



PORT QASIM AUTHORITY
Karachi - 75020

PORT QASIM AUTHORITY

BIN QASIM, KARACHI-75020



NOTICE INVITING TENDER (NIT) FOR PROVISION OF BACKUP/SECONDARY INTERNET SERVICES

1. Port Qasim Authority (PQA) under Federal Ministry of Maritime Affairs invites sealed tenders from reputed ISP firms for Provision of Backup/secondary internet services at PQA initially for 2 years (extendable) upon satisfactory performance on same terms and conditions.
2. The firm must be registered with Income Tax and Sales Tax Departments under F.B.R. and also with Sindh Revenue Board (S.R.B) certificate of registration Sindh Sales Tax Registration number (SNTN) Government of Sindh, Karachi and must be on Active Taxpayers List of the Federal Board of Revenue.
3. Interested firms may download the Tender from PQA website www.pqa.gov.pk and PPRA website www.ppra.org.pk.
4. Tender/RFP documents are available from the date of publication of this advertisement and can be obtained from the address given below any day before the closing date of bids during office hours.
5. The bid, prepared in accordance with the instructions in the bidding documents must reach in the office of Manager (IT) on or before 26-05-2025 at 11:30 hours. The interested bidders must be registered on e-PADS and shall also upload the bids on e-PADS (PPRA). Bids must also be accompanied with earnest money amounting to Rs. 25,000/- (Rupees twenty-five thousand only) in the form of a Pay Order in favor of the "Port Qasim Authority" valid for a period up to ninety (90) days beyond the date of bid opening. Clause 36(b) of PPRA Rules 2004 (single stage two envelopes) will strictly be observed in the tender, according to which these documents should be in two sealed envelopes marked as "Technical Proposal" and "Financial Proposal" separately. Technical proposal shall only be opened on the same day at 1200 hours in presence of committee members as well as company representatives who may wish to attend.
6. The Financial proposal opening date, time and venue will be intimated later. Financial Proposal of technically qualified bidders shall be opened only in the presence of committee members and Company Owners/Representative who may wish to attend.
7. Port Qasim Authority reserves the right to accept or reject any or all bids as per PPRA rules and no claim whatsoever in this respect shall be entertained. Authority's decision shall be final and binding on all the bidders.


(SHAHNAWAZ MANGRIO)
SECRETARY PQA

Website: www.pqa.gov.pk

Email: secretary@pqa.gov.pk

Port Qasim Authority, Bin Qasim, Karachi — 75020, Fax: 44730108, Tel: 99272111 (20 Lines)

Website: www.pqa.gov.pk ; Email: secretary@pqa.gov.pk

TENDER DOCUMENT

PROVISION OF BACKUP/SECONDARY INTERNET SERVICES

PORT QASIM AUTHORITY (PQA)

April - 2025

PORT QASIM AUTHORITY

TENDER DOCUMENTS REGARDING PROVISION OF INTERNET SERVICES

Earnest Money: Rs. 25,000/-

Name of firm: _____

Address: _____

Phone No: _____

NTN No: _____

GST Registration Number: _____

Note:-

- a) Rate given in the tenders must include all Government taxes.
- b) Rate must be given on this tender Performa; otherwise tender will not be entertained.
- c) No tender shall be entertained without Rs.25,000/- earnest money through Pay Order/Cross Cheque in the favour of "Port Qasim Authority" on or before date of tender submission as communicated in the NIT.
- d) The Financial Bid of Technically qualified firms will be opened on a specific date after the technical evaluation. The date will be intimated accordingly.
- e) Rates can be accepted on the basis of total lowest cost or on item wise basis of the qualified firm.
- f) The ISP must provide a usage report i.e. MRT Graph that can be accessed directly by Technical Staff of Port Qasim Authority.
- g) Other conditions are attached.

Contents

1. Basic General Requirements	4
2. Important Terms & Conditions.....	4-6
3. Company detail	7
4. Top 10 Customers.....	8
5. Compliance of ISP.....	9
6. Financial proposal form.....	10

1. BASIC GENERAL REQUIREMENTS

Sr.#	PARTICULARS	QTY.	DESCRIPTION
1	Bandwidth	50 Mbps CIR	40 Mbps will be provided at PQA Data Centre 1 st Floor Admin Building Bin Qasim Port Qasim Authority (Site-A); 10 Mbps will be directly provided to PQA Chairman Secretariate (Site-B).
2	IP Pool	/27	30 Ips
3	Service Level Agreement Should Includes		<ul style="list-style-type: none"> – CIR (Committed Information Rate) Internet Bandwidth Over Buried Fiber Optic Cable. – Minimum SLA level uptime should be 99.3 %. – Vendor Should be a Major Bandwidth Distributor (<i>having own Fiber Optic Cable</i>)
4	Last Mile Medias		<ul style="list-style-type: none"> – Primary Media should be Optical Fiber Cable – Secondary Links (Backup) connectivity via Radio link at Data Centre and Chairman Secretariat

2. IMPORTANT TERMS AND CONDITIONS

- 2.1 Total **50 Mbps** CIR/ dedicated internet bandwidth is required over Fiber Optic Cable at two sites. 40 Mbps PQA IT Office, situated at 1st Floor, Admin Building Bin Qasim, Port Qasim Authority and other 10 Mbps at PQA Chairman Secretariat.
- 2.2 The internet connectivity along with all related devices/equipment e.g. switches, routers, modules, convertors etc. will be directly terminated in the Data Center of PQA IT Office for 40 Mbps connectivity.
- 2.3 All relevant connectivity along with devices for 10 Mbps internet connection shall be provided at Chairman Secretariat
- 2.4 In case of any major fault or damages to the physical media (Fiber Optic Cable), the internet connectivity may be provided via wireless Radio link for the time being with same speed (*Not more than 1 working day*). If the ISP/vendor fails to restore the internet service over physical media within the given time frame, Rs.1000 per hour will be fined.
- 2.5 Internet connectivity from Primary to Secondary must be auto swapped in case of any failover particularly if failed within the firm domain whereas the firm will also be responsible to provide mechanism to auto swapped/switch over in case of failure (any reason) in available NTC line to the prospect ISP line as the NTC line is available primary source of communication in Port Qasim Authority.
- 2.6 Vendor/firm will also provide a pool of 30 live IPs to Port Qasim Authority.

- 2.7 To keep the internet connectivity up to its maximum extent and running, Services Level Agreement (SLA) uptime should be 99.30%.
- 2.8 Internet service provider will conduct a thorough survey of the site for the installation of internet connectivity. After completing this exercise & information gathering, firm will submit a report including Fiber layout plan, resources deployment, tasks detail with timeline to complete the project.
- 2.9 The company will be responsible for deputing qualified personnel for installation, configuration and testing of the said project.
- 2.10 The equipment/ hardware supplied by the supplier shall be brand new and complete with all respects. The devices/ equipment delivered by the vendor must be compatible to the existing network connectivity. Moreover, the technical staff of the vendor/ company shall be involved in installation and configuration of same equipment provided.
- 2.11 The vendor shall provide alternative of same capacity equipment in case of any faulty equipment till the repair or replacement. Or if there is any permanent fault in the equipment, that will be replaced definitely by new equipment of the same model/ advance model of the same capacity/higher capacity not less than the capacity of unit supply in any case.
- 2.12 The quoted rates should be in PKR (Pakistani Rupees) inclusive of all taxes including GST, duties, carriage, handling etc. Moreover, quoted rates must be clearly legible, duly signed by authorized signatories.
- 2.13 The Rate Contract (RC) will be valid for two years from the date of issue of order of commence, however, can be extended for up to two more years subject to satisfactory performance on same terms and conditions.
- 2.14 The rates should be quoted after allowing rebates/ discounts, if any.
- 2.15 All civil work e.g. installation, excavating, digging (soft & hard). Curing, tunneling, configuration and testing of the Fiber Optic Cable within the premises of PQA (if required) will be the responsibility of the vendor/ firm.
- 2.16 The cabling (any type) must be properly tagged/ numbered and there should not be any hanging or uncovered wire. Furthermore, installation of I/O, Crimping, Racking and related equipment/ devices must also be the liability of vendor.
- 2.17 The ISP should be able to provide online usage report through web. The ISP must provide a usage report i.e. MRT Graph that can be accessed directly by Technical Staff of Port Qasim Authority.
- 2.18 The vendor/ firm will also fix the cemented tags or path indicators at the route of Fiber Optic Cable installed within the premises of PQA in order to avoid any damage to the cable.
- 2.19 The services provided by the vendor/ firm must support all kinds of error- free network traffic including Voice, Data and Video Streaming etc.
- 2.20 Basic necessary training of the installed equipment/ devices will be given to Network Staff of PQA to troubleshoot minor faults, errors etc.

- 2.21 The dedicated line/ service over Fiber Optic Cable or wireless so provided to PQA will not be utilized by any other party/firm/person etc. during the period of contract agreement between the Ground party and second party.
- 2.22 In case of complete break-down/dis-connectivity of Internet services (Primary, Secondary and ternary links of prospect firm go down). A fine of Rs. 1000/- per hour will be imposed.
- 2.23 If an average Internet speed goes down to substandard then Rs.100/ hours will be charged as fine.
- 2.24 The second party will be responsible for installation/setting-up of the equipment/ devices i.e. ODF (Optical Fiber Distribution Frame), Internet device (24 Ports), Joint Enclosure and Media Convertor etc. Moreover, wireless devices will also be installed/ configured at the time of the completion of work, if second party is providing wireless connectivity as back-up for the time being.
- 2.25 Income tax and GST Registered firms are eligible to participate in the tender.
- 2.26 All quotations must be reviewed to ensure that the minimum technical requirements are met. Any submission which fails to meet the defined minimum requirements will be disqualified.
- 2.27 Bank Draft/ Call Deposit Rs.25,000/- of tender value as earnest money in favor of "The Port Qasim Authority" must be enclosed with the consolidated sealed Tender/ Quotation.
- 2.28 After receiving acceptance letter, firm will have to execute an agreement on stamp paper of worth of 0.25% of bid value within 3-days along with 10% of the Purchase Order as Performance Security, otherwise Rs.25,000/- earnest money will be forfeited.
- 2.29 Incomplete tenders will not be accepted and over writing if any on the tender should be certified / verified by the firms.
- 2.30 Rate will be accepted on the basis of total lowest cost.
- 2.31 The Competent Authority can accept or reject all tenders without assigning any reason.
- 2.32 The validity of all rates quoted in bids will be 30 days after opening of bids.
- 2.33 The maximum period allowed for installation of complete Internet Services are set to be 30 days from the date of award of the contract to the Vendor.
- 2.34 The currency of Payment will be in Pakistani Rupees only.
- 2.35 The payment for three-month services may be made in two ways:
- i. Advance Payment: In case of Advance Payment for next three months, equal amount Bank Guarantee, from AA rated Bank situated in Karachi, must be submitted by the firm.
 - ii. After Every Three Months: Three months (quarterly) payment to the firm will be made after the provision of satisfactory services.

3. COMPANY DETAILS

Please fill your details in the table below:-

Company Detail	Total Bandwidth Sold in Pakistan	Total Bandwidth Sold outside in Pakistan	Internet Connectivity Via (Please Mention if the options is not available in list)
Name:- Postal Address:- Contact Details:- UAN, Phone, Emails:-			SMW 3 SMW 4

4. TOP 10 CUSTOMERS (ranked in terms of Bandwidth served) in Pakistan
Please fill your details in the table below:-

Company Name	Contact Person Details With Phone, email etc.	Bandwidth Sold

5. COMPLIANCE OF THE ISP SERVICE

S#	Eligibility Criteria (Must be Fulfilled)	(Yes/No)
1	The bidder must be Major Internet Bandwidth Distributor, registered ISP with PTA and possess a valid license holder (Attach Proof)	
2	The bidder must be in existence for more than 10 years having NTN, GST registration, and be active on the FBR Active Taxpayer List (ATL).	
3	The bidder must have at least 5 years of experience in providing internet services.	
4	The Bidder relevant experience: The bidder must have provided same nature of services to 5 distinguished companies having worth more than 1 million in last 5 years. (Attach Proof)	
5	The ISP must have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose	
6	Main Network Operations Centers (NOCs) Availability in at least 05 Major Cities of Pakistan (Attach Proof)	
7	The bidder must have Own buried Fiber Optic infrastructure spanning over 10,000 Km in Pakistan. (Attach Proof)	
8	Bidder should have multiple Tier-I separate upline carrier connectivity	
9	The ISP should be able to provide online usage report through web.	
10	The bidder must submit an affidavit confirming that they have not been blacklisted by any government/semi-government organization	

6. FINANCIAL PROPOSAL FORM

Form-1

Name of Bidders: _____

Address: _____

Total Price for 2 Years: _____

(Incl of Taxes)

Form-2
Break-up of Financial Bid

One Time Charges (if any)				
S.No	Description	Rate /2 Years Exclusive of Taxes PKR	Tax Amount PKR	Rate / 2 Years Incl. of all Levies/Taxes PKR
1	CIR 40 Mbps (Site-A) (Fiber + Radio)			
2	CIR 10 Mbps (Site-B) (Fiber + Radio)			
3	Any Other Charges			
	Total OTC Charges (A)			

Internet Service Charges					
S.No	Service Description	Unit Price per Month	Tax Amount With %	Price per Month Incl. of Taxes	Price for 2 years inclusive of Taxes
1	50 Mbps CIR Internet Charges (Fiber+ Radio Link)				
2	Any Other Charges				
	Total Recurring Charges (B)				
	Total Charges for 2 years Services C=A+B				