


NOTICE INVITING TENDER (NIT) FOR
ANNUAL REPAIR AND MAINTENANCE OF COMPUTERS AND
PERIPHERALS AT PQA

1. Port Qasim Authority (PQA) under Federal Ministry of Maritime Affairs invites sealed tender from reputed technology firms having experience, expertise and relevant setups for Annual Repair & Maintenance of Computers and Peripherals at PQA for one year extendable for one more year on same terms & conditions subject to satisfactory performance. The extension will be at the discretion of the Authority.
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. The bid, prepared in accordance with the instructions in the bidding documents and must reach in the office of Manager (IT) on or before 12th JUNE 2025 at 12:00 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 earnest money amounting to **Rs. 200,000/-** (Rupees two hundred 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 12:30 hours in presence of committee members as well as company representatives who may wish to attend. The representative should bring the authorization letter from their vendor for attending the tender opening.
4. Interested firms may download the Tender/RFP notice from Port Qasim Authority (PQA) website www.pqa.gov.pk and PPRA website www.ppra.org.pk.
5. 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.
6. Port Qasim Authority reserves the right to accept or reject any or all bids as per PPRA 2004 and no claim whatsoever in this respect shall be entertained in this regard. Authority's decision shall be final and binding on all the bidders.


(SHAHNAWAZ MANGRIO)
SECRETARY (PQA)

PORT QASIM AUTHORITY

MINISTRY OF MARITIME AFFAIRS
GOVERNMENT OF PAKISTAN
KARACHI

INFORMATION TECHNOLOGY DEPARTMENT



Gateway to National Prosperity

TENDER & CONTRACT DOCUMENTS

FOR

**ANNUAL REPAIR & MAINTENANCE SERVICES CONTRACT OF
COMPUTERS, PRINTERS AND PERIPHERALS at PQA**

Issue Date: 21st May 2025

[This document contains Tender/TOR for Design/Development of PQA Website]

Table of Contents

1.	DEFINITIONS	3
2.	TENDER	3
3.	CONTRACT PRICE	4
4.	SCOPE OF SERVICES TO BE CARRIED OUT	4
5.	BID SECURITY	6
6.	MOBILIZATION OF WORK	6
7.	CONTRACT PERIOD.....	6
8.	LIQUIDATED DAMAGES AND PENALTIES	6
9.	PERFORMANCE BOND	6
10.	PAYMENT.....	7
11.	AGREEMENT	7
12.	NOTICE OF TERMINATION	7
13.	FORFEITURE.....	7
14.	SPECIAL POWER OF TERMINATION	7
15.	DEDUCTION OF INCOME TAX.....	7
16.	SECRECY CLAUSE	7
17.	SUBLETTING	8
18.	MODE OF OPERATION.....	8
19.	OBLIGATIONS OF THE AUTHORITY	8
20.	OBLIGATION OF THE REPAIR MAINTENANCE BIDDER	8
21.	GENERAL CONDITIONS.....	9
22.	PART/EQUIPMENT NOT COVERED UNDER AGREEMENT.....	9
23.	SUBMISSION OF PROPOSALS.....	9
24.	PROPOSAL EVALUATION.....	10
	Appendix 'A'	11
	Appendix 'A1'	12
	Appendix 'B'	13
	Appendix 'C'	14
	1. APPENDICES	14
	2. BILLS	14
	3.COMPLIANCE	14
	4.COMPLETION.....	14
	5.TENDER BOND	14
	6.SURETY FOR PERFORMANCE	14
	7.ACCEPTANCE	14
	AGREEMENT.....	16
	PERFORMANCE BOND	18
	BIDS EVALUATION CRITERIA.....	19
	A) MANDATORY CRITERIA.....	19
	B) CRITERIA FOR TECHNICAL EVALUATION.....	20
	INSTRUCTION FOR SUBMITTING TECHNICAL PROPOSAL	21

PORT QASIM AUTHORITY

TERMS AND CONDITIONS OF CONTRACT FOR ANNUAL REPAIR & MAINTENANCE AND SERVICE AGREEMENT

1. DEFINITIONS

In the contract (as hereinafter defined) the following words and expressions shall have the meaning herein assigned to them except where the context otherwise requires.

- a) **Authority:** means the **PORT QASIM AUTHORITY** established under the *Port Qasim Authority Act-1973*, who has called for Tenders for the Annual Repair Maintenance & Service Agreement and will employ the Repair Maintenance Bidder, and the legal successors in title of the “**AUTHORITY**”.
- b) **Approved:** means approved in writing.
- c) **Contract:** means and includes the conditions of contract, the scope of service, priced bills of work, Appendices, Formal Agreement, the Performance Bond and any other instructions given from time to time.
- d) **Contract Price:** define as per Clause-3
- e) **Commencement Date:** means the date on which the Bidder will commence the work of Repair maintenance under the terms of the Agreement.
- f) **Completion of works:** means the completion of the assignment in all respect in accordance with the contract.
- g) **Month:** means calendar month according to the **Gregorian calendar**.
- h) **Repair Maintenance Bidder:** means the person or persons, Bidder or company whose tender has been accepted by the Authority and include the Bidder's representative's successors and others.
- i) **Tender:** means the offer tendered by the Repair Maintenance Bidder for Annual Repair Maintenance of Computers, Printers, Scanners and Peripherals installed in PQA in line with the scope of work.
- j) **Contract Period:** means the period from commencement date up to completion i.e., one (01) year extendable up to one (01) year base on satisfactory performance on same terms and conditions subject to the approval of the Competent Authority. Failing to provide satisfactory work/timely repairing /servicing as per clause-4 (i.e., scope of services to be carried out) will be liable for liquidated damages and penalties.

2. TENDER

- a) The tender must be competed in all respect failing which is likely to be rejected.
- b) Objection made or any protest before or after acceptance of Tender will not be entertained by the Authority.
- c) The tender shall remain valid for *90 days* after the date of opening of Tender.

3. CONTRACT PRICE

- 3.1. Repair & Maintenance Services for Item/Parts attached at Appendix A1. However, the breakup of rates has to be provided through the prescribed proforma.
- 3.2. Provision of One (01) Team Lead/Resident Engineer, Three (03) Field Service Technicians and Twelve (12) Technical Support Operators. The Resident Engineer and Field Service Technicians can be replaced on the directives of Port Qasim Authority in case their services are not found satisfactory. Noncompliance with the directives/instructions issued by the IT Department on day-to-day complaints will result in withholding of payment on pro rata basis.

Team Leader/Resident Engineer

- Graduate with 10 years Practical Experience in Relevant Desktop & Hardware Services.

Field Service Technician

- Graduates with Relevant 05 years Desktop & Hardware experience.

Technical Support Operators

- Graduates with Relevant 05 years Data Entry Experience.

4. SCOPE OF SERVICES

The Bidder shall provide Annual Repair Maintenance and Services as described below.

- 4.1. The hardware maintenance contract will be with complete parts for one year from the date of signing of the contract. Proper Polyester Laminated Asset Labels stickers/identifications which will be generated through the software and the same will be placed on equipment under contract before starting of the work. Please note that the Polyester Laminated Asset Label Sticker and Printer will be arranged by the contractor and the same will be the property of Port Qasim after entering into contract agreement.
- 4.2. The Bidder shall designate One (01) Team Leader, Three (03) Field Service Technicians having hardware and software qualification. They will report to IT Department on daily basis from 0800 hours to 1600. The engineer/technician will have their own toolkit bag which will have all necessary tools for disposing of their work efficiently. The Bidder will provide one new Honda CD70 or equivalent motor cycle with required fuel to resident engineer for attending complaints within PQA. The same items will be the property of Port Qasim after completion of the contract.
- 4.3. The Bidder shall designate 12 (Twelve) Technical Support Operators having data entry knowledge. They will depute in different departments as and when required basis for the purpose of data entry assignments in different Oracle Software of PQA, and will report to IT Department daily. PQA will provide pick and drop facility from fixed points by its route transport schedule.
- 4.4. Backup inventory must be maintained on PQA site to meet the calls on daily basis containing with some basic parts i.e., Desktop System i5 & i7 configuration (Qty 05 each), Laptops i7 10th Generation with 15" display (Qty 02), HP Laser Printers HP-2015 and HP-M406 (Qty 02 each), LCD 19" Wide (Qty 06), RAM DDR2 (2GB), DDR3 (4GB), DDR4 (4GB) & DDR4 (8GB) (Qty 05 each), Wireless Router Dual Band (Qty 03), Hard Disks 500GB (Qty 05) & 1TB (Qty 05), HDMI Cable 05 Meters

(Qty 05), Converter (VGA to HDMI, VGA to DP, Type C to HDMI) (Qty 05), Wireless Mouse & Keyboard (Qty 05), CMOS Cell, Keyboard, Mouse, Power Cables etc. The inventory must be maintained at the mentioned number of quantities. The team Leader/Resident Engineer will be responsible to monitor the inventory records via inventory software. In case of printer backup, the same model may be provided with filled tonner.

- 4.5. Routine repair will be done at PQA site and for major repair the item will be allowed to move to the workshop of the Bidder at their Risk & Cost after issuing of gate pass through the system duly signed by the authorized officer from IT Department of Port Qasim Authority and clearly mentioning part model number and delivery time. The Bidder will mandatorily provide pick and drop of the faulty/rectified item twice a week. The item must be repaired within one week unless exceptional issues arising in rectification of faulty equipment after the informing PQA Team. Otherwise, penalty will be imposed as per Clause 8(a) for each item/issue separately. The complete tracking of faulty item must also be maintained in the complaint log software.
- 4.6. There will be two (02) preventive maintenance services by the vendor in a year under the supervision of the representative from IT Department. After carrying out the preventive service a report and concerned documents will be submitted to Manager (IT) for his endorsement. The integrity of system after preventive maintenance will be responsibility of the vendor.
- 4.7. There are cases when Up-gradation of PC's/Laptop are required. To meet this requirement, a list of items with rates should be provided which will remain same for the contract period. The costs for items required for up-gradation will be treated /charged out of the contract price.
- 4.8. The Bidder also required to comply with the following;
 - a) The cost of material, equipment and transportation required will be borne by the Bidder. The contract will be variable for total number of equipment to be maintained within contract period. It means the equipment may be added up or deleted due to expiry of warranty or obsolescence of the equipment respectively. The price will be adjusted accordingly in line with the number of equipment at the rates given in the bid.
 - b) Bills will be submitted for payment according to the terms of Payment. The bills will be cleared after clearance by the IT Section.
 - c) The Bidders shall be deemed to have understood the scope of work and to have satisfied themselves as to the extent and nature of work and in general to have attained for themselves all necessary information as to risks, contingencies and all other circumstances influencing or affecting their tender before submitting the tender. No claim on account of any misunderstanding in this regard shall be entertained.
 - d) The Bidder shall be deemed to have satisfied themselves, before submitting their tender as to the correctness and sufficiency of the amount and prices and time frame quoted by them in priced bills which shall cover all their obligations under the contract.
 - e) All the bills will be submitted in Pakistani currency i.e., PKR.

5. Bid Security

- a. Each bidder shall furnish as part of his bid a Bid Security amounting to PKR **200,000/-** (Rupees two hundred 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.
- b. The Pay Order against the Bid Security will be submitted separately with Technical Proposal that will be checked at the time of opening of Tender. Any bid not accompanied by an acceptable Bid Security shall be rejected by the Employer as non-responsive.
- c. The bid securities of unsuccessful bidders will be returned upon award of contract to the successful bidder or on the expiry of validity of Bid Security whichever is earlier.
- d. The Bid Security of the successful bidder will be returned when the successful bidder has furnished the required Performance Security.
- e. If a successful bidder fails to enter into a Contract Agreement, for any reason the Bid Security will be forfeited by the Authority

6. MOBILIZATION OF WORK

Date of commencement of work shall be 07 (Seven) working days from the date of receipt of work order failing which the earnest money deposit will stand forfeited in favor of the Authority.

7. CONTRACT PERIOD

The contract will be for One (01) year extendable for further period of one (01) year based on satisfactory performance (01 year = 12 calendar months) on same terms and conditions subject to the approval of the Competent Authority. Failing to provide satisfactory work/timely repairing /Servicing as per clause-4 (i.e. Scope of services to be carried out) will be liable for liquidated damages and penalties.

8. LIQUIDATED DAMAGES AND PENALTIES

- a) The amount of liquidated damages shall be 1/4th of one percent of the contract price for each calendar day.
- b) The limit of liquidated damages shall be maximum 10 (Ten) percent of the contract price.
- c) If any equipment under annual contract damages partially/fully, burned/short cur kit, the Bidder will be responsible and will provide the same equipment without any cost and any charge within 01 (One) week/rational time given to the Bidder, in case of failing to provide the equipment will result in deduction of the same amount from the bills of the service rendering Bidder.

9. PERFORMANCE BOND

- a) A Performance Bond equivalent to Ten (10%) percent of the tendered sum shall be provided to the Authority on the prescribed form, before signing of the agreement.
- b) The Performance Bond will be in the form of a guarantee issued by the Bidder of a scheduled Bank of Pakistan having minimum “AA+” rating situated in Karachi on the PQA’s prescribed format to be bound with the contract to the Authority and shall be valid till the end of the task.

- c) The cost of the Bond to be so entered into shall be at the expense in all respect of the Bidder.

10. PAYMENT

Payment shall be made as per following schedule.

- a) Payment will be made on half yearly basis on rendering six months service period.
- b) Bills for the parts/equipment not covered by the annual contract will follow as per clause 22.
- c) Payment shall be made after deduction of all types of Government charges whenever applicable under Government Rules.

11. AGREEMENT

The successful bidder will be required within Fourteen (14) days after receipt of Letter of Intent enter into and execute a contract agreement (to be prepared at the cost of the Bidder) with the PQA on the form annexed with such modification as may be necessary.

12. NOTICE OF TERMINATION

The period of notice of termination of the contract shall be 30 (Thirty) calendar days in advance of the intended termination.

13. FORFEITURE

The performance bond would be cashable under the following conditions.

- a) If the Bidder has abandoned the contract
- b) Without reasonable excuse has failed to commence the work or has suspended the progress of the work for 15 (Fifteen) days or
- c) Is not executing the work in accordance with the terms and scope of the contract.

14. SPECIAL POWER OF TERMINATION

If at any time after the acceptance of the tender, Authority shall for any reason whatsoever decide to force close the whole or part of the contract, Store Department shall give notice in writing of the fact to the Bidder, who shall have no claim to any payment of compensation or otherwise on account of any profit or advantage which they might have denied from the execution of the work in full but which they did not derive on consequence of the force of the work.

15. DEDUCTION OF INCOME TAX

The Repair Maintenance Bidder shall be solely responsible and liable for payments of all duties, taxes, charges i.e. cost involved in abstaining permits, licenses etc. as required.

16. SECRECY CLAUSE

The Bidder shall be responsible for maintaining secrecy and security of all documents i.e. any information and shall not convey such information to anybody.

17. SUBLETTING

The Bidder shall not assign/sublet and of the work/functions, duties obligations to anybody else, except after written permission of the Authority.

18. MODE OF OPERATION

- a. Repair Maintenance Bidder shall be responsible to the AUTHORITY for the standard and quality of its work to be performed under this agreement.
- b. The rates should be quoted in Pak Rupees for 01 (One) year from the date of signing of agreement and cannot be revised without the prior approval of the Authority.
- c. Manager (IT) of the Authority shall be the overall In-charge as Project Manager of the Annual Contract and System Analyst as Project Coordinator. They may be contacted for necessary information/instructions on the subject.
- d. Repair Maintenance Bidder agrees to safeguard the interest of the Authority and no information received by it from the Authority shall be disclosed to a third party, unless Bidder receives written permission from the Authority to do so.
- e. In the event of any difference of opinion between the AUTHORITY'S representative and Repair Maintenance Bidder on any advice given by Repair Maintenance Bidder, or any direction given by such representative to Repair Maintenance Bidder, such difference shall be brought to the notice of the DG (Technical), unless and until the DG (Technical) reverses, alters or cancels such instructions, Repair Maintenance Bidder shall then be relieved from responsibility connected with any instructions which are not in conformity not however, be relieved of its other responsibility and obligations under this Agreement.
- f. After every six months feedback will be taken out from the software duly filled online by the employees owned by the assets of this contract and this will be an indicator for the performance evaluation of the service-rendering Bidder in PQA. The summarized position will be depicted before releasing the next half-yearly payment of the Bidder.

19. OBLIGATIONS OF THE AUTHORITY

The Authority shall be in general take the necessary steps to facilitate the work of Repair Maintenance Bidder, particularly in the following matters:

- a. Providing space of inventory maintained by the Bidder.
- b. Obtaining travel/survey permits in the restricted area of Authority if so, required during the project.

20. OBLIGATION OF THE REPAIR MAINTENANCE BIDDER

- a) Repair Maintenance Bidder shall make/plan all the activity of the Annual Service agreement with the consent of IT Department.
- b) Any type of correspondence/information/report given by Repair Maintenance Bidder shall be routed through IT Department.

- c) Repair Maintenance Bidder shall assign qualified and competent personnel as may be required to fulfill its obligation hereunder, such person shall not be withdrawn from such assignment without the approval of the Authority.
- d) Repair Maintenance Bidder shall maintain the progress into provided software and shall also give the jobs in hand to IT Department.

21. GENERAL CONDITIONS

- a) All reports shall be in the English Language

22. PART/EQUIPMENT NOT COVERED UNDER AGREEMENT

- a) At the time of submission of the bill the engineer will have it signed by the end-user indicating satisfactory completion of job.
- b) The bill will then be submitted to IT Department where it will be entered in the Software and necessary documentation if required will be completed.
- c) The bill with all supporting documents will then be forwarded to Manager (IT) for arranging payment over and above the contract amount.

23. SUBMISSION OF PROPOSALS

- a) You shall submit original one technical proposal and one financial proposal. Technical proposals shall be placed in an envelope clearly marked as **“Technical Proposal”** and the financial proposals in the one marked as **“Financial Proposal”**. These two envelopes, in turn, shall be sealed in an outer envelope bearing the address and information indicated in the Data Sheet. The envelope shall be sealed bearing the address. The envelope shall be clearly marked, **“DO NOT OPEN, EXCEPT IN PRESENCE OF THE EVALUATION COMMITTEE.”**
- b) The financial proposal shall be prepared in indelible ink and shall be signed by the authorized Bidder’s representative. The representative’s authorization shall be confirmed by a written power of attorney accompanying the proposals. The person or persons signing the proposal shall initial all pages of the financial proposals.
- c) The proposal shall contain no interlineations or overwriting except as necessary to correct errors made by the Bidders themselves. The person or persons signing the proposal shall initial any such corrections.
- d) The completed financial proposal shall be delivered on or before the time and date as advertised.

24. PROPOSAL EVALUATION

a) Technical Proposal single stage – two envelope procedure –

- (i) The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the Financial Proposal and the Technical Proposal;
- (ii) The envelopes shall be marked as “**FINANCIAL PROPOSAL**” and “**TECHNICAL PROPOSAL**” in bold and legible letters to avoid confusion;
- (iii) Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
- (iv) The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the procuring agency without being opened;
- (v) The procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which do not conform to the specified requirements;
- (vi) During the technical evaluation no amendments in the technical proposal shall be permitted;
- (vii) Technical qualified may be invited for financial opening and the financial proposals of bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
- (viii) At the time of opening of the Financial Proposals, all members of Tender / Evaluation Committee shall sign each and every page of the proposal, quoted costs, cuttings and overwriting at the time of opening financial proposals as the case may be.
- (ix) The bid found to be the lowest evaluated bid should be as per PPRA accepted “**Lowest Evaluated Bid**” means-
 - (i) A bid most closely conforming to evaluation criteria mentioned in “BIDS EVALUATION CRITERIA” section and other conditions specified in the bidding document; and
 - (ii) Having lowest evaluated cost

FORM OF TENDER

1. Offer for work of Annual Repair Maintenance and Service Agreement.

To Port Qasim Authority

Having carefully examined the Scope of work and Tender Documents and having examined all conditions affecting the proposed work, the undersigned proposes to complete the work as set out therein and to furnish all men, material, equipment, transportation necessary to execute the work in accordance with said documents of the Bidder sum (breakup is attached at Annex-'A1')

Total Contract Price (01 Year) Rs. _____
(In Numbers)

Total Contract Price (01 Year) Rs. _____
(In Words)

Signed and stamped by
Duly Authorized representative _____

Address _____

Telephone No. _____

Fax No. _____

Email Address _____

Appendix 'A1'

BREAKUP OF EQUIPMENT FOR ANNUAL REPAIR & MAINTENANCE SERVICE

Sr. #	Item Description	QTY	Rate Per Unit	Total Price w/o GST	GST	Total Price with GST
One Time Charges						
1	New Bike Honda CD-70 or equivalent	1				
Annual Recurring Charges						
Desktop Computers						
1.	Core i3 (HP, Dell)	14				
2.	Core i5 (HP, Dell)	110				
3.	Core i7 (HP, Dell)	87				
Printers HP LaserJet (Black)						
4.	HP LaserJet Printers	175				
Printers HP LaserJet (Color)						
5.	M150nw	01				
6.	M-553	01				
7.	M-477n	01				
8.	M-775n	01				
9.	M-454dw	01				
10.	M-476dw	03				
Printers HP LaserJet (All-in-One)						
11.	Black & Color (Printer, Copier, Scanner)	11				
Printers Line						
12.	Printronix P-7010	01				
13.	Tally Line TG-6312	01				
Plotters						
14.	HP-Design Jet 510	01				
15.	HP-Design Jet 2530	01				
Scanners						
16.	HP, Canon & Others	25				
17.	HP-2500fn1, 2600fn1, 3500fn1, 4500fn1	10				
18.	HP-3000s2, HP-3000s4, Kodak E1025	08				
Laptops						
19.	HP, Dell & Asus (Core-i7, 11th to 13th Gen)	05				
20.	HP, Dell & Toshiba (Core-i5 & i7, 5th to 7th Gen)	10				
Technical Team						
21.	Team Lead (Resident Engineer)	01				
22.	Field Service Technicians	03				
23.	Technical Support Operators	12				
24.	Fuel for Bike (60 Liters Per Month)	01				
Total Rs.						

(Rupees in words.....)

Seal and Signature of the Bidder

CONDITIONS OF PARTICULAR APPLICATION

(To be signed by the Tenderer)

- | | | |
|---|--|--|
| 1 | Bid Security | Bid Security amounting to PKR 200,000/- (Rupees Two hundred 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. |
| 2 | Amount of Performance Bond | 10% of the total Contract value the Bond shall be submitted prior to signing of Agreement. |
| 3 | Tender Bond and Surety | Having minimum 'AA+' Scheduled Bank of Pakistan |
| 4 | Time for Completion of the work. | from the date of letter of Commencement. |
| 5 | Amount of liquidated Damages for Late completion for each Calendar day or each part thereof, after due date of completion. | 1/4 th of one percent of the contact price to a maximum of 10% of the contract. |
| 6 | Time within which payment is to be made after the receipt of the certificate by the IT Department. | 45 calendar days. |
| 7 | Notice of Termination of the contract. | 30 calendar days. |

Signature _____

Name _____

Appendix 'C'

(To be signed by the Tenderer)

1. APPENDICES

The following appendices filled in and attached as required.

Appendix 'A'	Form of Tender
Appendix 'A1'	Breakup item wise Form of Tender
Appendix 'A2'	Rates of Item/Parts for up-gradation (If required)
Appendix 'B'	Conditions of Particular Application

2. BILLS

Bills will be submitted as per terms of payment clause-10

3. COMPLIANCE

We certify that our officer complies with Tender documents.

4. COMPLETION

We undertake to complete the annual Repair Maintenance and Service Agreement as per laid down terms and condition.

5. TENDER BOND

We agree to abide by this Tender for the period of ninety (90) days from the Tender opening date and shall remain binding upon us and may be accepted at any time before the expiration of that period.

As required, we enclose a Pay order No. _____

Dated _____ of Rs. _____ being bid security.

6. SURETY FOR PERFORMANCE

We enclose an undertaking of surety to supply of performance Bond in the amount of ten percent (10%) of the Tender Price.

The undertaking of Surety is issued by _____

7. ACCEPTANCE

Unless and until the formal Agreement is executed this offer together with the Employer's written acceptance, shall constitute a binding contract between us. We understand that the employer is not bound to accept the lowest or any offer received.

We hereby certify that prices, specified, completion date and the information contained in this form of tender are binding on us and that the signatures are those of duly authorized officer of the Bidder having the powers necessary to enter into a binding contract.

Authorized
Signature

Title

Authorized
Signature

Title

In the case of a corporate offer seal
on the space opposite

Signed and sealed it _____

Other _____ day of _____ 2025 _____

AGREEMENT

THIS CONTRACT AGREEMENT is made at Karachi on this _____ day of _____ 2025 between PORT QASIM AUTHORITY incorporated and established under Port Qasim Authority Act. 1973 (Act XL. III of 1973), herein after referred to as “EMPLOYER” (Which expression shall wherever the context so requires and admits, include its successors-in-interest and assigns) of the ONE PART.

AND

M/s _____ a Sole Proprietor/Partnership/Private Limited/Public Limited, having office at _____

Hereinafter referred to as the “CONTRACTOR” (Which expression shall wherever the context so requires and admits include his successors-in –interest and assigns) of the other part.

Whereas, the employer desires to award the work of Annual Repair Maintenance and Servicing namely ANNUAL MAINTENANCE CONTRACT OF COMPUTER AND PERIPHERALS.

PQA hereinafter referred to as “the works” and has accepted proposal of the CONTRACTOR.

Whereas, CONTRACTOR being authorized ad qualified contractor dealing with Annual Repair Maintenance and Servicing works in consideration of the agreed rates at Rs. _____ (Rupees _____) has agreed to undertake the said works.

Now in consideration of the agreed rates, this agreement is witnessed on the following terms and conditions:

The contractor shall perform the work(s) as defined in and in accordance with the bidding document and provisions of Letter of Intent, titled ANNUAL MAINTENANCE CONTRACT OF COMPUTER AND PERIPHERALS issued vide No. _____ dated _____

1. The Contract document shall consist of the following document, which shall be deemed to form and be read and construed as part of this Contract Agreement viz.
 - a. Bidding document
 - b. The Letter of Intent dated _____
 - c. The Performance Bond
 - d. List of Computer & Peripherals
 - e. Evaluation Criteria
2. In consideration of the payment to be made by the Employer to the Contractor. The Contractor hereby covenants with the Employer to complete, the said works in conformity with the terms and condition laid down in the contract documents.
3. The Employer hereby covenant to pay to the Contractor in consideration satisfactory completion of works, the contract price and time and in the manner prescribed in the contract Documents including LOI.
4. The work under this contract Agreement will be started by the contractor with immediate effect as per schedule set forth in the Order to Commence and will be completed within the stipulated time as given in the said order.

In witness whereof, the parties where to have executed this Agreement on the date stated above.

Signature
WITNESS

1. Signature
Name
Address

Signature
WITNESS

2. Signature
Name
Address

PERFORMANCE BOND

By this bond we _____ (hereinafter called the Surety Bank) whose registered office is at _____ is held firmly bound unto the Port Qasim Authority (hereinafter called the employer) in the sum of Rupees(_____) Rs._____ for the payment of which sum the surety bond themselves, their successors and severally by these presents.

Sealed with our seal and dated this _____ day of _____ 2025.

M/s. _____
Whereas, the Bidder and the Employer have entered into a contract (hereinafter called the contract) for the Annual Repair Maintenance and Service conformity with the provision of the contract and the sum mentioned in the above written Bond represents the surety deposit to be furnished by the Bidder for the due fulfillment of the contract.

Now the condition of the above written Bond is such that if the Bidder shall duly perform and observe all the terms, provisions, conditions and stipulations of true purport intent and meaning thereof and accepted /acknowledged by the employer as having been duly performed or if in default by the Bidder of which default employer shall be the sole judge the surety shall satisfy and discharge the damages sustained by the employer hereby up to the amount of the above written bond, then his obligation shall be null and void but otherwise shall be remain in full force and effect and surety shall pay to the employer on demand by employer up to the amount of this bond immediately with our reference to the Bidder or anyone else raising the question whether there was default or not but not alteration in terms of the contract made by agreement between the employer and the Bidder or in the extent or nature of the works to be executed, completed and maintained there under and no allowance of time by the employer under the contract nor any forbearance or forgiveness in or in respect of any matter or thing concerning the contract on the part of the employer shall in any way release the surety from any liability under the above written Bond. The aforesaid performance Bond is binding on **Bank** and is irrevocable.

Signed Sealed and Delivery by the _____

Name of Surety _____

Address of Surety _____

EVALUATION CRITERIA

A) MANDATORY CRITERIA

- i). The bidders must be registered with Income Tax Department, Sindh Board of Revenue and Sale Tax and should be enrolled / enlisted on Active Taxpayers List (ATL) of FBR.
- ii). The Bidder must be in operational since last five (05) years.
- iii). Submission of three years audited financial statement.
- iv). List of at least Five similar contract agreement for at least hundred (100) computers/ peripherals with documentary evidence which may mention contact person name, designation and phone number along with supporting period.
- v). Type of registration of Bidder(s) with Memorandum and Article of Association/ Deed/ Certificate of Incorporation.
- vi). Head/Regional Office in Karachi.
- vii). The Bidder must have properly qualified Hardware and System engineer with back-office team to properly take up the tasks of this contract (List of officials with signed Resume must be provided).
- VIII). A duly signed General Certificate on Affidavit from the employer authenticating that all the information provided is correct and final and nothing contrary to the facts available with the facts available with the Bidder/Employer/Bidder. Criteria for Technical Evaluation.
- IX). The Bidder must provide Contract Price on the prescribed format (Appendex-A1) as mentioned in section 3 of this document.

B) CRITERIA FOR TECHNICAL EVALUATION

(Note: Documentary evidence must be submitted wherever required)

S.No	Evaluation Parameter (Supported by Documentary Evidence)	Max Points
1	Legality of Bidder Established since last 05 years, Registered with Income Tax Dept., Active Taxpayer List (ATL) NTN, GST, SRB Certificate and Memorandum of Association. <ul style="list-style-type: none"> • Minimum 05 years - 10 Marks • Between 06 to 10 years - 15 Marks • Above 10 years - 20 Marks 	15
2	Financial capability <ul style="list-style-type: none"> • Bidder Provide Three Years Financial Statement – 05 Marks • Working Capital between 10 million to 15 million – 10 Marks • Working Capital greater than 15 million and less than or equals to 25 million – 15 Marks • Working Capital greater than 25 million – 20 Marks 	20
3	Technical and Support Capability <ul style="list-style-type: none"> • Own Workshop Facilities - 05 Marks • Spare Parts Inventory and call logging facility - 05 Marks • Technical Expertise availability of Computer, Laptops and Printers (Heavy duty) - 05 Marks • Partnership with at least with anyone (i.e. HP, DELL/IBM/ etc.). - 05 Marks 	20
4	Bidder Strength Detail summary of the employees must be on the payroll for last six months. <ul style="list-style-type: none"> • Strength 30 employees - 05 Marks • Strength Above 30 employees - 10 Marks 	10
5	Client List Annual Maintenance Contract with large reputed firms at least 100 computers. <ul style="list-style-type: none"> • Clients between 01 and 05 – 10 Marks • Clients between 06 and 10 – 15 Marks • Clients between 11 and above – 25 Marks 	25
6	Committee Grading. Verification Through visit of workshop facility	10
	Total	100

Note: 1) Minimum qualifying points required = 70

2) Information provided shall be judged on the scale mentioned against each item and accordingly, the points shall be distributed / allocated.

INSTRUCTION FOR SUBMITTING TECHNICAL PROPOSAL

The Technical Document must contain the following information to support evaluation criteria:

1. **Company details**

- a. Year of establishment.
- b. Legality of Bidder
- c. NTN Copy
- d. Technical and Management Staff
- e. Detail of Leader/Resident Engineer
 - i. Name, Mobile No.
 - ii. Qualification
 - iii. Experience
- f. Workshop facility
- g. Spare inventory position
- h. Expertise availability
- i. Affiliation from any foreign Bidders
- j. Partnership