provider having valid license from Pakistan Telecom Authority.

2. Background:

Pakistan Telecom Authority is a progressive Government Organization dealing with telecom service providers in Pakistan. PTA is currently utilizing Internet and Intranet services through NTC and LinkDotNet. On expiry of the contract PTA desires to select service provider through advertisement

3. Objectives

PTA intends **12 Mbps** Full Duplex clear pipe Internet Bandwidth, and **3 Mbps** at PTA headquarter Islamabad whereas 512 Kbps at each zonal office of the PTA (mentioned at Annex-C) for video conferencing, initially for a period of three years extendable automatically with mutual consent of both parties, depending on performance of service provider.

4. Scope of Work

- a. Provision of 12 MB Internet and 3 Mbps Intranet for video conferencing at PTA Headquarters Islamabad, which can be enhanced with mutual consent and requirement of PTA
- b. Primary link will be provided on Fiber and backup link with autofailover will be provided on Wireless P2P at PTA Headquarters Islamabad
- c. Provision of Intranet, 3 MB at PTA Headquarters and 512 at each zonal office of PTA, as per detail mentioned at Annex-C
- d. Smooth deployment of Network infrastructure
- e. Assurance of quality of service standards mentioned in SLA (Annex-B)

5. Deliverables

- a. Installation of Router / switches / Wireless equipment at PTA Headquarters Islamabad for Fiber as primary and Wireless P2P as backup links.
- b. Provision of Intranet link PTA Headquarters with all zonal office of PTA mentioned at Annex-C.
- c. Smooth deployment of Network infrastructure
- d. All equipment will be issued on **rental basis**
- e. Prompt replacement of burnt / non functioning equipment will be the responsibility of the service provider.

6. Payment Details

- i. Cost of complete installation of the equipment, including cost of router, firewall will be responsibility of the service provider, as these will be provided on rental basis.
- ii. Regular monthly charges will be paid on provision of invoice after each preceding month.
- iii. No transportation charges will be paid for any of the services.

SERVICE LEVEL AGREEMENT

This Agreement is made at this _____ day of _____ 2014

BETWEEN

M/s _____ incorporated in Pakistan under the Companies Ordinance, 1984 and having its registered office at _____ Islamabad, is a Internet service provider vide its license issued by Pakistan Telecommunication Authority and is the business of providing internet services to its customers in Pakistan, through its authorized representative _____, (hereafter referred to as "Service Provider", which expression shall include wherever the term is expressed, its successors-in-interest and assigns of the One Part),

AND

Pakistan Telecommunication Authority (PTA), an Authority established under the Pakistan Telecommunication (Re-organization) Act, 1996, having its headquarters at F-5/1 Islamabad through its authorized representative/officer(s) Mr. _____, (hereinafter referred to as "Customer", which expression shall include its assigns and successors in interest of the Other Part).

WHEREAS the customer invited bids for provision of **12 Mbps** Full Duplex clear pipe Internet Bandwidth, and **3 Mbps** at customers headquarter at Islamabad whereas 512 Kbps at each zonal office of the customer (mentioned at Annex-C) for video conferencing (the "Services") and has accepted the quotation submitted by the Service Provider for rendering the services in the sum of PKR. _____/- inclusive of tax (hereinafter called "the Charges"), subject to change in IPLC rates, for a **period of three years extendable automatically with consent of the parties** on terms and condition mutually agreed by them. However charges will be evaluated on annual basis. If service provider desires to increase charges it has to inform to PTA, atleast three months before annual re-evaluation time otherwise the Service provider shall to provide services under this agreement for next year at the prevailing charges.

NOW THIS AGREEMENT WITNESSTH AS FOLLOWS:

Service Provider will provide the internet and intranet services on the charges and in accordance with the terms and conditions of this agreement. The Service Provider will install equipment with the required software and ancillary services as are required by the customer at the customer's Headquarters and its Zonal offices in Pakistan. In consideration of the charges to be paid by the customer the Service Provider hereby covenants to provide the internet and intranet services and remedy defects therein in conformity in all respect with the provision of this agreement.

1. Availability of services

- a) Service Provider guarantees network availability, excluding scheduled maintenance of SMW-3 & 4 and scheduled maintenance declared by Pakistan Internet Exchange / Network Operations Center, M/s Service Provider's NOC and any down age from PIE / TWA subject to prior notice to the Customer.
- b) Maximum Allowable Downtime (Downtime is considered when Both Wireless & ssDSL are down or degraded services defined below) in one complaint or Day will not exceed 30 Minutes.

Downtime is considered if there's a 50 % packet loss in case of Internet bandwidth and 8% in case of Video conference bandwidth. Degraded service is deemed if there is more than 3 % Packet loss which will be checked by video conferencing unit of customer and third party software like MRTG.

Following will be the standard penalties schedule (50 % Packet Loss on both primary and backup links, at a same time) for each site and the penalty will be imposed on the tariffs attached Annex F for each site. If video conference link is down at the H.Qs it will be considered down for all the sites and the penalty will be imposed on all site tariff. The penalty on Internet bandwidth downtime at H.Qs will be calculated as per the tariff attached at Annex F which is the integral part of this contract.

Link Down age on per month basis	<i>Penalty Percentage</i>
Less than or equal to 3 Hours Monthly	No Penalty(May be seen with para 1b)
Greater than 3.1 Hours and Less than or equal to 6 Hours Monthly	2 % of Monthly Invoice
Greater than 6.1 Hours and Less than or equal to 10 Hours Monthly	5 % of Monthly Invoice
Greater than 10.1 Hours and Less than or equal to 15 Hours Monthly	10 % of Monthly Invoice

Greater than 15.1 Hours and Less than or equal to 20 Hours Monthly	20 % of Monthly Invoice
Greater than 20.1 Hours and Less than or equal to 30 Hours Monthly	30 % of Monthly Invoice
Greater than 30.1 Hours and Less than or equal to 40 Hours Monthly	40 % of Monthly Invoice
Greater than 40.1 Hours and Less than or equal to 50 Hours Monthly	50 % of Monthly Invoice
Greater than 50.1 Hours and Less than or equal to 60 Hours Monthly	60 % of Monthly Invoice
Greater than 60 hours	100 % of Monthly Invoice

2. Payment Terms

- a. CUSTOMER agrees to pay monthly charges as per Annex-D (Rates quoted by successful bidder) on monthly basis **for active links only**, on submission of invoice by the Service Provider.
- b. CUSTOMER agrees to timely pay all charges payable for the use of the services under this agreement for so long as this agreement remains in force.
- c. All fees and charges are required to be paid within 30 days of the invoice date.
- d. Upon failure to pay the charges within the stipulated time given above by the customer, Service Provider may suspend or terminate the services rendered to the CUSTOMER after prior notice.

3. Confidential information:

Confidential information includes, but not limited to, each party’s proprietary software and customer information. Each party acknowledges that it will have access to certain confidential information and materials of the other party concerning the other party’s business, plans, customer, technology and products, including the terms and conditions of this agreement, if so require for the purpose of this agreement... Each party agrees that it will not use in any way, for its own account or the account on any third party, except as expressly permitted by law, nor disclose to any third party (except as required by law) any of the other party’s confidential information and will take reasonable precautions to protect the confidential of such information.

4. Termination, Expiration and Renewal

- a. Duration of this agreement will be for a period of **three years**, which can be extended automatically with the mutual consent of the parties, from the effective date of of this agreement.
- b. Either party may terminate this agreement at any time before the expiry period of this agreement by providing three months prior notice to the other party.
- c. Either party will have right to terminate this agreement if:
 - i. the other party materially breaches any term or conditions of this agreement, including but not limited the charges, and fails to cure such breach within seven days after written notice of the same;
 - ii. Termination will be effected upon the effective date of expiration or termination of this agreement;
 - iii. Service Provider will immediately cease providing the services and any payment obligations of customer which have accrued as of such expiration or termination will become due;(not a termination clause)
 - iv. Within twenty four hours or as agreed by the parties after such expiration or termination as the case may be, each party will return all confidential information of the other party in its possession at the time of expiration or termination and will not make or retain any copies of such confidential information except as required to comply with any applicable legal, accounting or administrative recode keeping requirement.(May be included in the Confidentiality of Information clause as this is not a termination clause)

5. Customer's Responsibilities

- a. The CUSTOMER shall protect the secrecy of the IDs/Passwords assigned to the CUSTOMER during the period of agreement and shall ensure that the same is not revealed or disclosed in any manner whatsoever to any unauthorized person.
- b. Use commercially reasonable endeavours to prevent the introduction of any computer virus into the Internet or Service Provider computer systems.
- c. Not use the services for any unlawful purposes.
- d. Not infringe any copyright or intellectual property rights
- e. Not be entitled to trade on connectivity, resell, hire, transfer, assign of the Services or any part thereof at any time without the prior written approval of Service Provider.(Seems not applicable,ICT may review if needed)
- f. Comply with all notices, if deem appropriate, issued by Service Provider regarding the use of the Services.

6. Service Provider Responsibilities

- a. Service Provider shall protect the secrecy of the IDs /Passwords assigned to the CUSTOMER at all times and shall ensure that the same is not revealed or disclose in any manner whatsoever to any person or person whosoever.
- b. Service Provider shall not cause any harm to customer's network through this service and apply security policy to prevent any type of broadcasts / attacks from Service Provider's network
- c. Not attempt to gain unauthorized access to any computer system connected to Service Provider or to any private/confidential information or resource without the prior approval of the owners or holder of information or resource.
- d. Not persistently send messages without reasonable cause or for causing any threat, harassment, annoyance, inconvenience to any person whomsoever.
- e. Comply with Pakistan Telecommunication (Re-organization) Act,1996, rules, regulations, policies issued by the Government of Pakistan & Pakistan Telecommunication Authority from time to time.

7. Indemnity

CUSTOMER and Service Provider each undertake and agrees to indemnify and hold harmless the other, their Directors/and employees at all times against all actions, proceedings, costs, claims, expenses, demands, liabilities, losses and damages whatsoever including without limitation for defamation, infringement of intellectual property rights, death, bodily injury, property damage or pecuniary losses whomsoever arising which such other party and its employees or any person may sustain, incur, suffer or pay arising out of negligence or willful misconduct of the indemnifying party in connection with the use or provision, as applicable of the Service by the indemnifying party.

8. Disclaimer

The , Service Provider shall exercise care and due diligence however shall not be liable for any loss of information/data howsoever caused whether as a result of any interruption, suspension, or termination of the Service or otherwise excluding its negligence for any reason whatsoever, or for the contents, accuracy or quality of information available, received or transmitted through the Services.

9. Security

Service Provider is responsible for the Network security of the customer's link. However, Service Provider will be liable for any loss of data or information or security issues to the extent of the network and also will ensure to take preventive measure on Internet backbone /bandwidth except those circumstances which are beyond its control. (A separate Non disclosure agreement will be signed (Annex-E))Confidential Information clause

10. Customer Support

Service Provider will be responsible for providing online (On telephone) / on site customer support whenever required by the customer.

11. Speed Access

Service Provider shall to provide 12 Mbps Full Duplex clear pipe Internet Bandwidth, and 3 Mbps at customers headquarter at Islamabad whereas 512 Kbps at each zonal office of the customer (mentioned at Annex-C) for video conferencing. Service Provider shall ensure that the service would be provided in accordance with the quality of service parameters. In case of poor quality of services in provision of access of the services the customer will have a right to stop payment of charges until remedy the access speed.

11. Equipment.

Cost of all the equipment utilized for this infrastructure will be borne by Service Provider and will remain the property of the service provider, whereas rent of the equipment to be paid by the Customer which shall be included in Monthly Charges. Service provider will be responsible for promptly replacement of all the faulty equipment without any additional cost to PTA.

12. Force Majeure

Service Provider shall not have liability whatsoever or be deemed to be in default for any delay or failure in performance under this agreement resulting from acts beyond the control of Service Provider , including and without limitation to the acts of God, acts or regulations of any governmental or supra-national authority, war or national emergency, accident, fire, lighting, equipment failure, computer software malfunction, electrical power failure, telecommunication line failure, riot, strikes, lock-outs, industrial disputes or epidemics of infectious diseases.

13. Applicable Law

This Agreement shall be governed by and construed in accordance with the laws of Islamic Republic of Pakistan.

14. Notice

Any notice by either party to the other shall be served by sending the same by fax and registered mail at the address of the party herein above or at any changed address notified by the respective party to the other and the notice so given shall be deemed to have been properly served and received by the respective party.

15. Disputes settlement

15.1. The parties shall attempt in good faith to resolve any dispute or claim arising out of or relating to this agreement, or the breach thereof, shall be settled amicably by the by parties through negotiations of their respective senior management personnel. If negotiations fail dispute shall be settled by a mutually agreed arbitrator and the decision of the arbitrator(s) shall be final and binding on both parties. Disputes between the parties with respect to the existence, scope intent, extent, interpretation of the agreement, specification of the equipment and frustration of the contract will first be resolved amicably by the

IN WITNESS WHEREOF, this agreement has been duly signed by the parties hereto on the day, month and year written herein above.

Pakistan Telecommunication Authority

M/s Service Provider (Pvt.) Ltd.

By _____

By _____

Name: _____

Name: _____

Title: DG (COORD)

Title _____

Date: _____

Date _____

Witness: _____

Witness: _____

Name: _____

Name: _____

Title: Deputy Director (ICT)

Title _____

Annex-C

LIST OF PTA FOCAL PERSONS AT PTA				
S. No.	Name	Designation	Phone No.	Address
1	Mr. Ahmed Bakhat Masood	Deputy Director(ICT)	051-9225361	PTA Headquarters F-5/1, Islamabad
2	Mr. Fahad	Assistant Director (Enforcement Karachi)	021-35651681	PTA Zonal Office, Wireless Compound, Opp: JPMC, Rafiqi Shaheed Road, Karachi-75530
3	Mr. Adul Batin	Director (Enforcement Muzaffarabad)	05822-921198	PTA Zonal Office, B-92, Upper Chattar Housing Scheme Muzaffarabad
4	Mr. Gulabat Khan	Assistant Director (Enforcement Rawalpindi)	051-5598000	PTA Zonal Office, H. No. 161, Street No. 9, Chaklala Scheme III, Rawalpindi
5	Mr. Abdul Wahid Khalil	Deputy Director (Enforcement Peshawar)	091-9217255	PTA, Zonal Office, Plot # 11, Sector A-3, Phase-V, Hayatabad, Peshawar
6	Mr. Imran Elahi	Deputy Director (Enforcement Lahore)	042-99221111	PTA, Zonal Office, Adjacent Cantt, Telephone Exchange, 165-Abid Majeed Road, Lahore
7	Mr. Ali Faisal	Deputy Director (Enforcement Quetta)	081-2830337	PTA Zonal Office, 213-B Jinnah Town, Quetta

FINANCIAL PROPOSAL FOR INTERNET AND INTRANET FOR PTA

Sr.#	Description	Monthly Charges (Rs)
1	12 Mbps Internet connectivity on real IPs, unlimited time and volume at PTA Headquarters Islamabad . Primary Fiber and backup on Wireless P2P with Autofailover .	
2	3 Mbps Intranet connectivity on Private IPs without Internet for video Conferencing, unlimited time and volume at PTA Headquarters Islamabad . Primary Fiber and backup on Wireless P2P with Autofailover .	
3	512 Kbps Intranet connectivity on Private IPs without Internet for video Conferencing, unlimited time and volume from Lahore to Islamabad . Primary Fiber and backup on Wimax / ADSL with Autofailover .	
4	512 Kbps Intranet connectivity on Private IPs without Internet for video Conferencing, unlimited time and volume from Karachi to Islamabad . Primary Fiber and backup on Wimax / ADSL with Autofailover .	
5	512 Kbps Intranet connectivity on Private IPs without Internet for video Conferencing, unlimited time and volume from Quetta to Islamabad . Primary ADSL (if Fiber not available in the area) and backup on Wimax / ADSL with Autofailover .	
6	512 Kbps Intranet connectivity on Private IPs without Internet for video Conferencing, unlimited time and volume from Peshawar to Islamabad . Primary Fiber and backup on Wimax / ADSL with Autofailover	
7	512 Kbps Intranet connectivity on Private IPs without Internet for video Conferencing, unlimited time and volume from Rawalpindi to Islamabad . Primary ADSL (if Fiber not available in the area) and backup on Wimax / ADSL with Autofailover .	
8	512 Kbps Intranet connectivity on Private IPs without Internet for video Conferencing, unlimited time and volume from Muzaffarabad to Islamabad . Primary ADSL (if Fiber not available in the area) and backup on Wimax / ADSL with Autofailver	
9	Total Charges	

NON-DISCLOSURE AGREEMENT

This MUTUAL NON-DISCLOSURE AGREEMENT is made as of the ____ day of ____ 2014, between **PAKISTAN TELECOMMUNICATION AUTHORITY** (hereinafter referred to as “Customer”)

AND

M/s _____ (hereinafter referred to as “Service Provider”), having its office at Islamabad, which includes its employees and successors.

FOR

the purpose of preventing the unauthorized disclosure of Confidential Information as defined below. The parties agree to enter into a confidential relationship with respect to the disclosure of certain proprietary and confidential information (“Confidential Information”).

1. Definition of Confidential Information. For purposes of this Agreement, “Confidential Information” shall include all information or material utilized through link provided by the Service provider.

2. Obligations of Receiving Party. Service Provider (receiving party) shall hold and maintain the Confidential Information in strictest confidence for the sole and exclusive benefit of the Customer (disclosing party). Receiving Party shall carefully restrict access to Confidential Information to employees, contractors and third parties as is reasonably required. Receiving Party shall not, without prior written approval of Disclosing Party, publish, copy, or otherwise disclose to others, or permit the use by others, any Confidential Information. Receiving Party shall return to Disclosing Party any and all information, records, notes, and other written, printed, or tangible materials in its possession pertaining to Confidential Information immediately if Disclosing Party requests it in writing.

IN WITNESS NON DISCLOSURE AGREEMENT has been executed in the presence of the following witnesses on the date first above written.

SIGNED on behalf of Client

SIGNED on behalf of Service Provider

Official Seal

Official Seal

Witness1 _____

Witness2 _____

Technical Evaluation Criteria/Company Profile

Annex-F

Part A) Mandatory Requirement *				
1	Service provider has to produce Sales Tax and Income Tax Registration.			
2	Service provider has valid license from PTA to provide relevant services			
3	Minimum three years of relevant experience.			
4	Presence at Islamabad/ Rawalpindi			
Part B) General Evaluation*				
Sr. #	Attributes	Max. Score	Points to be awarded	Criteria
1	Detail of Offices	15		Firm has sales and services offices at six PTA zonal offices at Karachi, Quetta, Lahore, Peshawar, Rawalpindi and Muzaffarabad, with proof of authorized service provider. Two and half (2.5) points for each zonal office
2	24 x 7 Customer support Mechanism	20		Firm has 24 x 7 support for PTA
3	Quality of Service assurance	10		Detail of QoS standards have to be submitted
4	Total strength of relevant Technical Staff (List shall be attached with name, designation, qualification and related experience).	20	20	Firm has more than ten (10) relevant technical staff in Islamabad / Rawalpindi.
			15	Firm has more than five (5) and up to ten (10) relevant technical staff in Islamabad / Rawalpindi
			10	Firm has minimum five (5) relevant technical staff in Islamabad / Rawalpindi
5	Firm Experience (minimum three years experience required)	20		Four (4) points will be given for each year of experience beyond three years of mandatory experience
6	Projects completed of similar nature (documentary proof be provided i.e. copy of agreements/completion certificates etc.)	15		Three points will be awarded for each project of same nature on provision of supply order/certificate.
Sub Total		100		
<i>Minimum technical qualifying marks are 70% in above table whereas specifications of equipment i.e Annex "B" shall be compulsory.</i>				

***All supporting Documents to be attached for Annex- F.**