



TENDER DOCUMENTS

For

**HIRING OF WARRANTY AND SUPPORT SERVICES FOR
HP SERVERS**

PAKISTAN
INSTITUTE OF
FASHION AND
DESIGN

TENDER FEE: Rs.1,000/-

TENDER NO: PIFD/TENDER/2024-25/059

Procurement Office, Pakistan Institute of Fashion and Design, 51-J/III, Johar Town, Lahore

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PAKISTAN
INSTITUTE OF
FASHION AND
DESIGN
LAHORE - PAKISTAN

Chartered by the Government of Pakistan



TENDER NOTICE

Pakistan Institute of Fashion & Design (PIFD) Lahore, solicits sealed written proposals in accordance with the Public Procurement Rules-2004 36 (a) based upon Single Stage Single Envelope bidding procedure from Tax registered bidders. Interested parties / bidders must submit their proposals as per PPRA rules and regulations for the tender

HIRING OF WARRANTY AND SUPPORT SERVICES FOR HP SERVERS

PIFD/TENDER/2024-25/059

- Bids must be submitted in two separate envelopes, clearly labeled as "Technical Proposal" and "Financial Proposal."
- Tender Documents can be downloaded from e-Pak Acquisition & Disposal System (EPADS) <https://eprocure.gov.pk> or official website of PPRA.
- Tender Fee Rs. 1,000/- may be deposited online in the bank account, Account Title: PIFD, Account#/IBAN: **PK36HABB0050397000268851**, Bank Name: **Habib Bank Limited**, evidence should be enclosed with Technical Proposal.
- Bidders are required to submit their bids online through the EPADS (e-Pak Acquisition & Disposal System) at <https://eprocure.gov.pk>. Additionally, a hard copy prepared according to the instructions in the bidding documents must be submitted to the address below by **June 26th, 2025, at 11:00 AM**.
- Bids will be opened on the same day at 11:30 AM. Initially, only the technical proposals will be reviewed. Financial proposals will be announced only for those bidders who meet the evaluation criteria.
- In the event of a holiday, the tender proceedings will be conducted on the next working day.
- Companies that are blacklisted or involved in litigation will not be considered.
- PIFD reserves the right to reject any or all bids in accordance with PPRA rules.

SECRETARY TENDER COMMITTEE
PAKISTAN INSTITUTE OF FASHION AND DESIGN (PIFD)
51 J/III BLOCK, JOHAR TOWN, LAHORE
TEL: +92 42 99232951 - 57

INVITATION TO THE BID

Pakistan Institute of Fashion and Design (PIFD) is a federally chartered Public Sector degree awarding institute. The Ministry of Federal Education & Professional Training is the administrative Ministry of PIFD, Lahore. Pakistan Institute of Fashion and Design (PIFD), Lahore invites sealed Bids from interested Tax registered firms having experience working with Education/Government institutes for the **"Hiring of Warranty and Support Service for HP Servers"** based on the "SINGLE STAGE SINGLE ENVELOP" Bidding Procedure in terms of rule no. 36 (a) of the Public Procurement Rules 2004 (PPRA Rules 2004):

Tender Documents will be available after the publishing of this Notice (Rule No. 23(1) of PPRA 2004). Interested bidders may download Tender/Bid Documents containing detailed terms & conditions, procedure for submission of Bid, and evaluation criteria from official website of PPRA or EPADS (<https://eprocure.gov.pk>). Tender Fee Rs. 1,000/- may be deposited online in the bank account, Account Title: PIFD, Account#/IBAN: PK36HABB0050397000268851, Bank Name: Habib Bank Limited, evidence should be enclosed with Technical Proposal.

ELIGIBLE BIDDERS:

This Invitation to Bid is open for Authorized Service Delivery partner (minimum Silver category) of the Principal Manufacturer for concluding the Contract for Hiring of Warranty & Support services for hardware more specifically described in Scope of Work and the bidder must have Head/Technical Support office in Lahore in order to ensure timely repair / maintenance of HP Servers.

SECTION I – INSTRUCTION TO BIDDERS (ITB)

GENERAL CONDITION

1 INSTRUCTION FOR SUBMITTING THE BIDS:

- 1.1 In connection with the "Invitation to the Bid", the Procuring Agency, as defined in Section-III (Bid Data Sheet abbreviated as BDS), issues this set of Tender Documents (TD) to prospective Bidders (also hereinafter referred to as Bidders), interested in submitting Bids to determine the capacity and capability of the Bidder(s) for Services incidental thereto as specified in **Section-IV**
- 1.2 Procurement will be made under Public Procurement Rules (PPRA) 2004.
- 1.3 It will be clearly understood that the Terms & Conditions mentioned in this document are intended to be strictly enforced.
- 1.4 Bidders must ensure that they submit all the required documents indicated in the Tender / Bid Documents. At the time of opening of Technical Bids, no request for submission of missing documents will be entertained after opening of the Technical Bids.
- 1.5 Bidder should quote price in Pak Rupees only and payments shall also be made in Pakistan Rupees only.
- 1.6 The validity period of the bids shall be 90 days.

- 1.7 As per Rule No. 36(a), the Single Stage Single Envelope procedure shall be followed.
- 1.8 The Bidders are required to submit their bids in hard copy and also online on EPADS (e-Pak Acquisition & Disposal System) <https://eprocure.gov.pk> without failure otherwise bid will be rejected.
- 1.9 Last date for submission as mentioned in Bid Data Sheet. In case of a holiday on the date of opening the Bid, the Bid will be opened on the next working day.

CONTENTS OF THE TENDER DOCUMENTS

2 SECTIONS OF TENDER DOCUMENTS

- 2.1 This set of Tender Documents consists of sections indicated below, and which should be read in conjunction with any Addendum issued in accordance with ITB 3.

- **SECTION I** - **INSTRUCTIONS TO BIDDER (ITB)**
- **SECTION II** - **QUALIFICATION CRITERIA AND REQUIREMENTS**
- **SECTION III** - **BID DATA SHEET (BDS)**
- **SECTION IV** - **TERM OF REFERENCE & SCOPE OF WORK**
- **SECTION V** - **APPLICATION FORMS/ANNEXURES**

- 2.2 The bidders are expected to examine all instructions, forms, and terms in the Tender Documents and to furnish all information or documentation as is required by the Tender Documents with its bid.

3 AMENDMENT OF TENDER DOCUMENTS

- 3.1 At any time before the deadline for submission of Applications, the Procuring Agency may amend the Tender Documents by issuing an Addendum.
- 3.2 Any Addendum issued shall be part of the Tender Document and shall be communicated in print media/PPRA website/EPADS.
- 3.3 Provided that a Bidder who had either already submitted their Bids or handed over the Bids to the courier before the issuance of any such addendum shall have the right to withdraw his already filed Bids and submit the revised Bids before the original or extended Application submission deadline.
- 3.4 To give Bidders reasonable time to take an Addendum into account in preparing their Bids, the Procuring Agency may at its discretion, extend the deadline for the submission of Bids in accordance with ITB 7. Provided that the Procuring Agency shall extend the deadline for submission of Bids if such an addendum is issued within the last three (03) days of the Bids submission deadline.

PREPARATION OF BIDS

4 COST OF PREPARATION OF BID

- 4.1 The Bidder shall bear all costs associated with the preparation and submission of its Bids. The Procuring Agency will in no

case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

- 4.2 The Bids as well as all correspondence and documents relating to the Bids exchanged by the Bidder and the Procuring Agency, shall be written in the language specified in the Bid Data Sheet.
- 4.3 Supporting documents and printed literature that are part of the Application may be in another language, provided they are accompanied by an accurate translation of the relevant passages in the language specified in the Bid Data Sheet, in which case, for purposes of interpretation of the Application, the translation shall govern.

5 BID PREPARATION AND SUBMISSION

- 5.1 The tender shall be filed in / accompanied by the prescribed Forms, Annexes, Schedules, Documents, Brochures, Literature, etc. which shall be completely filled in, stamped, and signed by the Bidder or his Authorized Representative. In the case of copies, photocopies may be attested.
- 5.2 The Bids/Tenders should be submitted in two parts (A) Technical Proposal and (B) Financial Proposal.

A. TECHNICAL PROPOSAL

- i) The Technical Proposal will enable the Tender Committee to evaluate whether the bidder is technically competent to execute the order and specifications offered by the bidder meet the ones given in the Tender/Bid Documents.
- ii) The Technical Bid Form (**Annexure-B**) as given in the Tender Document shall be filled, signed, and stamped on all pages. The Tender Committee will not be responsible for the errors committed in the bids by the bidders.
- iii) Documents to be Furnished With Technical Proposal:

a. Mandatory documents:-

1. **Evidence** of online tender fee deposit in PIFD bank account.
2. **Bid Security** in the form of CDR
3. Bid Submission Form (**Annexure 'A'**) on the firm's Letterhead
4. Technical Bid (**Annexure 'B'**) on the firm's Letterhead
5. Affidavit on the Stamp Paper (**Annexure 'C'**)
6. Declaration Form (**Annexure 'D'**) on the firm's Letterhead
7. Price Reasonability Certificate (**Annexure 'E'**) on the firm's Letterhead
8. **Income Tax Registration Certificate** (Active).
9. **Sales Tax Registration Certificates** (Active).
10. **PRA Registration Certificate** (Active)
11. Copy of business registration category i-e Sole proprietor (copy of CNIC), Partnership, Pvt. Limited, Public Limited, etc.

12. **Tender Document** duly signed and stamped on each page by the Bidder.
13. **Income Tax return** for last three years.
14. Proof of the Office premises in Lahore & List of the Support Staff.
15. **Letter of Authorization** for Authorized Partner (Minimum Silver Category) of the Principal Manufacturer.

b. Other Documents

- a) Professional Tax Certificate.
- b) Copies of relevant Supply/Purchase Orders/Contract Agreements/Work Orders

B. FINANCIAL PROPOSAL

- i) The Financial Proposal of the bidder shall include all the applicable taxes and duties as per the prescribed format (**Annexure- 'F'**).
- ii) The Financial Proposal inclusive of Service Delivery cost and cost of the Hardware replacement.
- iii) The cost quoted by the bidder shall be kept firm and unchanged for a period specified in the Bid/Tender Documents from the date of opening of the bids. The bidder shall keep the price firm/unchanged during the period of extension of time or for the repeat order if any.
- iv) The quoted price will be inclusive of all taxes, duties, levies, insurance, freight (transportation charges), etc.
- v) The Financial Bid is liable for rejection if the Financial Proposal contains a conditional offer.
- vi) **Documents to be Furnished With Financial Proposal [Envelope B]**
 - a) Financial Proposal/Price Schedule form duly filled, signed, and stamped by the Bidder (**Annexure 'F'**).

C. SEALING THE BID

The Technical and Financial Proposals shall be placed in an outer Envelope and sealed appropriately. The cover shall be marked as "PROPOSAL FOR - TENDER REFERENCE, the "FROM" address and the "TO" address shall be written on the sealed envelope without fail otherwise the Proposal is liable for rejection

D. BID SUBMISSION ADDRESS

The Bid should be addressed and submitted to the Secretary, Tender Committee, Pakistan Institute of Fashion and Design, 51 J/III, Johar Town, Lahore, during office hours on working days. Bids submitted after the due date and time or unsealed or incomplete or submitted by fax or email will be summarily rejected

6 BID SECURITY/EARNEST MONEY

- 6.1 Bidder shall submit Bid Security/Earnest Money **Rs. 30,000/-** drawn in the name of "**PAKISTAN INSTITUTE OF FASHION AND DESIGN**". The Bid Security will be in the form of CDR only.
- 6.2 Cheque or cross-cheque shall not be accepted at all.
- 6.3 The bid not accompanied by Bid Security/Earnest Money shall be rejected without any right of appeal.
- 6.4 The Bid Security may be forfeited if a Bidder:-
 1. Refuses to accept the Letter of Intent (LOI) of the Bid; or
 2. Fails to furnish Performance Guarantee.
 3. In case the offer is withdrawn, amended, or revised by the bidder during the validity period of the offer, the earnest money is liable to be forfeited.

7 DEADLINE FOR SUBMISSION OF APPLICATIONS

- 7.1 Bidders may either submit hard copies of their Bids by hand. Bids shall be received by the Procuring Agency at the address and no later than the deadline indicated in the Bid Data Sheet.
- 7.2 If required in accordance with the provisions of ITB 3.4, the Procuring Agency will extend the deadline for the submission of Bids, in which case all rights and obligations of the Procuring Agency and the Bidders subject to the previous deadline shall thereafter be subject to the deadline as extended.
- 7.3 The deadline will be extended in the same manner as that of original Invitation for Bids (or the advertisement).

8 LATE BIDS

- 8.1 The Procuring Agency reserves the right to accept Bids received after the time for submission of Bids, however subject to the condition that the same is received within the date specified as the last date for submission of applications but before the time for opening of the Applications.

9 REJECTION OF THE BID

- 9.1 The Procuring Agency may reject all tender(s), cancel/ annul the tendering process at any time before the award of Contract, without assigning any reason or any obligation to inform the Tenderer of the grounds for the Purchaser's action, and without thereby incurring any liability to the Tenderer and the decision of the Purchaser shall be final
- 9.2 **No offer shall be considered if:**
 - a) Received after the time and date fixed for its receipt.
 - b) The bidder does not meet any of the mandatory criteria mentioned in Eligibility/Evaluation Criteria (ITB 14.1)
 - c) The tender is un-signed.
 - d) The offer is ambiguous or the offer is conditional.
 - e) The offer is from the firms that are blacklisted/suspended by any Government Department.
 - f) The offer is received by email/Fax.
 - g) Offer is received with shorter validity than required in the tender.
 - h) The offer is for items that do not conform to the specifications.

- i) The bidder is not an active taxpayer (Income Tax & Sales Tax)
- j) A cash receipt (original or photocopy) for the purchase of the Tender is not attached to the offer.
- k) Bidder failed to submit the bid online on EPADS

10 OPENING OF BIDS

- 10.1 The Procuring Agency shall open all Bids at the date, time, and place specified in the Bid Data Sheet. Late Bids shall be treated in accordance with ITB 8.1.
- 10.2 The Procuring Agency shall prepare a record of the opening of Bids to include, as a minimum, the name of the Bidders.

PROCEDURES FOR EVALUATION OF BIDS

11 CLARIFICATION OF BIDS

- 11.1 To assist in the evaluation of Bids, the Procuring Agency may ask a Bidder for a clarification (including missing documents) of its Bid, to be submitted within a stated reasonable period of time. Any request for clarification from the Procuring Agency and all clarifications from the Bidder shall be in writing.
- 11.2 If any Bid does not provide clarifications and/or documents requested by the date and time set in the Procuring Agency's request for clarification, its Bid shall be evaluated based on the information and documents available at the time of evaluation of the Bid.

12 RESPONSIVENESS OF APPLICATIONS

- 12.1 The Procuring Agency may reject any Bid that is not responsive to the requirements of the Tender Documents. In case the information furnished by the Bidder is incomplete or otherwise requires clarification as per ITB 11, and the Bidder fails to provide satisfactory clarification and/or missing information within prescribed time, it may result in disqualification of the Bidder.

13 PROCURING AGENCY'S RIGHT

- 13.1 The Procuring Agency reserves the right to accept or reject all the Bids, and to annul the Bidding process at any time, without thereby incurring any liability to the Bidders.
- 13.2 The Procuring Agency shall have the right, at his exclusive discretion, to increase / decrease the quantity of any or all item(s), under PPRA Rules 2004 without any change in unit prices or other terms and conditions

SECTION-II – QUALIFICATION CRITERIA AND REQUIREMENTS

14 QUALIFICATION/EVALUATION CRITERIA

14.1 TECHNICAL EVALUATION

The Bidder(s) should meet the following Eligibility / Qualification Criteria to participate in the Bid process and must enclose documentary proof, along with Technical Bid, for fulfilling the Criteria:-

Minimum Eligibility / Qualification Criteria	Pass	Fail
1 Income Tax Registration Certificate (Active)		
2 Sales Tax Registration Certificate (Active)		
3 PRA Registration Certificate (Active)		
4 Proof of Office Premises on Lahore with List of Technical Support Staff.		
5 Affidavit of Non-Blacklisting		
6 Bid Submitted on EPADS		
7 Letter of Authorization for Authorized partner (Minimum Silver) of the principal Manufacturer.		
8 Bid Security Rs. 30,000/- in the form of CDR		

14.2 The Financial Proposals will be announced only for those bidders who meet the Evaluation Criteria mentioned above.

15 FINANCIAL EVALUATION

15.1 Prices are required to be quoted for all items mentioned in the Scope of Work/BOQ (ITB 33). Non-mentioning of the price of each item of the package being non-responsive shall be rejected straightway.

15.2 Ranking of Bids shall be done based on the total price of the whole Package offered by the responsive bidder.

15.3 After meeting the requirements of eligibility, qualification and substantial responsiveness, the bid in compliance with all the mandatory (technical) specifications/requirements and/or requisite quality threshold (if any), and having the lowest evaluated cost (or financial proposal) shall be considered highest ranked bid.

16 ANNOUNCEMENT OF EVALUATION REPORT

16.1 The Procuring Agency shall publish the Final Evaluation Report at least 15 days before the award of the Contract.

17 LETTER OF INTENT (LOI)

17.1 After acceptance of the Bids by the Tender Committee, a Letter of intent (LOI) will be issued only to the successful Bidder(s).

18 PAYMENT OF PERFORMANCE GUARANTEE (PG)

- 18.1 The Successful Bidder(s) will be required to remit the Performance Guarantee equivalent to 5% of the value of the contract price (inclusive of all taxes). The PG should be paid by way of a Call Deposit Receipt (CDR), Demand Draft, or Bank Guarantee drawn in favour of "**Pakistan Institute of Fashion and Design Lahore**" as an unconditional Guarantee.
- 18.2 The Bid Security will be forfeited if the successful Bidder withdraws the Bid during the period of Bid validity specified in the Bid Documents or if the Bidder(s) fails to sign the contract.

19 AWARD OF CONTRACT

- 19.1 The Tender will be awarded to the most advantageous bidder, who has been declared as Technically Qualified.

20 SIGNING THE CONTRACT

- 20.1 The Tender Committee/Concerned Authority may sign a Contract with the successful bidder who has submitted the Performance Guarantee.
- 20.2 The Successful Bidder may be asked to provide the stamp paper for issuance of the Supply/Work Order or Signing the Contract.

21 PAYMENT

- 21.1 Payment shall be released through the Treasurer Office of PIFD, Lahore, within 30 working days of receipt of the invoice provided that (Quarterly Basis):
- ✓ The invoice is complete and accurate and to the entire satisfaction of the Finance Department.
 - ✓ Delivery Challan
 - ✓ General Sales Tax Invoice
 - ✓ Provision of Supply/Work completion certificate.
 - ✓ Satisfactory Inspection Report from the Inspection Committee of PIFD
- 21.2 No advance payment shall be made.
- 21.3 The payment will be made only for the SLA amount inclusive of all Hardware replacement.

22 TAXES

- 22.1 Rates quoted should be inclusive of all applicable taxes.
- 22.2 PIFD will deduct taxes at source, as per prevailing rules/regulations of the Government.
- 22.3 In case supplies/services or part thereof are exempt from levy of tax, the bidder shall provide an exemption certificate (SRO) to this effect, otherwise taxes will be deducted.

23 BID VALIDITY

- 23.1 Offer will remain valid for 90 days from the date of opening of tender. In case of acceptance of the offer within the validity period, the bidder is bound to supply/serve at the quoted rates and on the terms of the tender, failing which bid money will be forfeited.

24 DELIVERY OF ITEMS/COMPLETION OF WORK

- 24.1 The delivery/work completion period shall not exceed **45 days**. The delivery period will commence from the issuance of the purchase order/work order.
- 24.2 The supplier will bear all costs associated delivery of the Items and the Procuring Agency in any case will not be responsible or liable for those costs. The supplier will make such arrangements to ensure the safe delivery of goods. Any damage sustained during transportation/delivery will be rectified by the supplier at his cost.
- 24.3 Delivery must be completed within the period mentioned in the tender or purchase order. The supply should conform to the relevant specifications failing which the same will be rejected and removed at the risk and cost of the supplier.

25 CONSTITUTION OF GRIEVANCE REDRESSAL

- 25.1 Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of odd number of persons with proper power and authorization to address the complaint. The GRC shall not have any of the members of the Procurement Evaluation Committee. The committee will have one subject specialist depending on the nature of the procurement.
- 25.2 Any party or Bidder can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the prequalification or bidding documents found contrary to the provision of the Procurement Regulatory Framework, and the same shall be addressed by the GRC well before the application/proposal submission deadline.
- 25.3 Any party or Bidder can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the prequalification or bidding documents found contrary to the provision of the Procurement Regulatory Framework, and the same shall be addressed by the GRC well before the application/proposal submission deadline.
- 25.4 In case, the complaint is filed against the technical evaluation report, the GRC shall suspend the procurement proceedings.
- 25.5 In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report: Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage Single envelop bidding procedure is adopted.
- 25.6 The GRC shall investigate and decide upon the complaint within ten days of its receipt.
- 25.7 The decision of the Committee shall be in writing and shall be signed by the Head and each Member of the Committee. The decision of the committee shall be final.

26 FRAUD AND CORRUPTION:

- 26.1 The Procuring Agency requires that the Bidders/ Suppliers/ Contractors under Government financed contracts; observe the

highest standard of ethics during the procurement and execution of such agreements and contracts.

- 26.2 The Bidders shall permit and shall cause their agents (whether declared or not), sub-contractors, sub-consultants, service providers, suppliers, and their personnel, to permit the Procuring Agency to inspect all accounts, records, and other documents relating to any, Bid submission, Primary Procurement process, Framework Agreement performance, Secondary Procurement process, and/or Contract performance (in the case of award of a Contract), and to have them audited by auditors appointed by the Procuring Agency.
- 26.3 Any communications between the Bidders and the Procuring Agency related to matters of alleged corrupt and fraudulent practices must be made in writing or in electronic forms that provide a record of the content of the communication.
- 26.4 The Procuring Agency will reject the bid or proposal if it is established that the Bidders or the Bidder or Prosper were engaged in corrupt and fraudulent practices in competing for the contract.
- 26.5 Procuring Agency will also declare the Bidders as blacklisted in accordance with Public Procurement Rule (PPRA) 19 and predefined standard mechanism.

27 INSPECTION OF ITEMS/WORK

- 27.1 PIFD shall inspect the Goods supplied/the Services provided, under the Contract/Supply Order, to verify their conformity to the Technical Specifications.
- 27.2 After the inspection or test if the PIFD finds that items do not conform to the specification and the criteria mentioned above, the PIFD may reject them, and the supplier shall either replace the rejected goods/items or make all alterations necessary to meet the requirements of the specifications free of cost to PIFD.

28 WARRANTY PERIOD

- 28.1 The Bidder will warrant that the items supplied are original, new and are not refurbished.
- 28.2 In case of any issue of the items the supplier will be informed through SMS, WHATSAPP, OR EMAIL. The Supplier will be responsible for resolving the issue within 24 hours of launching the complaint.

29 LIQUIDATED DAMAGES

- 29.1 When the supplier fails to deliver the goods/services within the time period specified in the Tender Document/contract, the Tender Committee may, without prejudice to any other remedy it may have under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 2% of the price of the delayed goods/services per day of delay, maximum up to 10 days or as per PPRA rules.

30 RELEASE OF PERFORMANCE GUARANTEE (PG)

- 30.1 The Performance Guarantee (PG) will be released/refunded to the Successful Bidder(s) after completion of delivery of Goods.

However, where the warranted items are provided the PG will be released/refunded on the completion of the warranty period.

31 DISPUTE RESOLUTION

- 31.1 In case of any dispute arising between the Bidder and PIFD, the same shall be referred to the sole arbitrator, the Vice Chancellor of PIFD, who shall give the award within 15 days of proceedings. Reference to arbitration shall be a condition precedent for any other action under the law. A specimen of the affidavit is enclosed as **Annexure 'C'**



SECTION III– BID DATA SHEET (BDS)

32 BID DATA SHEET

1. GENERAL	
1.1	TENDER NUMBER: PIFD/TENDER/2024-2025/059 THE PROCURING AGENCY: Pakistan Institute of Fashion and Design (PIFD) 51-J-III, Johar Town Lahore TENDER NAME: Hiring of Warranty and Support Services For HP Servers
2. CONTENTS OF THE PREQUALIFICATION DOCUMENT	
2.1	WEB PAGES: Procuring Agency: www.pifd.edu.pk Authority: www.ppra.org.pk , EPADS: https://eprocure.gov.pk
2.2	PRE-BID MEETING: Not Required
2.3	LANGUAGE OF BID: English
3. SUBMISSION OF BIDS	
3.1	THE DEADLINE FOR BID SUBMISSION: Date: June 26 th , 2025 Time: 11:00 am,
3.2	THE PROCURING AGENCY'S ADDRESS: Attention: Mr. Umar Saleem Secretary Tender Committee Procurement Department, Pakistan Institute of Fashion and Design 51-J-III, Johar Town, Lahore
3.3	ELECTRONIC SUBMISSION: <ul style="list-style-type: none">Bidders shall not have the option of submitting their Bids electronically through E-mail /FaxThe Bidders are also required to submit their bids online on EPADS (e-Pak Acquisition & Disposal System) https://eprocure.gov.pk without failure otherwise bid will be rejected.
3.4	THE OPENING OF THE TECHNICAL BIDS Date: Same Day at Time: 11:30 am
4.	BID SECURITY / EARNEST MONEY: Rs. 30,000/- in the form of CDR only
5.	PERFORMANCE GUARANTEE 5% of the Total Tender amount in the form of CDR, Demand Draft, or Bank Guarantee

SECTION-IV: TERMS OF REFERENCES AND SCOPE OF WORK

33 SCOPE OF WORK AND TERMS OF REFERENCES

33.1 SCOPE OF WORK

S#	ITEM DESCRIPTION	UNITS	QTY	TIME PERIOD
1	HP Servers HP-DL380GEN10	Nos.	02	01 Year, Starts from Issuance of Work Order

- 33.1.1** Perform routine preventive maintenance on HP servers.
- 33.1.2** Provide troubleshooting and repair services for hardware and software issues.
- 33.1.3** Ensure server uptime and availability per agreed service levels.
- 33.1.4** Update firmware and apply necessary patches.
- 33.1.5** Replace defective hardware components with genuine HP parts.
- 33.1.6** Offer remote and on-site support as required with Global Coverage.
- 33.1.7** Provide documentation and reporting on server health, incidents, and maintenance activities.
- 33.1.8 DELIVERABLES**
- i) Monthly performance reports on server health, uptime, and incidents.
 - ii) Onsite Support, parts and Material provide, Hardware Problem diagnosis
 - iii) Detailed incident reports for all critical and high-priority issues.
 - iv) Firmware and software update logs.
 - v) Annual audit of server infrastructure with recommendations.
- 33.1.9 SERVICE PROVIDER RESPONSIBILITIES**
- vi) Maintain an inventory of required spare parts for HP servers.
 - vii) Employ certified HP technicians for all maintenance and repair tasks.
 - viii) Ensure data security and compliance with organizational policies during service activities.
 - ix) Provide training sessions to in-house IT staff if required.
- 33.1.10 Escalation Procedures**
- If issues are not resolved within the stipulated time, escalation levels are as follows:
- Level 1:** Support Engineer.
- Level 2:** Support Manager.
- Level 3:** Regional Support Director.

33.2 TERM OF REFERENCES

- 33.2.1** The contractor must adhere to industry standards and best practices throughout the project.
- 33.2.2** The Procuring Agency shall have the right, at his exclusive discretion, to increase/decrease the

- quantity of any or all item(s), under PPRA Rules 2004 without any change in unit prices or other terms and conditions,
- 33.2.3 The warranty extension should comprise on complete hardware and support.
- 33.2.4 The Contractor will be responsible for complete services under the contract.
- 33.2.5 Provide documentation and reporting on server health, incidents, and maintenance activities.
- 33.2.6 Servers must have a minimum **uptime** of 99.9% per month.
- 33.2.7 **SCHEDULED MAINTENANCE** must be communicated at least 48 hours in advance.
- 33.2.8 **RESPONSE TIME**
1. **CRITICAL ISSUES** (e.g., server down): Response within 2 hours and resolution within 4 hours.
 2. **HIGH-PRIORITY ISSUES** (e.g., performance degradation): Response within 4 hours and resolution within 8 hours.
 3. **MEDIUM PRIORITY Issues** Response within 24 hours and resolution within 3 business days.
 4. **LOW PRIORITY ISSUES** Response within 48 hours and resolution within 5 business days.
- 33.2.9 Support shall be provided 24/7, including weekends and holidays for critical issues.
- 33.2.10 **DURATION OF THE SLA:** Initial SLA will be for the period of the one year and may be extended as per PPRA Rules.
- 33.2.11 **TERMINATION OF SLA:** Either party may terminate the SLA with a 30-day written notice under the following conditions:-
- a) Repeated failure to meet SLA terms.
 - b) Insolvency or bankruptcy of either party.

SECTION V - APPLICATION FORMS

Annexure 'A'

On letter head of the firm

Bid Submission Form

Date: -----/-----/2025

SECRETARY TENDER COMMITTEE

Procurement Office,
Pakistan Institute Of Fashion And Design,
51 J-III, Johar Town, Lahore

SUBJECT: HIRING OF WARRANTY AND SUPPORT SERVICES FOR HP SERVERS

We [Insert Name of the Bidder.....] are submitting our Bid for the referenced Invitation to Bid and declare that:

- a. **No reservations:** We have examined and have no reservations about the Tender Document, including Addendum(s) No(s), issued in accordance with Instructions to Bidders.
- b. **No conflict of interest:** We have no conflict of interest
- c. **Eligibility:** We meet the eligibility requirements, and we have not been suspended by the PIFD based on the execution of a Bid/Proposal.
- d. **Not bound to accept:** We understand that you may cancel the Bidding process at any time without incurring any liability to the Bidders.
- e. **Bid validity period:** We agree to a Bid by this Bid for 90 days from the date fixed to Bid opening, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
- f. **True and correct:** All information, statements, and descriptions contained in the Bid are in all respects true, correct, and complete to the best of our knowledge and belief.

Name of Authorised Person:	
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Designation:	
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Signature & Stamp:	
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Date:	-----/-----/2025
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TECHNICAL BID FORM

1	Name of the Company:	
2	Year of Registration:	
3	Legal Status of the Company	<input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Private Limited/Private Partnership <input type="checkbox"/> Partnership /AoP
4	NTN Registration Number:	
5	GST Registration Number	
6	No. of Years of Experience	
7	Postal Address of the Company	
8	Office Telephone Number	
9	Email Address	
10	Name of Contact Person	
11	Contact Number	
12	Email Address of Contact Person	
Name of Authorised Person		
Designation		
Signature & Stamp		
Date	/...../2025

Authorized Signature & Stamp:.....

AFFIDAVIT

FROM:	
TO:	
	Pakistan Institute of Fashion And Design, Lahore (PIFD)
	51 J-III, Johar Town
	Lahore

1. We, M/S _____ having our office at _____ hereby undertake that if any conflict/dispute regarding execution of work arises with PAKISTAN INSTITUTE OF FASHION AND DESIGN, we shall not resort to any court of law. The dispute/difference, if any, shall be settled as per relevant clauses of the tender documents issued by PIFD.
2. We, M/S _____ are not involved in any litigation and have never been blacklisted by any organization in Pakistan.

Authorized Signature:_____

NAME OF FIRM	
STAMP:	
COMPLETE ADDRESS	

DATED: -----/-----/2025

DECLARATION FORM

All terms & conditions have been carefully read & understood and are hereby unconditionally accepted. It is declared that:

- 1) I understand that by inserting any condition in my bid consciously or unconsciously will AUTOMATICALLY disqualify me from the bidding process.
- 2) All the information furnished by me/us here-in is correct to the best of my knowledge and belief.
- 3) I/We have no objection if inquiries are made about the work listed by me/us in the accompanying annexure.
- 4) I/We agree that the decision of the Committee in selection will be final and binding to me/us.
- 5) I/We have read the instructions appended to the pro forma and I/We understand that, if any false information is found at any stage, the Tender Committee is at liberty to act in a manner it feels deemed fit, which includes, but not limited to, confiscation of Security/Earnest Money AND/OR imposing a bar/restriction from future business with Pakistan Institute of Fashion and Design (PIFD), Lahore AND/OR blacklisting.

Tender Name	
Name of Firm	
Year of Establishment	
Name of The Owner / Authorized Agent	
Office Address	
GST Number	
NTN	
Valid Telephone #	
Valid Email	
Signature & Stamp	

PRICE REASONABILITY CERTIFICATE

- (1) We certify that the prices quoted against this tender are reasonable and not more than the prices charged from any other Agencies in the country and in case of any discrepancy, we hereby undertake to refund the price charged in excess.
- (2) We also hereby categorically confirm that the services offered by us are exactly according to the particulars and specifications as laid down in your tender inquiry in all respects.
- (3) We hereby confirm to adhere to the service period required in the tender inquiry which would be the essence of the contract and which will be strictly adhered to by us. In case of failure, we agree unconditionally to accept the recovery of liquidated damages as spelt out above.

NAME OF AUTHORISED PERSON	
DESIGNATION	
SIGNATURE & STAMP	

DATE: /-----/2025

FINANCIAL PROPOSAL / PRICE SCHEDULE FORMAT

Name of Company:	
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HIRING OF WARRANTY AND SUPPORT SERVICES FOR HP SERVERS

Item Name	Qty	Total Amount	
		Without Taxes	Including Taxes
Warranty and support services for HP servers (inclusive of hardware replacement cost)	2		
Bid Amount in Words			

BID SECURITY/EARNEST MONEY INFORMATION (Attached Copy of the CDR)

Amount of Bid Security/Earnest Money:	Rs.
CDR / Demand Draft/Bank Draft #	
Name of the Bank:	

Authorized Signature & Stamp:

FEE DEPOSIT SLIP – FOR PPRA USE ONLY

Pakistan Institute of Fashion and Design

Chartered by the Government of Pakistan


Ref: PIFD/TO/2024-25/13052511

Dated: May 14th, 2025

Deputy Director (Accounts),
PPRA, 1st Floor, FBC Building,
Sector G-5/2, Near State Bank of Pakistan,
Islamabad.
Tel: 051-9203541

Subject: ACKNOWLEDGEMENT OF PAYMENT

This is to confirm that payment amounting to **Rs. 15,000** has been successfully transferred to PPRA account # **04540013100701** via HBL-to-HBL Online Payment System on **14-05-2025**, with transaction No. **13052511** against the tender advertisement fee on PPRA website.


Treasurer Office
PIFD, Lahore.
TREASURER OFFICE
Pakistan Institute of Fashion & Design
(Chartered by the Government of Pakistan)
51 / J - III, Johar Town, Lahore.