

Standard Bidding Document

PROVISION OF INTERNET SERVICES FOR FEDERAL GOVERNMENT POLYCLINIC (PGMI)-II AT G-11/3, ISLAMABAD (Non-Consultancy Services)

National

Single Stage-Two Envelope



September 28, 2026

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PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Infrastructure Development Authority, Punjab (Establishment of Federal Government Polyclinic (PGMI-II), Islamabad)** has reserved Funds for the procurement planned for FY **2026-27**. The **Infrastructure Development Authority, Punjab (Establishment of Federal Government Polyclinic (PGMI-II), Islamabad)** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the “**PROVISION OF INTERNET SERVICES FOR FEDERAL GOVERNMENT POLYCLINIC (PGMI)-II AT G-11/3, ISLAMABAD**” with the reference of “**P137838**”
2. The **Infrastructure Development Authority, Punjab (Establishment of Federal Government Polyclinic (PGMI-II), Islamabad)** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.
3. **Single Stage-Two Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Least Cost Based Selection (LCBS)** Technique for the subject procurement, in line with the Public Procurement Rules, 2004 and any Regulations, and Instructions issued by the Authority (from time to time).
4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order, Banker's Cheque, Call at Deposit, Bank Guarantee** or Bid Securing Declaration on the prescribed format described.
5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **<https://epads.gov.pk/opportunities/federal/procurements/137838>**.
6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Friday,**

October 23, 2026 03:00 PM. E-bids will be opened on the same day at **Friday, October 23, 2026 03:30 PM.** Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new version of **EPADS v2.0**, may register themselves on <https://vendors.epads.gov.pk/>. A tutorial to explain the registration process is available at <https://www.youtube.com/watch?v=MNW6T38v7tc>

7. In terms of Rules 48 of Public Procurement Rules, 2004 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at (www.ppra.org.pk).

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Instructions to Bidders

A. Introduction

1. Scope of Bids

1.1. The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids through **EPADS v2.0** for the provision of Non-Consultancy Services for as specified in the BDS and **in Section Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. **Single Stage-Two Envelope** procedure of the open competitive method shall be used. The successful Bidders will be expected to provide the services within the specified period and timeline(s) as stated in the **BDS**.

2. Source of Funds

2.1. Source of funds is referred in Clause-1 of Invitation for Bids.

3. Fraudulent & Corrupt Practices

3.1. As defined under Rule 2(1)(f) of the Public Procurement Rules, 2004.

4. Eligible Bidders

4.1. A bidder is eligible to participate in a procurement process if the bidder:

4.1.1. possesses or has access to the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and reputation necessary to complete the procurement contract;

4.1.2. has the legal capacity to enter into a procurement contract;

4.1.3. is not insolvent, in receivership, bankrupt or being wound up and its activities or affairs are not suspended or being administered under any Act, by a court or by a judicial officer;

4.1.4. is not the subject of legal proceedings for any of the matters mentioned in sub-rule (c);

4.1.5. has fulfilled or has made substantial arrangements satisfactory to the relevant authorities, to fulfil its obligations to pay taxes and social security (where applicable) other contributions of its employees; and

4.1.6. has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been convicted of a criminal offence related to:

4.1.6.1. its professional conduct; or

4.1.6.2. a bidder (or, in the case of a company, its key individuals such as owners, beneficial owners, directors, or officers) must not have engaged in any prohibited practice, such as fraud, corruption, collusion, or coercion, within the time period stated in the bidding documents, which can be up to three years before the start of the procurement process. Additionally, the bidder must not have been debarred (i.e., banned) from participating in public procurement processes in Pakistan or by any international organization or country. If they have, they are ineligible to participate in the current bidding.

4.2. The procuring agency may require a bidder participating in the procurement process to provide the prescribed documentary evidence or other information to satisfy itself that the bidder is qualified in accordance with the criteria in sub-clause (1).

4.3. A procuring agency shall set out in the bidding document all the criteria for qualification to be applied in accordance with sub-clause (1).

4.4. Except as permitted under the Ordinance, Rules and Regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that:

4.4.1. discriminates against or among a bidder or against categories of bidders; or

4.4.2. is not required for the performance of the procurement contract; or

4.4.3. is not related to the avoidance or management of legal, reputational or economic risk to the procuring agency unless it is in the national interest to do so, and the criteria is set out in the bidding documents.

4.5. A procuring agency shall assess the eligibility of a bidder for participation in the procurement process against the criteria for qualification under sub-clause (1).

4.6. In the case of a joint venture, consortium, or association, all members shall be jointly and severally liable for the execution of the contract in accordance with the terms and conditions of the contract. The joint venture, consortium, or association shall nominate a lead member as nominated in the BDS,

4.7. who shall have the Authority to conduct all business for and on behalf of any and all the members of Joint venture, consortium, or association during the bidding process, and in case of award of contract, during the execution of the contract.

4.8. The appointment of the lead Member in the joint venture, consortium, or association shall be confirmed by submission of valid power of Attorney to the procuring agency.

4.9. Subject to the limits specified in the BDS, the procuring agency may allow bidders to participate in the form of a Joint Venture (JV). However, each party in the JV must individually meet the eligibility criteria specified in the BDS

4.10. No Bidder can be a sub-contractor while submitting a Bids individually or as a member of a joint venture in the same Bidding process.

5. Qualification of the Bidder

5.1. All Bidders shall provide in Section VI, Bid Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

B. Bidding Documents

6. Contents of Standard Bidding Document

6.1. The Services required, bidding procedure, and terms and conditions of the contract are prescribed in the bidding document. In addition to the Invitation for Bids, the bidding document which should be read in conjunction with any addendum issued by the Procuring Agency include:

Section I -Invitation to Bid

Section II Instructions to Bidders (ITB)

Section III Bid Data Sheet (BDS)

Section IV Eligible Countries

Section V Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.

Section VI Bidding Forms

Section VII Fraudulent & Corrupt Practices

Section VIII - Material & Non-material deviation

Section IX General Conditions of Contract (GCC)

Section X Special Conditions of Contract (SCC)

Section XI Contract Forms

6.2. The Bidder is expected to examine all instructions, requirements, forms, terms and specifications in the bidding documents. Failure to furnish all the information required in the bidding document will be at the Service provider's risk and may result in the rejection of his bids.

7. Clarifications

7.1. Clarifications of the bidding documents may be requested in writing through EPADS v2.0 by any bidder up to three days prior to the deadline for the submission of bids.

The procuring agency shall respond promptly and in writing to any request by a bidder for clarification of the bidding documents and, in any event, no later than two days prior to the deadline for the submission of bids or proposals.

Responses to requests for clarification shall be communicated simultaneously and in writing to all bidders participating in the procurement proceedings.

No bidder shall be allowed to alter or modify his bid after the bids have been opened however, the procuring agency may seek and accept clarification to the bid that do not change the substance of the bid, through EPADS v2.0.

7.2. Procuring Agency's response will be uploaded on the EPADS v2.0, including a description of the inquiry.

7.3. Should the Procuring Agency deem it necessary to amend the bidding document as a result of a clarification, it shall do so following the procedure under **ITB 1.1.**

7.4. If indicated **in the BDS**, the bidder's designated representative is invited at the bidder's cost to attend a pre-bid meeting at the place, date and time mentioned **in the BDS**. During this pre-bid meeting, prospective bidder(s) may request clarification(s) regarding the schedule of requirements, the Evaluation Criteria or any other aspects of the bidding document.

7.5. Minutes of the pre-bid meeting, if applicable, including the text of the questions asked by bidders, and the responses given, together with any responses prepared after the meeting will be uploaded on EPADS v2.0. Any modification to the bidding document that may become necessary as a result of the pre-bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum.

7.6. To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its bid including breakdown of prices, through EPADS v2.0. Any clarification submitted by a bidder that is not in response to a request by the Procuring Agency shall not be considered.

No change in the prices or substance of the bid shall be sought, offered, or permitted.

The alteration or modification in the bid which in any way affect the following parameters will be considered as a change in the substance of a

bid:

- 7.6.1. evaluation & qualification criteria;
- 7.6.2. required scope of work or specifications;
- 7.6.3. all securities requirements;
- 7.6.4. tax requirements;
- 7.6.5. terms and conditions of bidding documents; and
- 7.6.6. change in the ranking of the bidders.

From the time of bid(s) opening to the time of contract award, if any bidder wishes to contact the procuring agency on any matter related to the bid, it should do so in writing or through electronic form that provides record of the content of communication.

8. Amendment of Bidding documents

8.1. Before the deadline for submission of bids, the procuring agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or pre-bid meeting may modify the bidding documents by issuing addendum.

8.2. Any addendum issued including the notice of any extension of the deadline shall be part of the bidding document and shall be uploaded on EPADS v2.0 as well as Authority's website. The procuring agency shall promptly publish the addendum at the procuring agency's website indicated in the **BDS**:

Provided that the bidder who had either already submitted his bid, shall have the right to withdraw his already submitted bid and submit the revised bid, prior to the original or extended bid submission deadline.

8.3. To give prospective bidders reasonable time in which to take an addendum/corrigendum into account in preparing their bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of bids:

Provided that the Procuring Agency shall extend the deadline for submission of bids, if such an addendum is issued within last three (03) days of the bid submission deadline.

C. Preparation of Bids

9. Documents Constituting the Bids

9.1. The bids prepared by the bidders shall constitute the following components: -

9.1.1. Forms of bid and Bid Prices completed in accordance with ITB BDS, GCC and SCC;

9.1.2. Documentary evidence established in accordance with BDS that services to be provided by the bidder are eligible services, and conform to the bidding documents;

9.1.3. Documentary evidence established in accordance with BDS that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established, that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with BDS; and

9.1.6. Any other document required in the BDS.

10. Documents Establishing Eligibility of the Services and Conformity to bidding documents

10.1. To establish the conformity of the Non-Consulting Services to the Bidding document, the bidder shall furnish as part of its bid the documentary evidence that services provided conform to the requirements.

10.2. Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive.

11. Documents Establishing Eligibility and Qualification of the Bidder

11.1. Pursuant to BDS, the bidder shall furnish, as part of its bid, all those documents establishing the bidder's eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

11.2. The documentary evidence of the bidder's eligibility to bids shall establish to the satisfaction of the procuring agency that the bidder, at the time of submission of its bid, is from an eligible country as defined in Section-IV titled as "Eligible Countries".

11.3. The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall establish to the satisfaction of procuring agency that:

11.3.1. the bidder has the financial, technical, and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in BDS.

11.3.2. that the bidder meets the qualification criteria listed in the Bids Data Sheet.

12. Form of Bid

12.1. The bidder shall fill the Form of Bid furnished in the bidding documents. The Bid Forms must be completed without any alterations to its format and no substitute shall be accepted.

13. Bids Prices

13.1. The Bids Prices quoted by the bidder in the Forms of Bid and in the price schedule shall conform to the requirements specified or exclusively mentioned hereafter in the bidding document.

13.2. All items in the Schedule of Requirements must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced and neither explicitly mentioned, their prices shall be construed to be included in the prices of other items.

13.3. The Bid price to be quoted in the Forms of Bid shall be the total price of the bid, excluding any discounts offered.

13.4. The bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total bid price of the services, it proposes to provide under the contract.

13.5. Prices quoted by the bidder shall be fixed during the currency of the contract and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and shall be rejected, unless otherwise price adjustment is permissible under Conditions of the Contract. (May be reviewed)

14. Price Adjustment

14.1. Price adjustment shall not be applicable.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services on annual basis as per agreement.

14.3. Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the applicability in that case.

15. Bids Currencies

15.1. Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS.

16. Bid Validity Period

16.1. Bid(s) shall remain valid for the period specified in the BDS after the bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive. The period of bid validity will be determined from the complementary bid securing instrument i.e. the expiry period of bid security or bid securing declaration as the case may be.

17. Bid Security or Bid Securing Declaration

17.1. Unless otherwise specified in the BDS, the bidder shall furnish as part of its bid, in the amount and currency specified in the BDS or Bid Securing Declaration on the format provided in Section VI (Bid Forms) The scanned copy of the Bids Security shall be uploaded in the EPADS v2.0 while submitting bid, whereas the original forms of Bid Security shall be submitted to the procuring agency before the bid submission deadline. The bidder who failed to submit the original bid security before the submission deadline shall be disqualified straightaway.

17.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture.

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in BDS, GCC and SCC are invoked.

17.4. Unsuccessful Bidders' Bid Security will be discharged or returned as promptly as possible after the award of contract, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by the Procuring Agency. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, whichever of the following that occurs earliest:

17.4.1. the expiry of the Bid Security;

17.4.2. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the bidding document;

17.4.3. the rejection by the Procuring Agency of all Bids;

17.4.4. the withdrawal of the Bid prior to the deadline for the submission of bids, unless the bidding document stipulate that no such withdrawal is permitted.

17.5. The Bid Security may be forfeited or the Bid Securing Declaration executed:

17.5.1. if a bidder:

17.5.1.1. withdraws its bid during the period of bid validity as specified by the Procuring Agency, and referred by the bidder in the Forms of Bid, except as provided for in the ITBs; or

17.5.1.2. does not accept the correction of errors, or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with SCC; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with BDS and SCC.**

17.6. The bid security shall be valid for a period specified in BDS. Bids with shorter bid security validity period shall be rejected straight away.

18. Alternative Bids by Bidders

18.1. Alternatives will not be considered, unless specifically allowed for in the BDS.

18.2. When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Evaluation and Qualification Criteria.

19. Withdrawal, Substitution, and Modification of Bids

19.1. Before Bids submission deadline, any bidder may withdraw, substitute, or modify his bid after it has been submitted.

20. Format and Signing of Bids

20.1. The bidder shall prepare and submit his bid with due diligence after carefully reading all the terms and conditions before submission through

EPADS v2.0.

20.2. Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person(s) signing the forms of bid.

D. Submission of Bids

21. Submission of Bids through EPADS v2.0 before Dead deadline

21.1. The Technical and Financial Bids as the case may be, shall be submitted in the due portion of the EPADS v2.0, before bid submission deadline. The bid submission option shall be automatically disabled once the deadline is over.

21.2. The Procuring Agency may, under exceptional circumstances and at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents. In such a case, all rights and obligations of the Procuring Agency and the Bidders that were previously subject to the original deadline shall thereafter be subject to the revised deadline.

E. Opening and Evaluation of Bids

22. Opening & Evaluation of Bids by the Procurement Cell/Evaluation Committee

22.1. The Procuring Agencies to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements. As per Rules 29 & 30 of Public Procurement Rules, 2004, The Procuring Agency is required to establish a Procurement Cell/Evaluation Committee which shall Evaluate the Bids in accordance with the evaluation criteria, terms and conditions given in the bidding documents.

23. Opening of Bids

23.1. The Bid Evaluation Committee of the Procuring Agency will open all bids through EPADS, in the presence of bidders' or their representatives who

choose to attend, and other parties with a legitimate interest in the bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives present shall sign attendance sheet as proof of their attendance.

23.2. The bids shall be opened one at a time, and the following read out and recorded: (a) the name of the bidder; (c) the presence of a bid security, if required; and (d) any other details as the procuring agency may consider appropriate.

23.3. No bid will be rejected at the time of bid opening except for bids whose bid security has not been provided to the procuring agency before submission deadline.

23.4. The procuring agency shall prepare minutes of the bid opening. The record of the bid opening shall include, as a minimum: the name of the bidder and the bid price, if applicable.

24. Confidentiality

24.1. Information relating to the examination, clarification, evaluation and comparison of bids and recommendation of contract award shall not be disclosed to bidders or any other person(s) not officially concerned with such process, until the time of the announcement of the respective evaluation report.

24.2. Any effort by a bidder to influence the procuring agency processing of bids or award decision may result in the rejection of his bid.

25. Preliminary Examination of Bids

25.1. Prior to the detailed evaluation of bids, the procuring agency will determine whether each bid:

25.1.1. meets the eligibility criteria defined in **BDS**;

25.1.2. has been prepared as per the format and contents defined by the procuring agency in the bidding document;

25.1.3. is accompanied by the required securities; and

25.1.4. is substantially responsive to the requirements of the bidding document.

25.2. The procuring agency will confirm that the documents and information specified under **BDS, GCC and SCC** have been provided in the bids. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the bids shall be rejected.

25.3. If a bid is not substantially responsive, it will be rejected by the procuring agency and may not subsequently be evaluated for complete technical responsiveness.

26. Examination of Terms and Conditions, Technical Evaluation

26.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **BDS**, to confirm that all requirements specified in **Evaluation Criteria, Technical Specifications and Schedule of Requirements**, prescribed in the bidding document have been met without material deviation or reservation.

26.2. If after the examination of the terms and conditions and the technical evaluation, the procuring agency determines that the bid is not substantially responsive in accordance with BDS, it shall reject the bids.

27. Correction of Errors

27.1. Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

27.1.1. if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the procuring agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;

27.1.2. if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and

27.1.3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

27.1.4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Forms of bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

27.2. The amount stated in the bid will be adjusted by the procuring agency in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed.

28. Conversion to Single Currency

28.1. As per Rule 30 of Public Procurement Rules, 2004.

29. Evaluation of Bids

29.1. The procuring agency shall evaluate bids in accordance with Rule 30 of Public Procurement Rules, 2004 and compare only those bids determined to be substantially responsive.

29.2. In evaluating the Technical Bids of each Bidder, the Procuring Agency shall apply the evaluation criteria and methodologies specified in the Bid Data Sheet (BDS) and in accordance with the Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.

29.3. In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS. However, in no case the rates shall be higher than the original financial bids.

29.4. The Procuring agency evaluation of a bid will take into account:

29.4.1. the bid price, excluding provisional sums and the provision, if any, for contingencies in the summary bill of quantities, but including day work items, where priced competitively;

29.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 6**;

29.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 7**;

29.6. The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.

29.7. If these bidding documents allow bidders to quote separate prices for different lots, and the award to a successful bidder of multiple lots, the methodology of evaluation to determine the lowest evaluated lot combinations in the Form of Bid, is specified in the **BDS**.

30. Determination of Most Advantageous Bids

30.1. Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the **BDS** or prescribed in the separate section titled as Evaluation Criteria.

31. Abnormally Low Financial Bids

31.1. Procuring agency may reject a bid if it has determined that the price, in combination with other constituent elements of the bid, is abnormally low in relation to the subject matter of the procurement, such that it raises material concerns on the part of the procuring agency, as to the ability of the bidder to perform the procurement contract satisfactorily for the offered price.

A procuring agency shall not reject a bid as abnormally low under sub-clause (1) above unless the procuring agency -

31.1.1. requested in writing through EPADS from the bidder a written clarification of his bid, including a detailed price analysis of his bid price in relation to the subject matter of the procurement contract, scope, methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document; and

31.1.2. having taken account, the information provided by the bidder in response to a request under paragraph (a) and the information included in the bid, the procuring agency determines that the bidder has failed to demonstrate its ability to perform the procurement contract satisfactorily for the offered price.

The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision.

32. Rejection of Bids

32.1. As per Rule 33 of the Public Procurement Rules, 2004

33. Single Responsive Bid

33.1. The procuring agency may consider single responsive bid subject to underlying conditions of Rule 38(b) of the Public Procurement Rules, 2004.

34. Arbitration

34.1. As per Rule 49 of Public Procurement Rules, 2004.

F. Award of Contract

43. Criteria of Award

43.1. The procuring agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding document and who has been declared as most advantageous Bid.

44. Procuring Agency's Right to reject All Bids

44.1. The procuring agency reserves the right to reject all the Bids and to annul the procurement process at any time prior to acceptance of the bid(s), without thereby incurring any liability to the affected bidder(s).

44.2. Notice of the rejection of all bids shall be given promptly to all bidders that have submitted the bids. The procuring agency shall upon request communicate to any bidder the grounds for the rejection of his bid, but is not required to justify those grounds.

45. Notification of Award

45.1. Prior to the award of contract, the procuring agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids.

45.2. Bidder whose bid has been accepted, will be notified for the award by the Procuring Agency prior to expiration of the Bid Validity period through EPADS. The Letter of Acceptance will state the sum that the procuring agency will pay the successful bidder in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).

45.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee and signing of the contract.

46. Signing of Contract

46.1. Promptly after notification of award, Procuring Agency shall send the successful bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract. The successful bidder and the procuring agency shall sign the contract.

47. Performance Guarantee

47.1. After the receipt of the Letter of Acceptance, the successful bidder, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the **BDS**

and SCC, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.

47.2. Failure of the successful bidder to comply with the requirement of **BDS, SCC and GCC** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the procuring agency may make the award to the next ranked bidder or call for new bids.

48. Corrupt & Fraudulent Practices

48.1. Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

G. Grievance Redressal & Complaint Review Mechanism

53. Constitution of Grievance Redressal

53.1. Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of an odd number of persons with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee.

54. GRC Procedure

54.1. Any aggrieved party or bidder as the case may be, may file grievance in accordance with Rule 48 of the Public Procurement Rules, 2004 and Redressal of Grievance Regulations, 2022

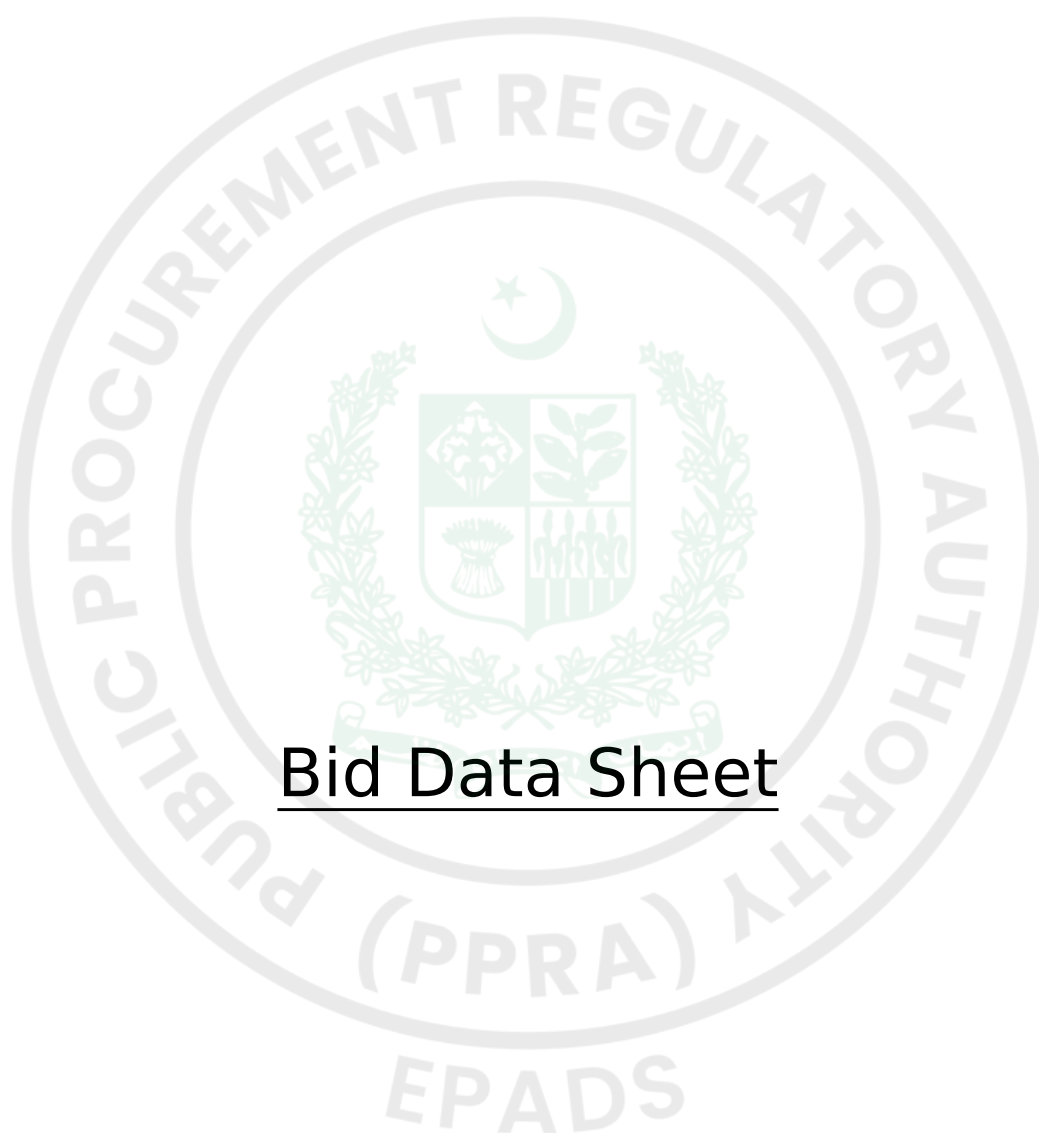
H. Blacklisting/ Debarment

55. Procedure for Blacklisting/Debarment

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-19 of the Public Procurement

Rules, 2004 , Mechanism for Blacklisting, Debarment Regulations, 2024 and Regulation on “procedure for filling and disposal of review petition under rule-19(3) of the Public Procurement Rules, 2004.





Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Non-Consultancy Services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

BDS Clause Number

ITB Number

Amendments of, and Supplements to, Clauses in the Instruction to Bidders

A. Introduction

BDS Clause Number 1

Name of Procuring Agency: **Infrastructure Development Authority, Punjab (Establishment of Federal Government Polyclinic (PGMI-II), Islamabad)**

The subject of procurement is: **PROVISION OF INTERNET SERVICES FOR FEDERAL GOVERNMENT POLYCLINIC (PGMI)-II AT G-11/3, ISLAMABAD**

Expected commencement date: **Monday, November 23, 2026**

BDS Clause Number 2

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P137838**

BDS Clause Number 3

JV/Consortium or Association Allowed: **Yes**

Number of JV/Consortium Members: **2**

B. Bidding Documents

BDS Clause Number 4

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date:

Pre-Bid Meeting: Tuesday, October 13, 2026 11:00 AM

BDS Clause Number 5

Any addendum, in case issued, shall be published on **Infrastructure Development Authority, Punjab (Establishment of Federal Government Polyclinic (PGMI-II), Islamabad)** website and on **EPADS v2.0**.

BDS Clause Number 6

List of documents required along with the bid:

1. COMPANY PROFILE
2. TOP 10 CUSTOMERS
3. TECHNICAL/ ADMINISTRATIVE SUPPORT
4. The ISP must have CVAS (Data Class Value Added Services) or FLL (Fixed Local Loop) or WLL (Wireless Local Loop) and LDI (Long Distance & International) or TIP (Telecommunication Infrastructure Provider). (Attach Proof)
5. Upstream Active NNI/Contract for TW1 (with TWA) Or Upstream Active NNI/Contract for PIE (PTCL) (Attach Proof)
6. Have its own GPON/ Long Haul & Metro Optical Fiber Infrastructure within the city. (Attach Proof)
7. Availability of 24/7 Enterprise NOC facility for complaint registration and escalations. (Attach Proof)
8. ISP must provide Internet Bandwidth to Customer Premises inclusive of its Last Mile Network up-to-the designated Server Room/IT Room of the Hospital Building Lahore
9. The ISP should be able to provide online usage report (MRTG/NMS) through web. (Attach Proof)
10. Years of Establishment: Provide the copy of the Certificate of Incorporation /Partnership Deed

11. No. of Clients/Services Provided in Last 05 years. Provide proof for the provision of Internet services. Proof must be duly signed by Client

12. Cumulative Annual Turnover in last three financial years: Provide copy of audited financial statements

13. List of Operation & Maintenance Team . Provide company staff details/CVs

BDS Clause Number 7

The qualification criteria to establish the supply / production capability of the bidder.

see Eligibility Criteria

BDS Clause Number 8

Services and Their related documents:

See section Required Services and Scope of Work

BDS Clause Number 9

Price schedule will be provided according to the format defined and acquired.

see section price schedule.

BDS Clause Number 10

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11

The price shall be **Fixed**.

BDS Clause Number 12

Currency of the Bids shall be : **PKR**

BDS Clause Number 13

The Bids/Bid Validity period shall be: **120 Days**

BDS Clause Number 14

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**

The Bid Security shall be in the form of: **Pay Order, Banker's Cheque, Call at Deposit, Bank Guarantee**

BDS Clause Number 15

The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 90 days so the bid security shall be valid for $90+28 = 118$ days.

BDS Clause Number 16

Alternative Bids to the requirements of the bidding documents will not be permitted.

D. Submission of Bids

BDS Clause Number 17

Bid shall be submitted online on EPADS v2.0 whereas hard copy of the bid security should be submitted to the following;

50, B-III, Gulberg-III, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Friday, October 23, 2026 03:00 PM**

E. Opening and Evaluation of Bids

BDS Clause Number 18

The Bids opening shall take place on **EPADS v2.0**.

Day : **Friday**

Date: **Friday, October 23, 2026**

Time : **03:30 PM**

BDS Clause Number 19

Selection technique adopted will be: **Least Cost Based Selection (LCBS)**
see *Evaluation Criteria*

F. Award of Contract

BDS Clause Number 20

The Performance guarantee shall: **10.00%**.

The Performance Guarantee shall be acceptable in the form of: **Bank Guarantee**

21.

51.1

Arbitrator shall be appointed by mutual consent of the both parties.

G. Review of Procurement Decisions

BDS Clause Number 22

Grievance against this procurement shall be submitted online on EPADS v2.0.

Eligibility Criteria

Bidder's Type	Required Registration
Sole Proprietorship	NADRA CITIZENSHIP (CNIC/NICOP)
Partnership Firm	FBR (NTN)
Company (Private Limited)	
Company (Public Limited)	
State Owned Enterprise (Private Limited)	
State Owned Enterprise (Public Limited)	

Eligibility Criteria	Document
Registration/incorporation of Applicant under the laws of Pakistan.	Yes
Valid Income Tax Registration	Yes
Valid General Sales Tax Registration (Status = Active with FBR)	Yes
The bidder shall furnish the original bid security as part of/along with Technical Bid in Rupees in shape of Bank Guarantee/CDR/Pay Order in favor of "Infrastructure Development Authority of the Punjab". The Bid Security is as follows: • PKR 100,000	Yes

Affidavit on non-judicial stamp paper (of value PKR 100/-) declaring "Applicant/Company is currently not blacklisted/defaulted by the Employer or any Government Agency".	Yes
Bidder must attach complete signed & stamped tender document with the technical bid.	Yes
Provide Authorization letter from the OEM (Where Applicable).	Yes
Provide Separate undertaking/affidavit (of value PKR 100/-) that information provided by the firm is correct	Yes
Valid legal entity of the applicant (Company/firm) e.g. Certificate of registration from SECP (along with latest certified copy of Form 29 and Form "A") or Registrar of firms (along with Certified copy of Partnership Deed) for Local Firm. Foreign firms must attach similar certificate of registration from the respective registration body of their home country.	Yes
Affidavit on stamp paper (of value PKR 100/-) that non-performance of a contract has not occurred within the last seven (07) years. The Employer may in case of poor performance of any Bidder as reported by the employers of the previously awarded contracts, interalia, reject his proposal and/or refer the case to the concerned forum(s). Upon such reference, the concerned forum(s) in accordance with its rules, procedures and relevant laws of the land take such action as may be deemed appropriate un	Yes

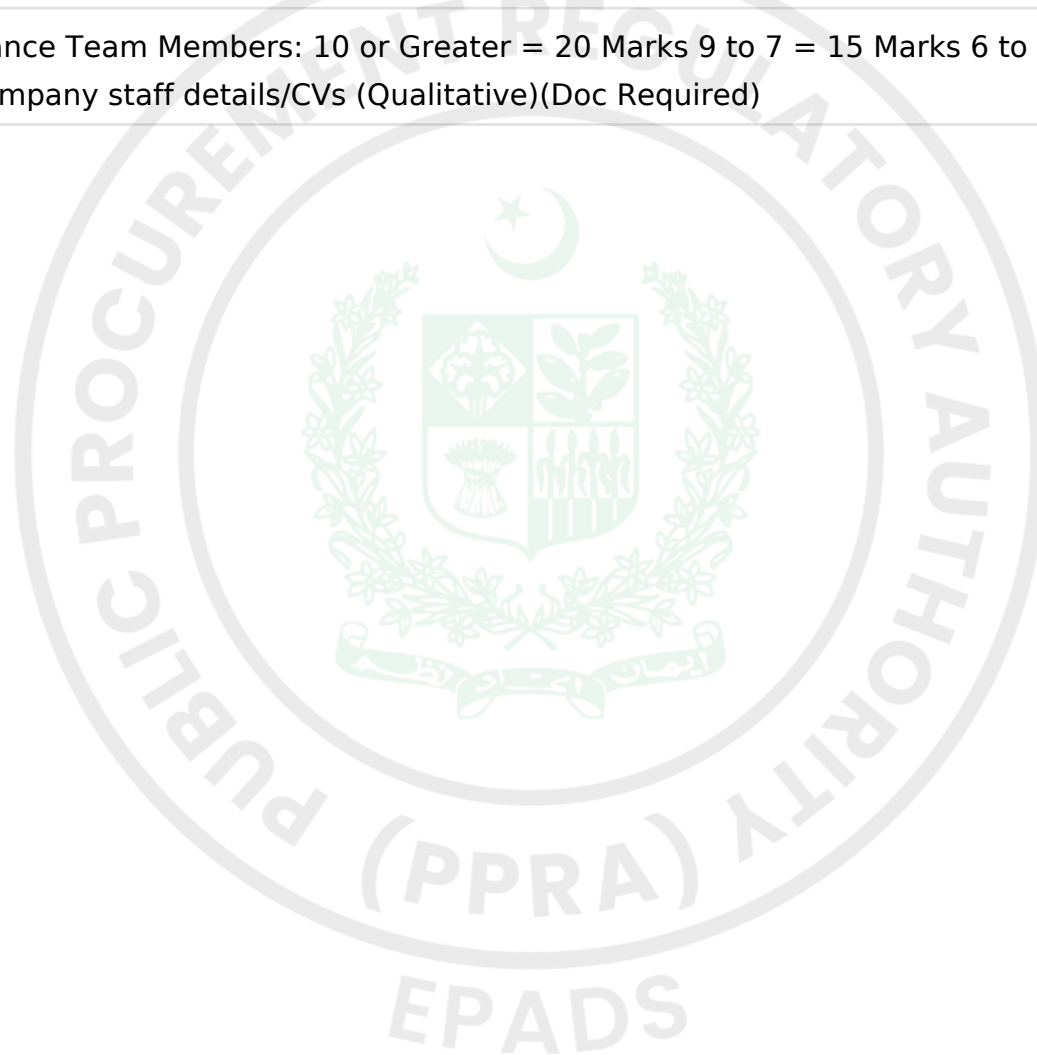
Evaluation Criteria

Least Cost Based Selection (LCBS)

Weightage

Technical Evaluation %	
100	
Technical Marks	100
Passing Marks	70
Technical Evaluation Criteria	
Years of Establishment: Full Marks will be given if "A" is 10 Years or more. For 'A' less than 10 Years, marks will be awarded as: $(A/10) * 20$ No Marks will be given if "A" is less than 05 Years *A = Experience of firms in years Provide the copy of the Certificate of Incorporation /Partnership Deed (Qualitative)(Doc Required)	20
No. of Clients/Services Provided in Last 05 years. (Govt/Semi Govt/ Private Company/multinational Clients): 30 points will be given if the number of services provided by the bidder are 10 or more. If the number of services provided are less than 10, points will be awarded as: $\{(number\ of\ projects/10) * 30\}$ No points will be given if number of services provided is less than 05. (Minimum 50% Marks are Mandatory to Qualify) Provide proof for the provision of Internet services. Proof must be duly signed by Client (Qualitative)(Doc Required)	30

Cumulative Annual Turnover in last three financial years: Full Marks will be given if "A" is PKR 100 Million or above. For 'A' less than PKR 100 Million, marks will be awarded as: $(A/100) * 30$ No Marks will be given if "A" is less than PKR 50 Million. *A= Cumulative Annual Turnover in last three financial years (in PKR Million) (Minimum 50% Marks are Mandatory to Qualify) Provide copy of audited financial statements (Qualitative)(Doc Required)	30
List of Operation & Maintenance Team Members: 10 or Greater = 20 Marks 9 to 7 = 15 Marks 6 to 5 = 10 Marks Less than 5 = 0 Marks Provide company staff details/CVs (Qualitative)(Doc Required)	20



Required Services

Lot Title : PROVISION OF INTERNET SERVICES FOR FEDERAL GOVERNMENT POLYCLINIC (PGMI)-II AT G-11/3, ISLAMABAD

Bid Security : 100000 PKR

Position	Delivery Schedule	Quantity
Throughput (Internet CIR) (500 x Per Mbps)	Address: Federal Government Polyclinic (PGMI-II), Islamabad Schedule: 30 Days Quantity: 24/month	24/month
Throughput (MPLS) (50 x Mbps)	Address: Installation Charges (OTC) Schedule: 30 Days Quantity: 24/month	24/month
Installation Charges (OTC)	Address: Installation Charges (OTC) Schedule: 30 Days Quantity: 1/Qty	1/Qty

Related Services :

No



Services Specifications

Lot Title : PROVISION OF INTERNET SERVICES FOR FEDERAL GOVERNMENT POLYCLINIC (PGMI)-II AT G-11/3, ISLAMABAD

Position: Throughput (Internet CIR) (500 x Per Mbps)

Specifications / Requirements:

1. TECHNICAL SPECIFICATIONS		
Note: The Bidder shall fill in the below Yes/No column and submit it as part of the Technical Bid. The bidder shall also provide OEM technical product data sheets for all the IT equipment mentioned in the Technical Specifications.		
Sl. No.	DESCRIPTION	Yes/No
1	Internet Services (CIR) for Federal Government Polyclinic (PGMI)-II at G/11/3, Islamabad - (33.67178898130492, 73.00004435182746)	
2	ISP will provide a solution to cater for 500 Mbps CIR Throughput Requirements ☐ ISP will provide a solution to cater for 500 Mbps MPLS Connectivity Requirements ☐ ISP will configure service for new Throughput requirements from the start of next billing month ☐ ISP will provision sufficient Bandwidth to support the Client's end- to-end throughput requirements.	
3	IPv6 usable public IP addresses (without additional cost) Pool	
4	Physical Media = Fiber ☐ Backup Media = Fiber Links	

1. TECHNICAL SPECIFICATIONS

5	Link Path diversification will be strictly ensured. Primary and backup media will use diverse paths □ ISP will ensure there is no single point of failure for the service	
6	Backend diversification of service. Primary and Backup links will terminate in redundant Core Routers of the ISP network. □ ISP will ensure there is no single point of failure for the service	
7	ISP Should be a Bandwidth Distributor (having own Fiber Optic Cable) □ ISP will provide CIR (Committed Information Rate) Internet Bandwidth □ Support for IPv4 traffic □ ISP will provide sufficient bandwidth to support the required Throughput □ Latency to key Internet destinations (hosted nationally or internationally) must be =150ms averaged over a period of 1 min □ Packet Loss: Moving average Packet loss calculated every 30sec to key Internet destinations (hosted nationally or internationally) must be =1% □ Jitter value averaged over 5 sec period for key real-time services should be =30ms (WhatsApp, Zoom, Teams, Skype, WebEx etc.) □ ISP will provide a dashboard showing client WAN link status.	
8	Minimum Service uptime should not be less than 99.5% (3.65 hr cumulative downtime maximum per month) □ Single SLA breaching incident allowed in a calendar year Agreement	
9	The required Mbps CIR dedicated internet bandwidth must be over Fiber Optic Cable. □ CPE installation will be the service provider's responsibility (link handoff on RJ45/ Fiber as per link requirement, related cabling and modules will be the service provider's responsibility at its cost). The firm will be responsible for its repair and maintenance at its own cost. □ Service Handoff: The internet connectivity along with all related devices/ equipment e.g., switches, routers, modules, convertors, etc. will be directly terminated in the Main Server Room / IT Room of the Hospital building. □ The ISP will be responsible for deputing qualified personnel for installation, configuration, and testing of the internet connections at the Site. □ ISP will communicate protocols/topology and configuration requirements to the Client for client-side configuration and integration purposes.	

1. TECHNICAL SPECIFICATIONS

□ ISP will be responsible for designing and implementing failover/HA setup. Failover strategy/protocols/topology and configuration requirements will be communicated to Client beforehand for client-side configuration and integration purposes. ISP will assist client technical team with HA setup where required. Primary to Secondary link failover and failback will not require any manual intervention. □ The equipment/hardware supplied by the ISP shall be brand new and complete with all respects. Moreover, the technical staff of the ISP shall be involved in installation and configuration of same equipment provided. □ Service Provider is responsible to rack/mount their equipment in the racks. Service Provider is expected to rack their HW in a professional manner. HW must be delivered with all racking accessories including rails, trays and nuts/bolts etc. □ All the equipment installed at both the ends for the dedicated (CIR) Internet Bandwidth (Primary and Secondary links), will be the property of the ISP and the ISP will be responsible for its repair and maintenance at its own cost. □ The ISP shall provide alternative equipment of the same capacity in case of any fault in the installed equipment. In the event of any permanent fault in the equipment, the ISP shall replace the same with new equipment of the same model/advanced model of the same capacity/higher capacity. □ The dedicated line/ service over Fiber Optic Cable provided to the Site will not be shared with or utilized by any third party during the period of the contract between the Client and the ISP. □ All civil work e.g., installation (including setting-up of the equipment/ devices i.e., RF/Wireless (ISM Radio Band) Tower, ODF (Optical Fiber Distribution Frame), Fiber Splicing, Copper patching, Joint Enclosure, and Media Convertor along with Auto failover device, CPE, etc.), excavating, digging (soft & hard), curing, tunneling, configuration and testing of the Fiber Optic Cable or RF/Wireless (ISM Radio Band) within the Site will be the responsibility of the ISP. Moreover, the concerned authority's approval for any road-cut/ROW shall be the responsibility of the ISP. Furthermore, all the excavation and restoration to the original condition will be the responsibility of the ISP. □ The ISP shall fix the cemented tags or path indicators at the route of Fiber Optic Cable installed within the Site as per industry standard to mark cable run and to avoid any damage to the cable.

Position: Throughput (MPLS) (50 x Mbps)

Specifications / Requirements:

1. TECHNICAL SPECIFICATIONS	
Note: The Bidder shall fill in the below Yes/No column and submit it as part of the Technical Bid. The bidder shall also provide OEM technical product data sheets for all the IT equipment mentioned in the Technical Specifications.	
DESCRIPTION	Yes/No
1. Location of Services (CIR) for Federal Government Polyclinic (PGMI)-II at G/11/3, Islamabad - (33.67178898130492, 73.00004435182746)	
2. Throughput will provide a solution to cater for 500 Mbps CIR Throughput Requirements ☐ ISP will provide a solution to cater for 50 Mbps MPLS Connectivity Requirements ☐ ISP will configure service for new Throughput requirements from the start of next billing month ☐ ISP will provision sufficient Bandwidth to support the Client's end- to-end throughput requirements.	
3. IPx6 usable public IP addresses (without additional cost) Pool	
4. Physical Media = Fiber ☐ Backup Media = Fiber Links	
5. Link Path diversification will be strictly ensured. Primary and backup media will use diverse paths ☐ ISP will diversification media in redundant hardware ☐ Hardware will be installed in different racks where available ☐ ISP will ensure there is no single point of failure for the service	
6. Back End will ensure backend diversification of service. Primary and Backup links will terminate in redundant Core Diversification ISP network. ☐ ISP will ensure there is no single point of failure for the service	

1. TECHNICAL SPECIFICATIONS

7. Link Information	ISP Should be a Bandwidth Distributor (having own Fiber Optic Cable) □ ISP will provide CIR (Committed Information Rate) Internet Bandwidth □ Support for IPv4 traffic □ ISP will provide sufficient bandwidth to support the required Throughput □ Latency to key Internet destinations (hosted nationally or internationally) must be =150ms averaged over a period of 1 min □ Packet Loss: Moving average Packet loss calculated every 30sec to key Internet destinations (hosted nationally or internationally) must be =1% □ Jitter value averaged over 5 sec period for key real-time services should be =30ms (WhatsApp, Zoom, Teams, Skype, WebEx etc.) □ ISP will provide a dashboard showing client WAN link status.
8. Service Level Agreement	Minimum Service uptime should not be less than 99.5% (3.65 hr cumulative downtime maximum per month) □ Single SLA breaching incident allowed in a calendar year
9. General Conditions	The required Mbps CIR dedicated internet bandwidth must be over Fiber Optic Cable. □ CPE installation will be the service provider's responsibility (link handoff on RJ45/ Fiber as per link requirement, related cabling and modules will be the service provider's responsibility at its cost). The firm will be responsible for its repair and maintenance at its own cost. □ Service Handoff: The internet connectivity along with all related devices/ equipment e.g., switches, routers, modules, convertors, etc. will be directly terminated in the Main Server Room / IT Room of the Hospital building. □ The ISP will be responsible for deputing qualified personnel for installation, configuration, and testing of the internet connections at the Site. □ ISP will communicate protocols/topology and configuration requirements to the Client for client-side configuration and integration purposes.

1. TECHNICAL SPECIFICATIONS

□ ISP will be responsible for designing and implementing failover/HA setup. Failover strategy/protocols/topology and configuration requirements will be communicated to Client beforehand for client-side configuration and integration purposes. ISP will assist client technical team with HA setup where required. Primary to Secondary link failover and failback will not require any manual intervention. □ The equipment/hardware supplied by the ISP shall be brand new and complete with all respects. Moreover, the technical staff of the ISP shall be involved in installation and configuration of same equipment provided. □ Service Provider is responsible to rack/mount their equipment in the racks. Service Provider is expected to rack their HW in a professional manner. HW must be delivered with all racking accessories including rails, trays and nuts/bolts etc. □ All the equipment installed at both the ends for the dedicated (CIR) Internet Bandwidth (Primary and Secondary links), will be the property of the ISP and the ISP will be responsible for its repair and maintenance at its own cost. □ The ISP shall provide alternative equipment of the same capacity in case of any fault in the installed equipment. In the event of any permanent fault in the equipment, the ISP shall replace the same with new equipment of the same model/advanced model of the same capacity/higher capacity. □ The dedicated line/ service over Fiber Optic Cable provided to the Site will not be shared with or utilized by any third party during the period of the contract between the Client and the ISP. □ All civil work e.g., installation (including setting-up of the equipment/ devices i.e., RF/Wireless (ISM Radio Band) Tower, ODF (Optical Fiber Distribution Frame), Fiber Splicing, Copper patching, Joint Enclosure, and Media Convertor along with Auto failover device, CPE, etc.), excavating, digging (soft & hard), curing, tunneling, configuration and testing of the Fiber Optic Cable or RF/Wireless (ISM Radio Band) within the Site will be the responsibility of the ISP. Moreover, the concerned authority's approval for any road-cut/ROW shall be the responsibility of the ISP. Furthermore, all the excavation and restoration to the original condition will be the responsibility of the ISP. □ The ISP shall fix the cemented tags or path indicators at the route of Fiber Optic Cable installed within the Site as per industry standard to mark cable run and to avoid any damage to the cable.

Position: Installation Charges (OTC)

Specifications / Requirements:

1. TECHNICAL SPECIFICATIONS	
Note: The Bidder shall fill in the below Yes/No column and submit it as part of the Technical Bid. The bidder shall also provide OEM technical product data sheets for all the IT equipment mentioned in the Technical Specifications.	
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2. Throughput: ISP will provide a solution to cater for 500 Mbps CIR Throughput Requirements ☐ ISP will provide a solution to cater for 50 Mbps MPLS Connectivity Requirements ☐ ISP will configure service for new Throughput requirements from the start of next billing month ☐ ISP will provision sufficient Bandwidth to support the Client's end- to-end throughput requirements.	
3. IPx6 usable public IP addresses (without additional cost) Pool	
4. Physical Media = Fiber ☐ Backup Media = Fiber Links	
5. Link Path diversification will be strictly ensured. Primary and backup media will use diverse paths ☐ ISP will diversify the media in redundant hardware ☐ Hardware will be installed in different racks where available ☐ ISP will ensure there is no single point of failure for the service	
6. Back-end will ensure backend diversification of service. Primary and Backup links will terminate in redundant Core Diversification of ISP network. ☐ ISP will ensure there is no single point of failure for the service	

1. TECHNICAL SPECIFICATIONS

7. Link Information	ISP Should be a Bandwidth Distributor (having own Fiber Optic Cable) □ ISP will provide CIR (Committed Information Rate) Internet Bandwidth □ Support for IPv4 traffic □ ISP will provide sufficient bandwidth to support the required Throughput □ Latency to key Internet destinations (hosted nationally or internationally) must be =150ms averaged over a period of 1 min □ Packet Loss: Moving average Packet loss calculated every 30sec to key Internet destinations (hosted nationally or internationally) must be =1% □ Jitter value averaged over 5 sec period for key real-time services should be =30ms (WhatsApp, Zoom, Teams, Skype, WebEx etc.) □ ISP will provide a dashboard showing client WAN link status.
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Scope of Work

INTRODUCTION

Internet is a critical service for any organization. It is a key goal to ensure Internet services stay up and are highly available.

Design calls for two ISP feeds for redundant and high availability connectivity. Fibre is the preferred media for Primary and Secondary links. Radio can be proposed in remote areas where Fibre laying is not feasible.

SERVICE AVAILABILITY

Service Availability is the time period through which a Services is available to end users. It is the key parameter that determines the quality of the network. A well designed and configured network results in high Service Availability. Network with high service availability result in increased productivity of end users.

It is critical that a network maintains high service availability of around 99.5%. To achieve 99.5% service availability all components (ISP Core network, Physical link availability, ISP client side HW (PE) etc) must meet the SLA target.

ISP is required to ensure the in-scope deployed solution meets a service availability target of 99.5% over a month [3.65 hours downtime in a month]. Only one SLA breaching incident allowed

Availability is calculated using Mean Time Between Failure (MTBF) and Mean Time to Repair (MTTR):

$$A = \text{MTBF} / (\text{MTTR} + \text{MTBF})$$

Example

If a switch has a MTBF value of 4000 hours, and avg fix time of 20 hours then Availability is 99.5%:

$$\text{Availability} = 4000 / (4000 + 20) = 99.5\%$$

ISP SERVICE – TECHNICAL SPECIFICATIONS

Refer to Technical Specifications section of the Tender document for detailed ISP Technical specifications.

ISP SERVICE HANDOFF

ISP is required to engage site Resident Engineer (RE) and identify port/media/IP/Security requirements for connectivity with client network. Interface configurations and network protocols will be selected and communicated **well before implementation starts**. ISP will submit a detailed design proposal for WAN connectivity and integration with Client Network. Early engagement with site RE will ensure any potential design issues are identified early and addressed. Submitted Design will be approval by site RE before

implementation.

SeSrevrveerrRRooooomm//DDCC
Server VLAN
IT Room 1

IT Room 2

Access Switch (SVI for VLANs)

Access Switch (SVI for VLANs)

Campus VLAN

Internet

ISP1 ISP2



WAN VLAN

L2 function for HA Connectivity

between FW and WAN

Virtual IP

FW1 HA FW2

Virtual IP

L2 function for HA Connectivity between FW and Access VLANs

Figure 1. ISP Links - Topology

THROUGHPUT REQUIREMENTS

Based on User Classes, Usage Patterns and User count following throughput estimations have been made.

Table 1. Throughput and BW requirements

Lot #	Project Name	Estimated Max Throughput (Mbps)	Estimated Max Throughput (Mbps) MPLS
1	Federal Government Polyclinic (PGMI)-II at G-11/3, Islamabad	500	50

ISP – PUBLIC IP ADDRESS REQUIREMENTS

It is anticipated that client will host IP services in their network. Services might range from Site-to- Site VPN Gateways, Public Websites, Public FTP servers or other remote file storage services, Remote User VPN gateway, Remote Management access etc.

To enable such services network will require a dedicated pool of Public IP addresses accessible over the Internet.

ISP is required to provide a public IP pool of at least 6 usable IP addresses (/29 mask). These IP addresses will be provided by the ISP(s) providing Internet service to the client.

CLIENT PUBLIC IP ADDRESS ADVERTISEMENTS

ISP will advertise client's Public IP range to the Internet. ISP will ensure Public IPs are reachable over backup link and there is no loss of reachability in case of primary failure.

ISP – EQUIPMENT RACKING AND CABLING

Design calls for two ISP WAN Links to be deployed in the main Server Room or DC. It is advised that equipment for each link is mounted in different racks. This follows industry best practices for rack diversity. Service Provider is responsible to rack/mount their equipment in the racks. Service Provider is expected to rack their HW in a professional manner. HW must be delivered with all racking accessories including rails, trays and nuts/bolts etc.

Racking will be done at the correct RU identified by site Resident Engineer (RE).

Cabling will be done using approved method. All patch leads will be managed neatly in cable managers.

Installed HW will be labelled and tagged following industry standards.



Price Schedule

For Individual Positions

#	Position Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

For Lots

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		





General Conditions of Contract

A. General

1. Definitions

1.1. Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated

1.1.1. “Applicable Law” means the laws and any other instruments having the force of law in the Government’s Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;

1.1.2. “The Contract” means an agreement enforceable by law;

1.1.3. “The Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;

1.1.4. “The Services” means the work to be performed by the Contractor pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Contractor’s Bid;

1.1.5. “Ancillary Services” means those services ancillary to the provision of Services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Contractor covered under the Contract;

1.1.6. “GCC” means the General Conditions of Contract contained in this section;

1.1.7. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

1.1.8. “Day” means calendar day unless indicated otherwise;

1.1.9. “Effective Date” means the date on which this Contract comes into force and effect;

1.1.10. “The Contractor” means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;

1.1.11. “The Project Site,” where applicable, means the place or places named in Bid Data Sheet and technical Specifications;

1.1.12. “Government” means the Government of Pakistan;

1.1.13. “Local Currency” means the currency of Pakistan;

1.1.14. “In Writing” means communicated in written form with proof of receipt;

1.1.15. “Completion Date” means the date of completion of the Services by the Contractor as certified by the Procuring Agency;

1.1.16. “Foreign Currency” means any currency other than the currency of the country of the Procuring Agency;

1.1.17. "Party" means the Procuring Agency or the Contractor, as the case may be, and "Parties" means both of them;

1.1.18. "Service" means any object of procurement other than goods or works;

1.1.19. "Subcontractor" means any entity to which the Bidder subcontracts any part of the Services.

2. Applicable Law

2.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.

3. Language

3.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Contractor and the Procuring Agency, shall be written in the **English language** unless otherwise stated in the SCC. Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.

4. Notices

4.1. Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the SCC.

5. Location

5.1. The Services shall be performed at such locations as the Procuring Agency may approve and as specified in SCC.

6. Authorized Representatives / Authority of Member in charge

6.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Contractor may be taken or executed by the officials specified in the SCC.

B. Commencement, Completion, Modification, and Termination of Contract

7. Effectiveness of Contract

7.1. This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be stated in the SCC.

8. Commencement of Services

8.1. The Contractor shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the SCC.

9. Program schedule

9.1. Before commencement of the Services, the Contractor shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

10. Starting Date/Expiration Date

10.1. The Contractor shall start carrying out the Services Five (05) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC.

10.2. Unless terminated earlier pursuant to Clause **GCC 14** hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.

11. Entire Agreement

11.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

12. Modification

12.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any modification(s) or variation(s) made by the other Party.

12.2. In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.

13. Force Majeure

13.1. Definition

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Contractor and which makes a Contractor's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

13.2. No Breach of Contract

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

13.3. Extension of Time

Any period within which a Contractor shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

13.4. Payments

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

14. Termination

14.1. By the Procuring Agency

The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Contractor in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e);

14.1.1. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

14.1.2. If the Contractor becomes (or, if the Contractor consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;

14.1.3. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;

14.1.4. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.1.5. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

14.2. By the Contractor

The Contractor may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

14.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Contractor that such payment is overdue;

14.2.2. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.2.3. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration;

14.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Contractor's notice specifying such breach.

C. Obligations of the Contractor

15. General

15.1. Standard of Performance

15.1.1. The Contractor shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with the third parties;

15.1.2. The Contractor shall employ and provide such qualified and experienced Experts and Sub-Contractors as are required to carry out the Services.

15.2. Law Applicable to Services

The Contractor shall perform the Services in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-Bidders, comply with the Applicable Law.

16. Conflict of Interests

16.1. Contractor Not to Benefit from Commissions and Discounts

The remuneration of the Contractor shall constitute the Contractor's sole remuneration in connection with this Contract or the Services, and the Contractor shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Contractor shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

16.2. Contractor and Affiliates Not to be Otherwise Interested in Project

The Contractor agree that, during the term of this Contract and after its termination, the Contractor and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

16.3. Prohibition of Conflicting Activities

Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- 16.3.1. during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;
- 16.3.2. during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;
- 16.3.3. after the termination of this Contract, such other activities as may be specified in the **SCC**.

17. Insurance to be Taken Out by the Contractor

17.1. The Contractor(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Sub-contractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage, as shall be specified in the **SCC**; and (b) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

18. Contractor's Actions Requiring Procuring Agency's Prior Approval

18.1. The Contractor shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

- 18.1.1. appointing such members of the Personnel not provided by the Contractor;
- 18.1.2. changing the Program of activities; and
- 18.1.3. any other action that may be specified in the **SCC**.

19. Reporting Obligations

19.1. The Contractor shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.

20. Liquidated Damages

20.1. Payments of Liquidated Damages

The Contractor shall pay liquidated damages to the Procuring Agency at the rate per day stated in the **SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the **SCC**. The Procuring Agency may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

20.2. Correction for Over-payment

If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Contractor by adjusting the next payment certificate. The Contractor shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in **SCC**.

20.3. Lack of performance penalty

If the Contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Contractor. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the Contractor

21. Performance Guarantee

21.1. Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape and amount **specified in SCC**.

21.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

21.3. The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in **SCC**.

21.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless otherwise **specified in SCC**.

22. Sustainable Procurement

22.1. The Contractor shall conform to the sustainable procurement contractual provisions, if and as specified in the **SCC**.

D. Contractor's Personnel

23. Description of Personnel

23.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Contractor's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.

24. Removal and / or Replacement of Personnel

24.1. Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Contractor, it becomes necessary to replace any of the Key Personnel, the Contractor shall provide as a replacement a person of equivalent or better qualifications.

24.2. If the Procuring Agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Contractor shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.

24.3. The Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Procuring Agency

25. Change in the Applicable Law

25.1. If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Contractor, then the remuneration and reimbursable expenses otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the SCC.

26. Services and Facilities

26.1. The Procuring Agency shall make available to the Contractor and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference, at the times and in the manner specified in the Terms of Reference.

26.2. In case that such services, facilities and property shall not be made available to the Contractor, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof.

F. Payments to the Contractor

27. Contract Price

27.1. The price payable shall be in Pakistani Rupees unless otherwise specified in the SCC.

28. Terms and Conditions of Payment

28.1. Payments will be made to the Contractor according to the payment schedule stated in the SCC and as per actual invoice submitted by the Contractor.

28.2. Unless otherwise stated in the SCC, the advance payment shall be made against the provision by the Contractor of a bank guarantee for the same amount, and shall be valid for the period stated in the SCC. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Contractor have submitted an invoice to the Procuring Agency specifying the amount due.

29. Quality Control Identifying Defects

29.1. The principle and modalities of Inspection of the Services by the Procuring Agency shall be as indicated in the SCC. The Procuring Agency shall check the Contractor's performance and notify him of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Procuring Agency may instruct the Contractor to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the SCC.

30. Correction of Defects, and Lack of Performance Penalty

30.1. The Procuring Agency shall give notice to the contractor of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

30.2. Every time notice a Defect is given; the contractor shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.

30.3. If the contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the contractor will pay this amount, and a Penalty for Lack of Performance.

31. Settlement of Disputes Amicable Settlement

31.1. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

32. Dispute Settlement

32.1. Arbitration

If any dispute of any kind whatsoever shall arise between the procuring agency and the contractor in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the contract, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.

Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with **GCC sub-clause 32.1**, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Contract. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless otherwise agreed. The Procuring Agency shall continue to pay the Contractor any undisputed amounts due under the Contract during the resolution of any dispute.



Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Definitions

The Procuring Agency is: Infrastructure Development Authority, Punjab (Establishment of Federal Government Polyclinic (PGMI-II), Islamabad), Secretary 50, B-III, Gulberg-III, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).

The Supplier is:

The title of the subject procurement is: PROVISION OF INTERNET SERVICES FOR FEDERAL GOVERNMENT POLYCLINIC (PGMI)-II AT G-11/3, ISLAMABAD

Number of GC Clause 2

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 3

Language:

The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in **English**.

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

Infrastructure Development Authority, Punjab (Establishment of Federal Government Polyclinic (PGMI-II), Islamabad), Secretary
50, B-III, Gulberg-III, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).
+92-301-851-8137
procurement@idap.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder's Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

Infrastructure Development Authority, Punjab (Establishment of Federal Government Polyclinic (PGMI-II), Islamabad), Secretary
50, B-III, Gulberg-III, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).
+92-301-851-8137
procurement@idap.pk

For the Bidder:

Name:

Designation:

Address:

Number of GC Clause 7

Effectiveness of the contract

The Contractor/Bidder shall be effective within days from the date of signature of the Contract by both parties

Number of GC Clause 8

Commencement of Contract:

The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be

Number of GC Clause 14

Termination

In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Services till the time of alternate arrangements.

Number of GC Clause 16

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing services due to a conflict of a nature described in Clause GCC C2.

Number of GC Clause 20

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **0.20% to 10.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:

The amount of performance guarantee shall be 10.00% of the contract price in acceptable form of Bank Guarantee

Number of GC Clause 27

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause F

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause F

Identifying Defects:

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

Inspections & Tests Requirements

For being Brand New, bearing relevant reference numbers of the equipment (Certificate from supplier)

For Physical Fitness having No Damages (Certificate from supplier)

For the Country of Origin as quoted by the Supplier (Certificate from manufacturer)

For conformance to specifications and performance parameters, through Prior to delivery inspection (Inspection Report by Procurement Committee / Inspection Team)

For successful operation at site after complete installation, testing and commissioning of the equipment (Installation, Testing and Commissioning Report by Procurement Committee / Inspection Team)

Delivery & Documents

Copies of the Supplier's invoice showing Goods' description, quantity, unit price, and total amount;

Original and two copies of the usual transport document (for example, a negotiable bill of lading, a non-negotiable sea waybill, an inland waterway document, an air waybill, a railway consignment note, a road consignment note, or a multimodal transport document) which the buyer may require to take the goods;

Copies of the packing list identifying contents of each package;

Insurance Certificate;

Manufacturer's or Supplier's Valid Warranty Certificate;

Inspection Certificate issued by the Nominated Inspection Agency (if any), and the Supplier's Factory Inspection Report;

Certificate of Origin.

The above documents would be required even if the equipment has already been imported and is available with the supplier ex-stock

Number of GC Clause F 5 & 6

Following is the guidance for Dispute Resolution

- i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard.
- ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties.
- iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties. The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.
- iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute.
- v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Bidder any monies due to the Bidder.

Arbitrator's fee:

The fee shall be specified in Pak Rupees, as determined by the Arbitrator, which shall be shared equally by both parties.

Appointing Authority for Arbitrator:

By the Mutual Consent or in accordance with the provisions of Arbitration Act, 1940, in case the parties fail to reach a consensus on the name of sole arbitrator, any party may submit an application to the Chief Justice Islamabad High Court for appointment of sole arbitrator. The Chief Justice IHC may appoint a former judge of any High Court or Supreme Court as the sole arbitrator to resolve the dispute between the parties.

Rules of procedure for arbitration proceedings:

Any dispute between the Authority and a Bidder who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however above provision shall prevail in referring the case to the Arbitrator.

Place of Arbitration and Award:

The arbitration shall be conducted in English language and place of arbitration shall be at Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.





Bid Securing Declaration

Form 9: Bid Securing Declaration

Date: *[insert date (as day, month and year)]*

Bid No.: **P137838**

To: **Infrastructure Development Authority, Punjab (Establishment of Federal Government Polyclinic (PGMI-II), Islamabad), Secretary 50, B-III, Gulberg-III, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
2. Disagreement to arithmetical correction made to the Bid price; or
3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.



Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the ____ day of _____ 20____ between **Infrastructure Development Authority, Punjab (Establishment of Federal Government Polyclinic (PGMI-II), Islamabad), Secretary 50, B-III, Gulberg-III, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).**

(hereinafter called “the Procuring Agency”) of the one part and [name of Bidder] of [city and country of Bidder] (hereinafter called “the Bidder”) of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **PROVISION OF INTERNET SERVICES FOR FEDERAL GOVERNMENT POLYCLINIC (PGMI)-II AT G-11/3, ISLAMABAD (P137838)** and has accepted a Bids by the Bidder for the provision of Goods in the sum of [contract price in words and figures] (hereinafter called “the Contract Price”).

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below:-

1. This form of Contract;
2. the Form of Bids and the Price Schedule submitted by the Bidder;
3. the Schedule of Requirements;
4. the Technical Specifications;
5. the Special Conditions of Contract;
6. the General Conditions of the Contract;
7. the Procuring Agency’s Letter of Acceptance; and

8. [add here: any other documents]

3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Goods related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of Goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

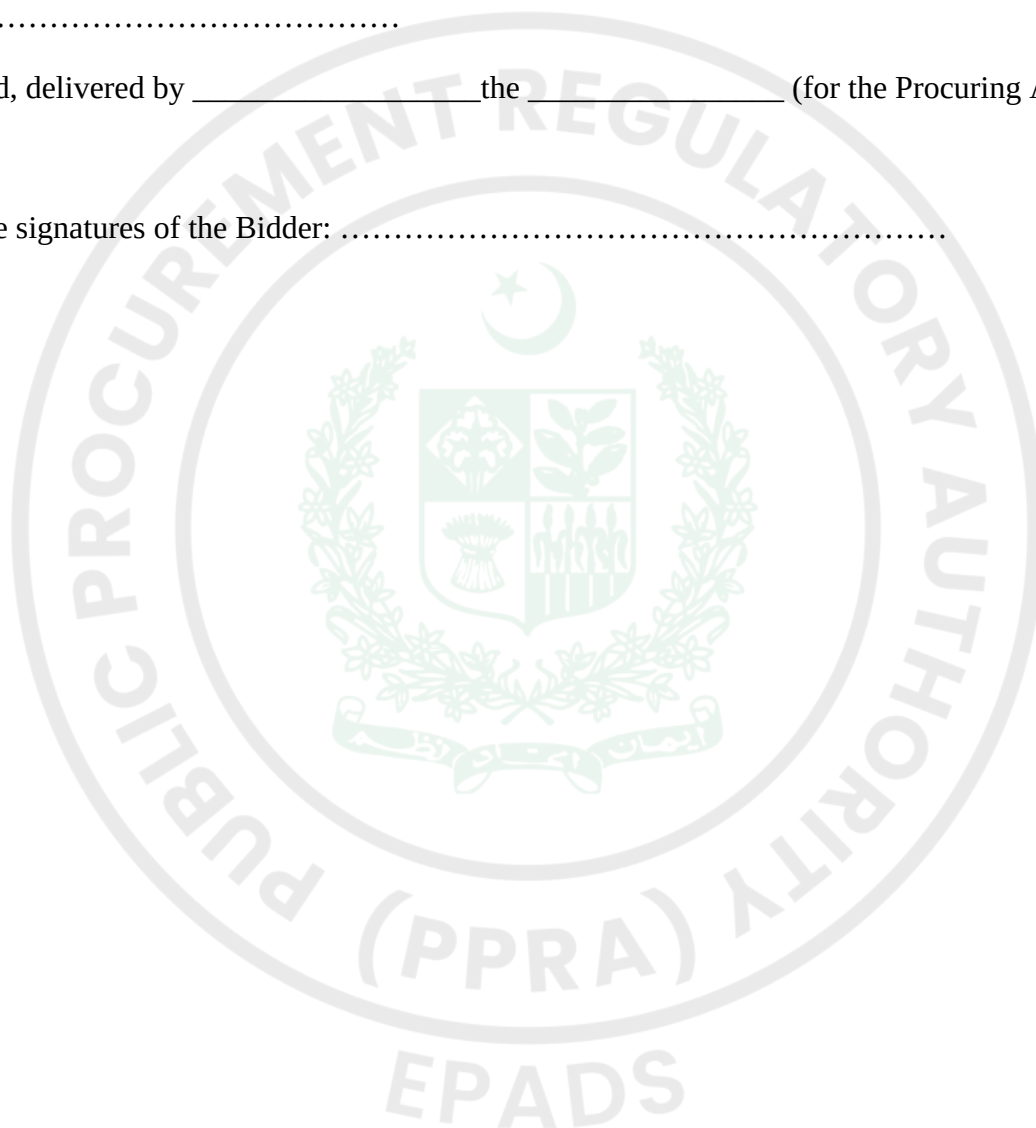
Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

.....

Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Bidder:





Integrity Pact

Integrity Pact

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS.10.00 MILLION OR MORE

Contract

Number: Contract

Value: Contract Title:

Dated:

[Name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing [Name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fee etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[Name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

[Name of Supplier] accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.



Performance Guarantee Form

Performance Guarantee Form

To: **Infrastructure Development Authority, Punjab (Establishment of Federal Government Polyclinic (PGMI-II), Islamabad), Secretary 50, B-III, Gulberg-III, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).**

WHEREAS *[name of Bidder]* (hereinafter called “the Bidder”) has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Goods (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Bidder’s performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

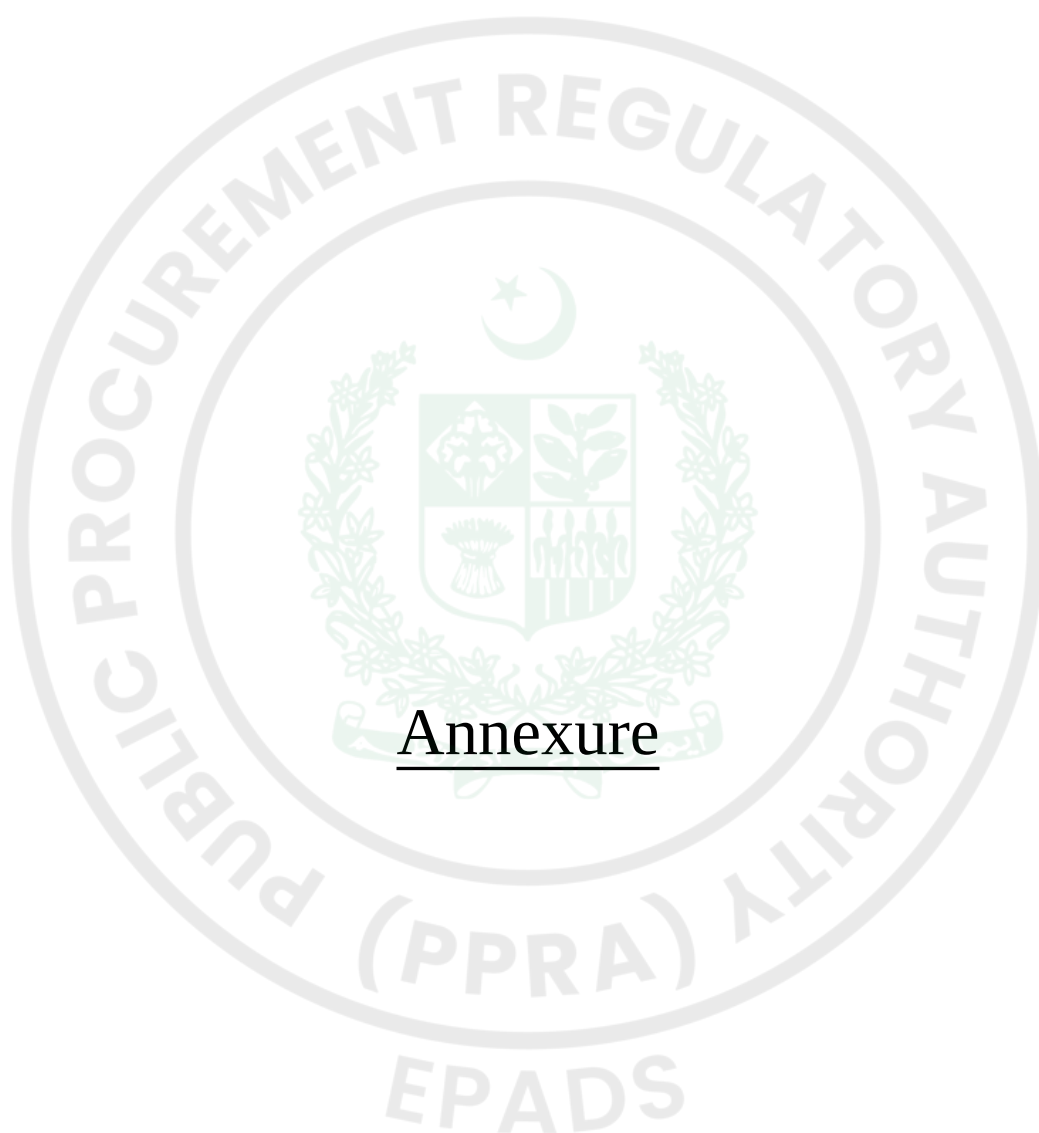
Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]





Annexure

Instructions to Bidders

Information (Read-Only)

See Form Under Additional Forms and Documents: **Instructions to Bidders** (page number: 88)

Eligibility and Evaluation Criteria

Information (Read-Only)

See Form Under Additional Forms and Documents: **Eligibility and Evaluation Criteria** (page number: 91)

ISP Design Guide

Information (Read-Only)

See Form Under Additional Forms and Documents: **ISP Design Guide** (page number: 93)

Important Terms and Conditions

Information (Read-Only)

See Form Under Additional Forms and Documents: **Important Terms and Conditions** (page number: 97)

Technical Specifications

Information (Read-Only)

See Form Under Additional Forms and Documents: **Technical Specifications** (page number: 99)

Execution Schedule, Technical and Financial Submissions

Information (Read-Only)

See Form Under Additional Forms and Documents: **Execution Schedule, Technical and Financial Submissions** (page number: 104)

Conditions of Contract

Information (Read-Only)

See Form Under Additional Forms and Documents: **Conditions of Contract** (page number: 111)

Technical Bid

Technical Submission (Vendor)

Document Required

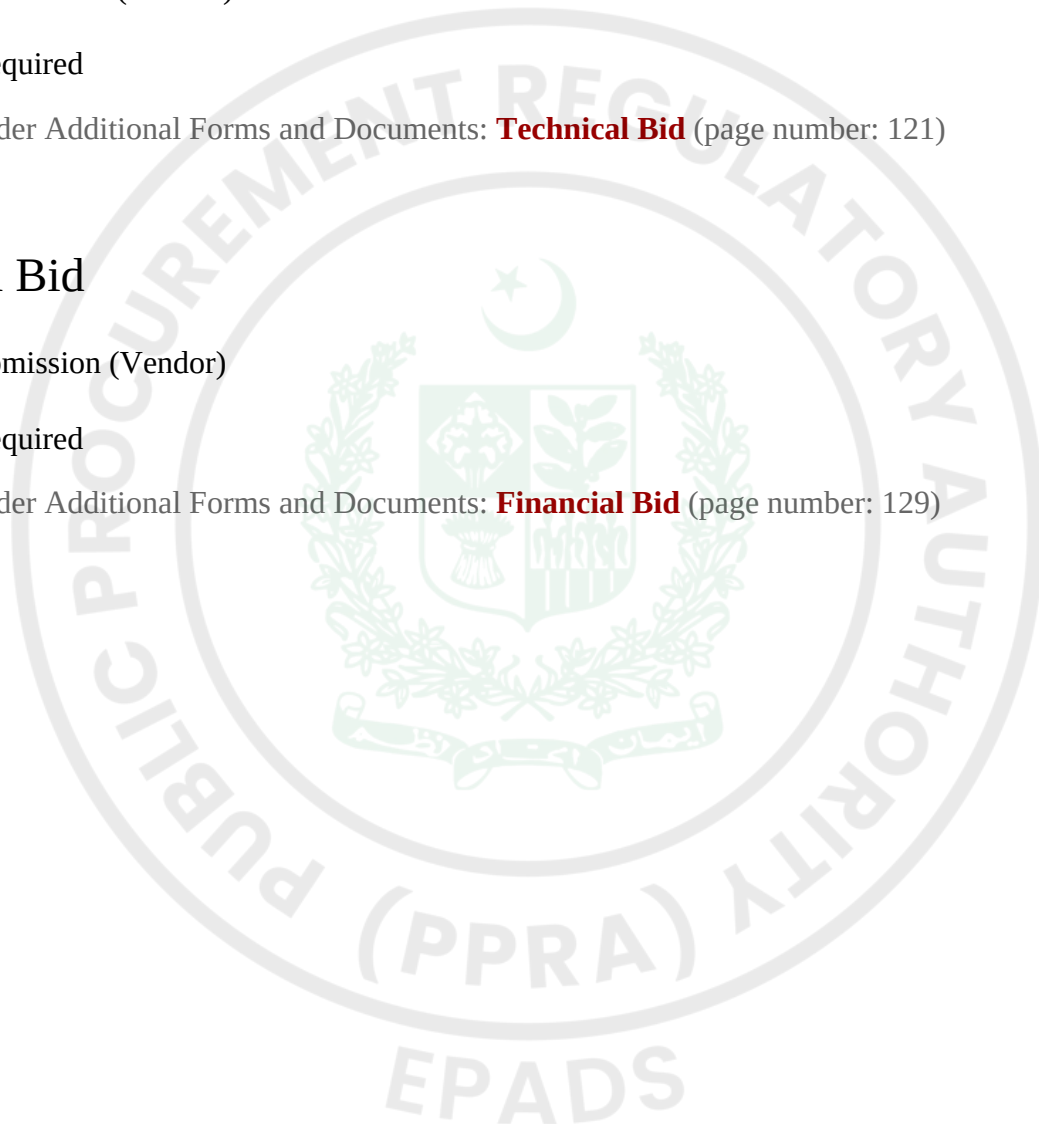
See Form Under Additional Forms and Documents: **Technical Bid** (page number: 121)

Financial Bid

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Financial Bid** (page number: 129)





Procurement Forms

Past Experience and Completed Contracts

See Form Under Additional Forms and Documents: **Past Experience and Completed Contracts** (page number: 130)

Historical Contract Non-Performance, and Pending Litigation and Litigation History

See Form Under Additional Forms and Documents: **Historical Contract Non-Performance, and Pending Litigation and Litigation History** (page number: 131)

Current Contracts and Their Progress

See Form Under Additional Forms and Documents: **Current Contracts and Their Progress** (page number: 133)

Financial Capacity and Net Worth Evaluation Form

See Form Under Additional Forms and Documents: **Financial Capacity and Net Worth Evaluation Form** (page number: 134)

Average Annual Turnover

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 136)





Additional Forms and Documents

1. INVITATION FOR BID

“PROVISION OF INTERNET SERVICES FOR FEDERAL GOVERNMENT
POLYCLINIC (PGMI)-II AT G-11/3, ISLAMABAD”

2. BIDDING PROCEDURE & IMPORTANT INSTRUCTIONS FOR BIDDERS

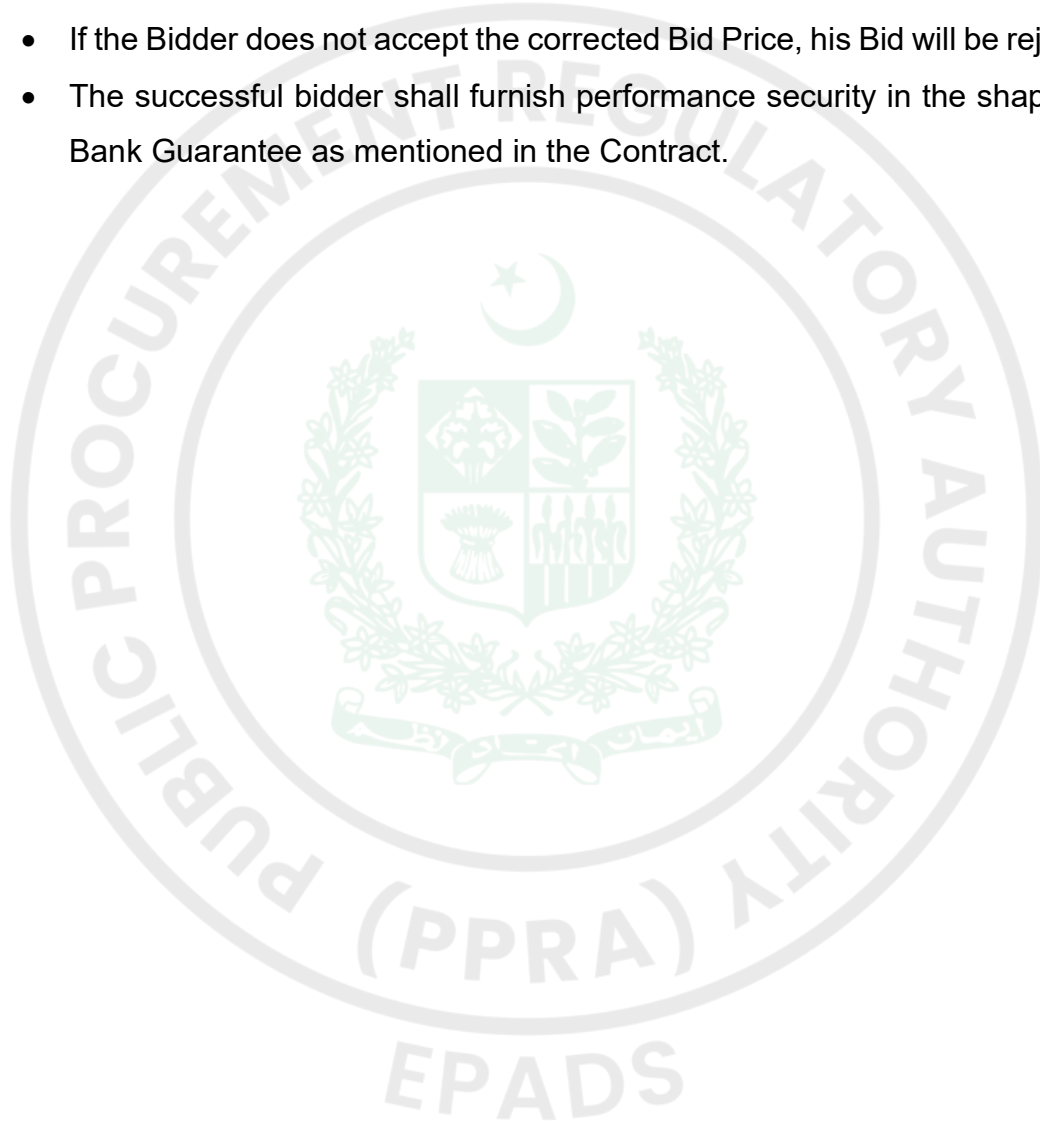
- As per Rule 38(2) (a), **Single Stage Two Envelope** Bidding Procedure shall be followed.
- Bids shall remain valid for **120 days** after the prescribed date of Opening of Technical Bids. Bid Security Validity shall be **28 days** beyond the Bid Validity period of 120 days.
- In exceptional circumstances, prior to the expiry of the original Bid validity period, the Client may request that the Bidders extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A Bidder may refuse the request without forfeiting his Bid Security. A Bidder agreeing to the request will not be required or permitted to modify his Bid but will be required to extend the validity of his Bid Security.
- Any prospective bidder requiring any clarification(s) in respect of the Bidding Documents may notify The Client through EPADS 2.0. The Client will respond to Bidder's Queries received by any Bidder for clarification which he receives earlier than 3 days prior to the deadline for submission of bids.
- At any time prior to the deadline for submission of bids, the Client may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Documents by issuing **addendum**. Any addendum thus issued shall be part of the Bid Documents.
- The Bid and all correspondence and documents related to the Bid exchanged by a Bidder and the Client shall be in English. Supporting documents furnished by the Bidders may be in any other language provided the same are accompanied by an accurate translation of the relevant parts in the English language, in which case, for purposes of evaluation of the Bid, the English translation shall prevail.



- Items against which no rate or price is entered by a Bidder will not be paid by the Client when executed and shall be deemed covered by rates and prices for other items in the Financial Bid.
- No alternate proposal shall be entertained.
- In Case, the last date of submission of the Bid is declared a public holiday then the next working day will be considered for Bid Submission & Opening as per the time already mentioned in this document.
- Pre-Bid Meeting will be held on **October 13, 2026, at 11:00 AM.**
- Rates quoted by the Bidder should be inclusive of all applicable taxes.
- Each bidder shall furnish, as part of his bid, a Bid Security amounting to Rs. 100,000/- (in the form of CDR/ Pay Order/ Bank Guarantee). **In case of Bank Guarantee, Scanned Copy of bid Security to be uploaded on EPADS 2.0 with Technical Bid and Original should be submitted to the office as specified in bidding data before the Bid Submission deadline, failing which bid shall be rejected.**
- The Tender Documents comprising the Technical & Financial Proposal prepared in accordance with the instructions in the Tender document, must be submitted on **EPADS 2.0** on or before **23rd October 2026**, no later than **03:00 PM**. Technical Proposal will be opened on the same day on EPADS 2.0 at **03:30 PM**. Manual Bids shall not be accepted.
- To assist in the examination, evaluation and comparison of Bids, the Client may, at his discretion, ask any Bidder for clarification of his Bid including breakdowns of unit rates. The request for clarification and the response shall be in writing. No change in the price or substance of the Bid shall be sought, offered, or permitted.
- The opening of financial proposals of only technically qualified firms will be announced later.
- The Client shall conduct the opening of Financial Proposal of all Bidders on EPADS 2.0 who submitted substantially responsive Technical Bids, publicly in the presence of Bidder's representatives who choose to attend at the address, date and time as communicated by the Client.
- Bids determined to be substantially responsive will be checked by the Client for any arithmetic errors. Errors will be corrected by the Client as follows:



- (a) where there is a discrepancy between the amounts in figures and in words, the amount in words will govern; and
- (b) where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern unless in the opinion of the Client there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line-item total as quoted will govern and the unit rate will be corrected.
- If the Bidder does not accept the corrected Bid Price, his Bid will be rejected.
 - The successful bidder shall furnish performance security in the shape of a Bank Guarantee as mentioned in the Contract.



ELIGIBILITY CRITERIA

Category	Description	Requirement
Legal (Mandatory)	Registration/incorporation of Applicant under the laws of Pakistan.	MANDATORY
	Valid Income Tax Registration	MANDATORY
	Valid General Sales Tax Registration (Status = Active with FBR)	MANDATORY
	The bidder shall furnish the original bid security as part of/along with Technical Bid in Rupees in shape of Bank Guarantee/CDR/Pay Order in favor of <i>"Infrastructure Development Authority of the Punjab"</i> . The Bid Security is as follows: PKR 100,000	MANDATORY
	Affidavit on non-judicial stamp paper (of value PKR 100/-) declaring "Applicant/Company is currently not blacklisted/ defaulted by the Employer".	MANDATORY
	Bidder must attach complete signed & stamped tender document with the technical bid.	MANDATORY
	Provide Authorization letter from the OEM (Where Applicable).	MANDATORY
	Provide Separate undertaking/affidavit (of value PKR 100/-) that information provided by the firm is correct	MANDATORY
	Valid legal entity of the applicant (Company/firm) e.g. Certificate of registration from SECP (along with latest certified copy of Form 29 and Form "A") or Registrar of firms (along with Certified copy of Partnership Deed) for Local Firm. Foreign firms must attach similar certificate of registration from the respective registration body of their home country.	MANDATORY
	Affidavit on stamp paper (of value PKR 100/-) that non-performance of a contract has not occurred within the last seven (07) years. The Employer may in case of poor performance of any Bidder as reported by the employers of the previously awarded contracts, interalia, reject his proposal and/or refer the case to the concerned forum(s). Upon such reference, the concerned forum(s) in accordance with its rules, procedures and relevant laws of the land take such action as may be deemed appropriate under the circumstances of the case including blacklisting of such Bidder and debarring him from participation in future bidding for similar works.	MANDATORY

All the documents mentioned in eligibility criteria are to be uploaded on EPADS 2.0 Portal

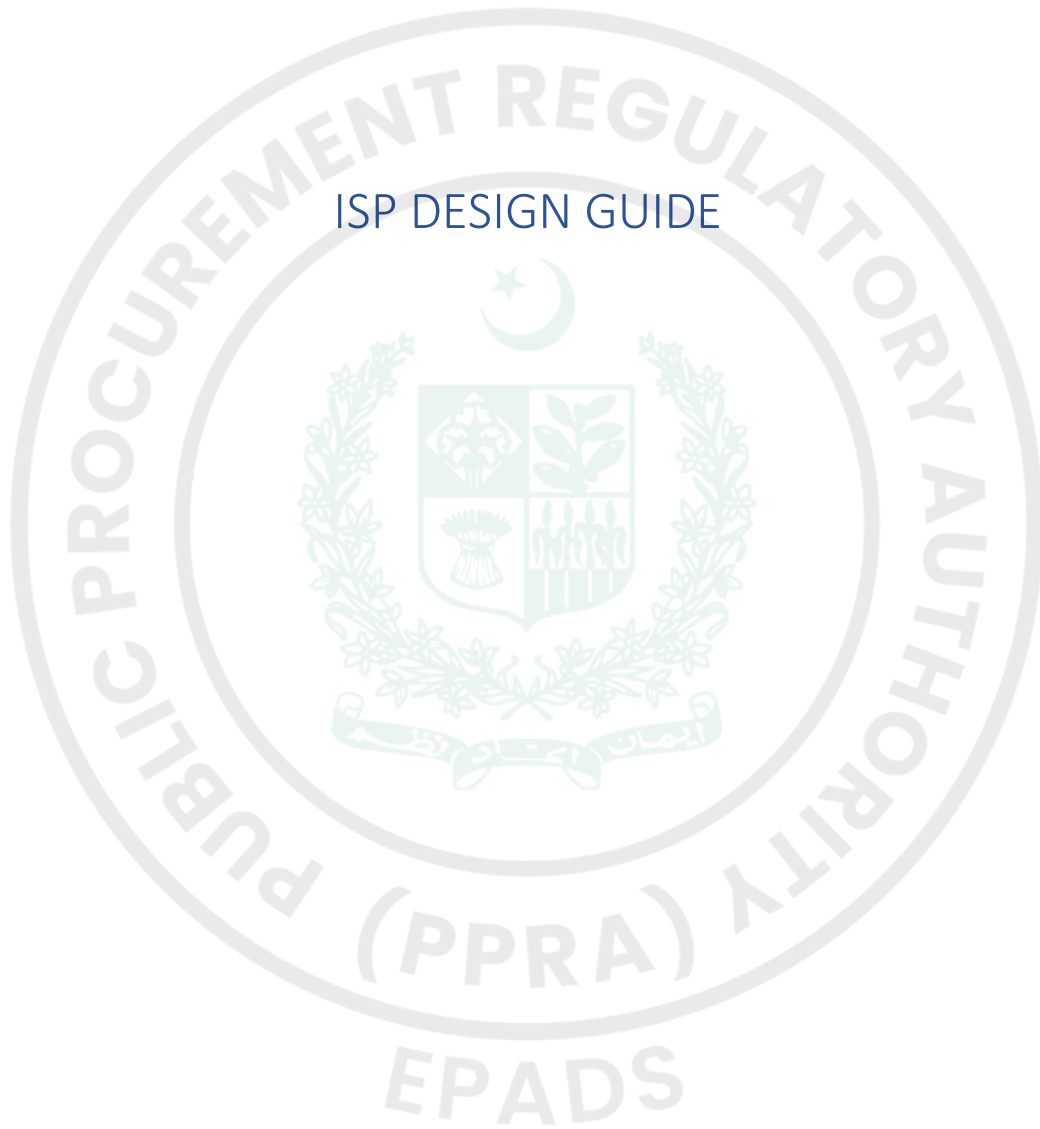


EVALUATION CRITERIA

Sr. No.	Criteria	Max. Marks	Requirement
1	Years of Establishment: Full Marks will be given if "A" is 10 Years or more. For 'A' less than 10 Years, marks will be awarded as: $(A/10) * 20$ No Marks will be given if "A" is less than 05 Years *A = Experience of firms in years	20	Provide the copy of the Certificate of Incorporation /Partnership Deed
2	No. of Clients/Services Provided in Last 05 years. (Govt/Semi Govt/ Private Company/multinational Clients): 30 points will be given if the number of services provided by the bidder are 10 or more. If the number of services provided are less than 10, points will be awarded as: $\{(number\ of\ projects/10) * 30\}$ No points will be given if number of services provided is less than 05. (Minimum 50% Marks are Mandatory to Qualify)	30	Provide proof for the provision of Internet services. Proof must be duly signed by Client
3	Cumulative Annual Turnover in last three financial years: Full Marks will be given if "A" is PKR 100 Million or above. For 'A' less than PKR 100 Million, marks will be awarded as: $(A/100) * 30$ No Marks will be given if "A" is less than PKR 50 Million. *A= Cumulative Annual Turnover in last three financial years (in PKR Million) (Minimum 50% Marks are Mandatory to Qualify)	30	Provide copy of audited financial statements
4	List of Operation & Maintenance Team Members: 10 or Greater = 20 Marks 9 to 7 = 15 Marks 6 to 5 = 10 Marks Less than 5 = 0 Marks	20	Provide company staff details/CVs
Total		100	
Minimum Passing Marks 70%			
It is mandatory to achieve 50% marks in evaluation criteria Sr # 2 & 3 and collectively 70% marks along with mandatory to comply the technical specification requirement provided in the specification attached with this tender document.			
All the documents mentioned in eligibility criteria are to be attached to EPADS Portal			



ISP DESIGN GUIDE



INTRODUCTION

Internet is a critical service for any organization. It is a key goal to ensure Internet services stay up and are highly available.

Design calls for two ISP feeds for redundant and high availability connectivity. Fibre is the preferred media for Primary and Secondary links. Radio can be proposed in remote areas where Fibre laying is not feasible.

SERVICE AVAILABILITY

Service Availability is the time period through which a Services is available to end users. It is the key parameter that determines the quality of the network. A well designed and configured network results in high Service Availability. Network with high service availability result in increased productivity of end users.

It is critical that a network maintains high service availability of around 99.5%. To achieve 99.5% service availability all components (ISP Core network, Physical link availability, ISP client side HW (PE) etc) must meet the SLA target.

ISP is required to ensure the in-scope deployed solution meets a service availability target of 99.5% over a month [3.65 hours downtime in a month]. Only one SLA breaching incident allowed

Availability is calculated using Mean Time Between Failure (MTBF) and Mean Time to Repair (MTTR):

$$A = \text{MTBF} / (\text{MTTR} + \text{MTBF})$$

Example

If a switch has a MTBF value of 4000 hours, and avg fix time of 20 hours then Availability is 99.5%:

$$\text{Availability} = 4000 / (4000 + 20) = 99.5\%$$

ISP SERVICE – TECHNICAL SPECIFICATIONS

Refer to Technical Specifications section of the Tender document for detailed ISP Technical specifications.



ISP SERVICE HANDOFF

ISP is required to engage site Resident Engineer (RE) and identify port/media/IP/Security requirements for connectivity with client network. Interface configurations and network protocols will be selected and communicated **well before implementation starts**. ISP will submit a detailed design proposal for WAN connectivity and integration with Client Network. Early engagement with site RE will ensure any potential design issues are identified early and addressed. Submitted Design will be approval by site RE before implementation.

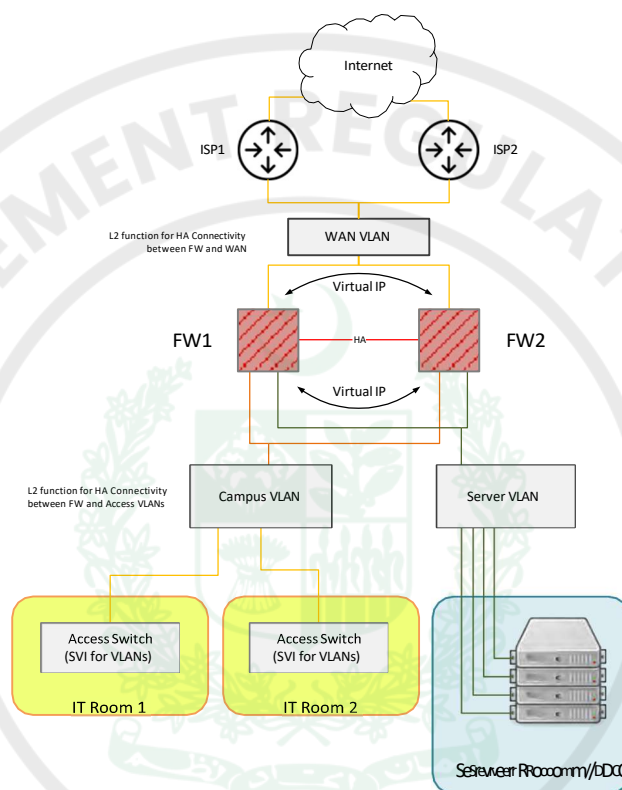


Figure 1. ISP Links - Topology

THROUGHPUT REQUIREMENTS

Based on User Classes, Usage Patterns and User count following throughput estimations have been made.

Table 1. Throughput and BW requirements

Lot #	Project Name	Estimated Max Throughput (Mbps)	Estimated Max Throughput (Mbps) MPLS
1	Federal Government Polyclinic (PGMI)-II at G-11/3, Islamabad	500	50

ISP – PUBLIC IP ADDRESS REQUIREMENTS

It is anticipated that client will host IP services in their network. Services might range from Site-to-Site VPN Gateways, Public Websites, Public FTP servers or other remote file storage services, Remote User VPN gateway, Remote Management access etc.

To enable such services network will require a dedicated pool of Public IP addresses accessible over the Internet.

ISP is required to provide a public IP pool of at least 6 usable IP addresses (/29 mask). These IP addresses will be provided by the ISP(s) providing Internet service to the client.

CLIENT PUBLIC IP ADDRESS ADVERTISEMENTS

ISP will advertise client's Public IP range to the Internet. ISP will ensure Public IPs are reachable over backup link and there is no loss of reachability in case of primary failure.

ISP – EQUIPMENT RACKING AND CABLING

Design calls for two ISP WAN Links to be deployed in the main Server Room or DC. It is advised that equipment for each link is mounted in different racks. This follows industry best practices for rack diversity. Service Provider is responsible to rack/mount their equipment in the racks. Service Provider is expected to rack their HW in a professional manner. HW must be delivered with all racking accessories including rails, trays and nuts/bolts etc.

Racking will be done at the correct RU identified by site Resident Engineer (RE).

Cabling will be done using approved method. All patch leads will be managed neatly in cable managers.

Installed HW will be labelled and tagged following industry standards.



**PROVISION OF INTERNET SERVICES FOR
FEDERAL GOVERNMENT POLYCLINIC
(PGMI)-II AT G-11/3, ISLAMABAD
IMPORTANT TERMS AND CONDITIONS**

1. The duration of the contract is for a period of two (02) years from the date of issuance of the order in writing.
2. After receiving an acceptance letter, the ISP will have to sign a legally binding contract on legal paper which shall be provided by the ISP in writing along with 10% of the contract cost as Performance Security, otherwise bid security will be forfeited.
3. Rate will be accepted on the basis of total lowest cost.
4. The quoted rates should be in PKR (Pakistani Rupees) inclusive of all taxes including GST, duties, carriage, handling, deployment, installation, excavation, restoration, labor, etc. Moreover, quoted rates must be clearly legible, duly signed by authorized signatories. However, if any new taxes/duties levied/ increased or decreased/exempted after the date of submission of the bid, the same shall accordingly be adjusted in the price of the bidder.
5. Payments shall be made quarterly and in PKR (Pakistani Rupees)
6. All charges must be inclusive of all applicable taxes.
7. The Client can accept or reject all tenders in accordance with Rule 35 of the Punjab Procurement Rules, 2014.
8. Incomplete tenders will not be accepted and over writing if any on the tender should be certified / verified by the ISP.
9. Bidder must be active license holder from Pakistan Telecommunication Authority (PTA)
10. It will be the sole responsibility of the ISP to provide required services at client premises.
11. Prior to submission of the proposal, the ISP may conduct a thorough survey of the site for the installation of internet connectivity.
12. The maximum period allowed for installation of complete Internet Services is set to be 15 days from the award of the contract to the ISP.



13. Joint Venture, sub-contracting, and subletting by the bidder is not allowed. If any such activity is revealed at any stage, Purchase Order/Procurement Contract may be canceled, and Bid Security/Performance Security shall be forfeited by the procuring agency.



1. TECHNICAL SPECIFICATIONS

Note: The Bidder shall fill in the below Yes/No column and submit it as part of the Technical Bid. The bidder shall also provide OEM technical product data sheets for all the IT equipment mentioned in the Technical Specifications.

SR.#	PARTICULARS	DESCRIPTION	Yes/No
1.	Location	Internet Services (CIR) for Federal Government Polyclinic (PGMI)-II at G/11/3, Islamabad - (33.67178898130492, 73.00004435182746)	
2.	Throughput Requirement	• ISP will provide a solution to cater for 500 Mbps CIR Throughput Requirements • ISP will provide a solution to cater for 50 Mbps MPLS Connectivity Requirements • ISP will configure service for new Throughput requirements from the start of next billing month • ISP will provision sufficient Bandwidth to support the Client's end-to-end throughput requirements.	
3.	IP Pool	x6 usable public IP addresses (without additional cost)	
4.	Physical Links	• Primary Media = Fiber • Backup Media = Fiber	
5.	Link Diversification	• Path diversification will be strictly ensured. Primary and backup media will use diverse paths • ISP will terminate media in redundant hardware • Hardware will be installed in different racks where available • ISP will ensure there is no single point of failure for the service	



6.	Backend Diversification	- ISP will ensure backend diversification of service. Primary and Backup links will terminate in redundant Core inside the ISP network. - ISP will ensure there is no single point of failure for the service	
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7.	Link Characteristics	- ISP Should be a Bandwidth Distributor (<i>having own Fiber Optic Cable</i>) - ISP will provide CIR (Committed Information Rate) Internet Bandwidth - Support for IPv4 traffic - ISP will provide sufficient bandwidth to support the required Throughput Latency to key Internet destinations (hosted nationally or internationally) must be $\leq 150\text{ms}$ averaged over a period of 1 min Packet Loss: Moving average Packet loss calculated every 30sec to key Internet destinations (hosted nationally or internationally) must be $\leq 1\%$ Jitter value averaged over 5 sec period for key real-time services should be $\leq 30\text{ms}$ (WhatsApp, Zoom, Teams, Skype, WebEx etc.) - ISP will provide a dashboard showing client WAN link status.	
8.	Service Level Agreement	- Minimum Service uptime should not be less than 99.5% (3.65 hr cumulative downtime maximum per month) - Single SLA breaching incident allowed in a calendar year	
9.	General Conditions	- The required Mbps CIR dedicated internet bandwidth must be over Fiber Optic Cable. - CPE installation will be the service provider's responsibility (link handoff on RJ45/ Fiber as per link requirement, related cabling and modules will be the service provider's responsibility at its cost). The firm will be responsible for its repair and maintenance at its own cost. - Service Handoff: The internet connectivity along with all related devices/ equipment e.g., switches, routers, modules, convertors, etc. will be directly terminated in the Main Server Room / IT Room of the Hospital building. - The ISP will be responsible for deputing qualified personnel for installation, configuration, and testing of the internet connections at the Site. - ISP will communicate protocols/topology and configuration requirements to the Client for client-side configuration and integration purposes.	



		• ISP will be responsible for designing and implementing failover/HA setup. Failover strategy/protocols/topology and configuration requirements will be communicated to Client beforehand for client-side configuration and integration purposes. ISP will assist client technical team with HA setup where required. Primary to Secondary link failover and fallback will not require any manual intervention. • The equipment/hardware supplied by the ISP shall be brand new and complete with all respects. Moreover, the technical staff of the ISP shall be involved in installation and configuration of same equipment provided. • Service Provider is responsible to rack/mount their equipment in the racks. Service Provider is expected to rack their HW in a professional manner. HW must be delivered with all racking accessories including rails, trays and nuts/bolts etc. • All the equipment installed at both the ends for the dedicated (CIR) Internet Bandwidth (Primary and Secondary links), will be the property of the ISP and the ISP will be responsible for its repair and maintenance at its own cost. • The ISP shall provide alternative equipment of the same capacity in case of any fault in the installed equipment. In the event of any permanent fault in the equipment, the ISP shall replace the same with new equipment of the same model/advanced model of the same capacity/higher capacity. • The dedicated line/ service over Fiber Optic Cable provided to the Site will not be shared with or utilized by any third party during the period of the contract between the Client and the ISP. • All civil work e.g., installation (including setting-up of the equipment/ devices i.e., RF/Wireless (ISM Radio Band) Tower, ODF (Optical Fiber Distribution Frame), Fiber Splicing, Copper patching, Joint Enclosure, and Media Convertor along with Auto failover device, CPE, etc.), excavating, digging (soft & hard), curing, tunneling, configuration and testing of the Fiber Optic Cable or RF/Wireless (ISM Radio Band) within the Site will be the responsibility of the ISP. Moreover, the concerned authority's approval for any road-cut/ROW shall be the responsibility of the ISP. Furthermore, all the excavation and restoration to the original condition will be the responsibility of the ISP. • The ISP shall fix the cemented tags or path indicators at the route of Fiber Optic Cable installed within the Site as per industry standard to mark cable run and to avoid any damage to the cable.	
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		• 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 is the responsibility of the ISP. • Basic necessary training of the installed equipment/ devices will be given to the Technical Staff of the Client to troubleshoot minor faults, errors, etc. • The ISP shall ensure that the Client and its Technical Staff have access to online usage reports (MRTG/NMS etc.) through the web. • ISP will appoint an Account Manager as POC for coordination and issue resolution. • ISP will provide a mechanism for opening support tickets, checking the status of support tickets, showing historical support tickets, etc. • The services provided by the ISP must support all kinds of error-free network traffic including Voice, Data, Video Streaming, etc. • In case of any major fault or damages to the physical media (Primary Link), the internet connectivity may be provided via a secondary Fiber connection offering full throughput. If the ISP fails to restore the internet service over primary media within the given time frame (Not more than 1 working day), Rs. 1,000 per hour will be fined and the same would be deducted from the monthly bill of the ISP. • If an average internet speed goes down to 33 % for 3 consecutive hours, then the ISP shall be charged Rs. 500/ hour as fine. If internet speed goes down 66 % for 3 consecutive hours, then the ISP shall be charged Rs. 1000/hour as fine. This would be deducted from the monthly bill. • SLA Breach: In case of a complete breakdown of internet service lasting more than the SLA duration of 3.65 hr/month, a fine of Rs. 2,500 per hour (minimum 1hr charged) will be imposed on the ISP which would be deducted from the monthly bill.	
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2. LOT WISE EXECUTION SCHEDULE

The following shall be the execution schedule: -

LOT	Description/Project Name	Throughput Requirements	Duration (Days)
1	Installation of complete Dedicated Internet Services (CIR) at Federal Government Polyclinic (PGMI)-II at G/11/3, Islamabad	500 Mbps	30
2	Installation of complete MPLS Connectivity between Federal Government Polyclinic (PGMI)-II at G/11/3, Islamabad and PGMI, G-6/2, Islamabad	50 Mbps	30

3. LIQUIDATED DAMAGES

1. In case the Bidder fails to deploy the setup and provides internet services according to the requirements within the delivery time, 0.2 % of the contract price will be imposed as a penalty per day.
2. Total Liquidated Damages will not exceed beyond 10% of the total contract price.



4. COMPANY PROFILE

Please fill your details in the table below: -

Company Detail	Total Bandwidth Sold in Pakistan	Total Bandwidth Sold Outside 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 SMW 5 TW – 1 AAE – 1 2Africa IMEWE Africa – 1



a. TOP 10 CUSTOMERS

Top 10 customers ranked in terms of Bandwidth served in Pakistan along with **Proof** for Provision of Dedicated Internet Bandwidth. Please fill your details in the table below:

	Company Name	Contact Person Details with Phone, Email etc.	Bandwidth Sold (Mbps)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			



b. TECHNICAL/ ADMINISTRATIVE SUPPORT

Please include a brief description of your technical/ administrative support team and your complaint redressal mechanism in the table below. Round-the-clock complaint registration and follow-up is a minimum criterion. Please define your organizational escalation matrix clearly.

Structure of Technical/ Administrative Support Team and Escalation Matrix	Complaint Registration	Alert Mechanism for Informing Customers
	24x7	



- **Technical Staff**

ISP will have qualified and experienced Network and IT engineers in Lahore. Please submit CVs and experience letters.

Technical staff should be able to provide remote and on-site support in case of Service degradation or Outage.

Technical staff should be able to troubleshoot service issues and provide RCA when detailed technical information when requested.

- **Lahore Network Operation Center (NOC):**

ISP will have an enterprise grade NOC available in Lahore. NOC must be manned 24x7 with professional, dedicated and trained NOC engineers and staff.

Please submit CVs and experience letters for Lahore NOC staff. NOC staff shall be permanent employees of the firm which shall be established by satisfactory proof i.e. Salary slips or any other document. The minimum stay with the firm for such persons is Six months.

NOC team must have optimized and configured opensource or commercial enterprise grade tools providing monitoring for infrastructure health, security, Service Quality and SLAs etc.

Please submit list of Monitoring Solution used by Lahore NOC

NOC team must be experienced and provide 24x7 monitoring. NOC must have a properly documented and demonstrated:

- Incident Response Matrix
- SLA Management Matrix
- Escalation Matrix

Please submit Incident, SLA and Escalation Matrix for review

- **Enterprise Grade ICT Infrastructure**

ISP's ICT infrastructure will be enterprise grade and professionally managed and operated. ICT Infrastructure deployment and design shall follow accepted international standards



covering structured cabling, patching/punching, labeling etc. ICT Racks and Rooms will be clean, dust-free and temperature controlled.

Routing and Switching Infrastructure shall be Highly Available (HA) and redundant providing physical and logical segregation for services.

5. TECHNICAL EVALUATION

The Technical proposal should explain in the detail the complete end-to-end solution proposed by the ISP with all equipment to be used and the technologies to be implemented. Following compliance, the sheet needs to be duly filled. These specifications are in addition to the following mandatory requirements:

1. All planned outages shall be communicated to the Client well before the outage for necessary action (at least 2 days prior).
2. The ISP shall provide 24/7 support for the services and resolve any/ all issues that arise in the minimum possible time (shall not exceed 24 hours).
3. ISP must comply with all the criteria mentioned below to get technically qualified.

a. COMPLIANCE OF THE ISP SERVICE

Criteria	(Yes/ No)	Additional Comments
The ISP must have CVAS (Data Class Value Added Services) or FLL (Fixed Local Loop) or WLL (Wireless Local Loop) and LDI (Long Distance & International) or TIP (Telecommunication Infrastructure Provider). (Attach Proof)		
Upstream Active NNI/Contract for TW1 (with TWA) Or Upstream Active NNI/Contract for PIE (PTCL) (Attach Proof)		
Have its own GPON/ Long Haul & Metro Optical Fiber Infrastructure within the city. (Attach Proof)		
Availability of 24/7 Enterprise NOC facility for complaint registration and escalations. (Attach Proof)		
ISP must provide Internet Bandwidth to Customer Premises inclusive of its Last Mile Network up-to-the designated Server Room/IT Room of the Hospital Building Lahore		
The ISP should be able to provide online usage report (MRTG/NMS) through web. (Attach Proof)		
Service Level Agreement Uptime (SLA) should not be less than 99.5%		



6. FINANCIAL EVALUATION

Financial proposals of only technically qualified bidders shall be opened upon invitation and in presence of the bidders/representatives of the bidders. Financial bids of non-qualified technical bidders shall be returned unopened to the respective bidders.

The total bid price shall be considered for financial evaluation.

FINANCIAL PROPOSAL FORM

ITEM (A):

Sr.#	PARTICULARS	QTY.	RATE FOR 2 YEARS (INCLUSIVE OF ALL APPLICABLE TAXES)
1.	Throughput (Internet CIR)	Per Mbps	
		500 x Per Mbps x 24	
2.	Throughput (MPLS)	Per Mbps	
		50 x Per Mbps x 24	
3.	Installation Charges (OTC)		
	TOTAL BID PRICE (Inclusive of all applicable taxes)		



**CONTRACT FOR PROVISION OF INTERNET SERVICES FOR
FEDERAL GOVERNMENT POLYCLINIC (PGMI)-II AT G-11/3,
ISLAMABAD**

between

**THE INFRASTRUCTURE DEVELOPMENT AUTHORITY OF THE
PUNJAB (IDAP)**

and



THIS Contract for the Provision of Internet Services (the “Contract”) made and entered into the _____ by and

BETWEEN

The Infrastructure Development Authority of the Punjab, a statutory body of the Government of the Punjab established under the Infrastructure Development Authority of the Punjab Act, 2016, having its head office situated at 50 B-3, Gulberg-III, Lahore (hereinafter called the “Client”) through _____;

AND

_____, having its office situated at _____ (hereinafter called the “Contractor”) through _____

The Client and Contractor are individually referred to as a “Party” and collectively as the “Parties”, wherever the context so requires.

WHEREAS the Client floated terms of reference for the provision of internet services at the project of _____;

WHEREAS on conclusion of the bidding process, the Contractor, being the lowest bidder, was declared as the successful bidder;

AND WHEREAS the Contractor, having represented to IDAP that it has the required skills and capacity for the provision of internet services, has agreed to provide the internet services on the terms and conditions set forth in this Contract for total price of _____ (“Contract Price”);

NOW THEREFORE, in consideration of the mutual covenants herein contained, the receipt and sufficiency of which is hereby acknowledged, intending to be legally bound, the Parties hereto agree as follows:

1. Tenure

Contractor shall install the internet services within the time mentioned in the execution schedule. The term of this Contract shall commence and be effective as of _____ and shall continue for a period of **two (02) years**.

2. Documents Forming Integral Part of the Contract



The following documents shall be deemed to form an integral part of this Contract:

- (i) **Annexure A** – Bidding Document for the provision of Internet Services.
- (ii) **Annexure B** – Bid Submitted by the Contractor.
- (iii) **Annexure C** – Purchase Order dated _____

3. Services

- (i) The Contractor shall provide, as and when required by the Client during the term of the Contract the following internet connection at the quoted prices:

ITEMS	BANDWIDTH	PER MONTH PRICE
1	Throughput (Internet CIR) 500 Mbps(As per specifications mentioned in bidding document)	Rs. _____
2	Throughput (MPLS) 50 Mbps	Rs. _____
3	Installation Charges (OTC)	Rs. _____

- (ii) In the event of change of location, the Contractor shall ensure that the internet connections as per requirement of the Client are transferred/shifted to the new location. The Contractor shall make its best efforts to make such transfer/shift within a maximum of 15 days. In such a case, the Contractor shall be responsible for all ancillary equipment required for the transfer/shift of internet connections at no further cost to the Client.
- (iii) The Contractor shall provide the above stated internet connection and other services in accordance with the terms and conditions stated in the Bidding Document within 30 days of signing of the Contract

4. Responsibilities of the Client

The Client shall ensure that:

- (i) The secrecy of IDs/Passwords assigned to the Client is maintained and will be fully responsible in case IDs/Passwords are leaked.
- (ii) No voice transmission, which is banned/ or restricted by Pakistan Telecommunication Authority, takes place through or with the help of services provided by the Contractor. In case of default the Client agrees to be solely responsible for such activity and the Contractor would in no manner, whatsoever, be held responsible.
- (iii) The IP addresses leased from the Contractor are in no way used after expiration of the Contract.



- (iv) The circuit is not used for any Cyber-Terrorism activities, hacking or any such activity that may be harmful to any party connected to the internet.

5. Remuneration

- (i) The Contractor shall provide the following internet connections to the Client at the quoted remuneration:

ITEMS	BANDWIDTH	PER MONTH PRICE
1	Throughput (Internet CIR) 500 Mbps(As per specifications mentioned in bidding document)	Rs. _____
2	Throughput (MPLS) 50 Mbps	Rs. _____
3	Installation Charges (OTC)	Rs. _____

The above quoted Remuneration is inclusive of all applicable taxes. However, if any new taxes/duties are levied/increased or decreased/exempted then the same shall be adjusted in the remuneration of the Contractor.

- (ii) The Remuneration includes charges of the services mentioned in clause 2 above.
- (iii) The Contractor shall submit his invoice in Pakistani Rupees (PKR), on quarterly basis, to the Client which will be cleared by the Client within fifteen (15) working days from the date the invoice is received. Any penalty levied by the Client in accordance with clause 7 below shall be deducted by the Client from the Contractor's invoiced amount
- (iv) Payment to the Contractor will be made in Pakistani Rupees (PKR), on quarterly basis, through a cross cheque in favor of the Contractor i.e., _____.
- (v) In the event of change in bandwidth, the Contractor shall submit his invoice on pro-rata basis as per usage of the bandwidths i.e., the existing bandwidth and the changed bandwidth during the preceding month.

6. Performance Security

- (i) The Contractor, prior to signing of the Contract, shall submit Performance Security, in the form of a bank guarantee issued by a scheduled bank of Pakistan or by an international bank counter-guaranteed by a scheduled bank of Pakistan in the format attached at Annexure A, of an amount equal to ten per cent (10%) of the Contract Price. Failure to submit Performance Security by the Contractor will result in forfeiture of the Bid Security by the Client.



- (ii) In case of any default by the Contractor of its obligations under this Contract, the Client may encash the Performance Security and the Contractor shall not dispute the said encashment by the Client.

7. Liquidated Damages (LD)

- (i) In case of major fault or damage to the physical media (primary link), the internet connectivity may be provided via secondary fiber connection offering full throughput. If the Contractor fails to restore the internet service over primary media within the given time (not more than 1 working day), PKR. 1000 per hour shall be imposed as fine to the Contractor.
- (ii) If an average internet speed goes down to 33% for 3 consecutive hours then Rs. 500/hour will be charged. If internet speed goes down 66% for 3 consecutive hours, then 1000/hour shall be imposed as fine.
- (iii) In case of complete breakdown of the internet services lasting more than the 3.65 hour/30 days ("SLA duration") a fine of PKR 2,500 per hour shall be imposed the Contractor
- (iv) In case the Contractor fails to install the internet services within the time mentioned in execution schedule, 0.2% of the contract price shall be deducted per day up to maximum of 10%.
- (v) LD under clause 7(i), 7(ii) and/or 7(iii) above, as the case may be, will be deducted by the Client from the monthly invoice of the Contractor.

8. Force Majeure

Any delay in or failure of performance by the Parties shall not constitute default hereunder if any delay or failure of performance is caused by any occurrence beyond reasonable control of the Contractor, including but not limited to Acts of God, government emergencies, compliance with any order of request of any government authority in written, act of war, rebellion or sabotage or damage resulting there from, fires, floods, release of hazardous or toxic substances, explosions, accidents, riots or strikes, whether direct or indirect, or any other causes, whether or not the same class or kind as those specifically mentioned above, which are not within the reasonable control of the Parties.

9. Termination

This Contract may be terminated:

- (i) by either Party upon breach by the other Party of any of the material provisions of this Contract, which breach remains uncured for twenty (20) days from the



date of receipt of written notice from the non-breaching Party to the other Party specifying such breach; or

- (ii) immediately upon written notice by the Client if the Contractor engages in unauthorized activities including, but not limited to, breach of any of the provisions of this Contract relating to confidentiality or activities which jeopardize the image of the Client and the Contractor does not cure within five (5) days upon receiving notice (or without notice or cure period if incurable or the assets of the Client are at risk).
- (iii) by the Client by serving a thirty (30) day notice to the Contractor.

10. Dispute Resolution

- (i) The Parties shall attempt to settle amicably through negotiations, all disputes arising out of or in connection with this Contract or interpretation of its clauses. Any dispute between the Parties as to matters arising under this Contract which cannot be settled amicably through negotiations within seven (07) days after receipt by one Party of the other Party's written request for amicable settlement may be submitted by either Party to arbitration in accordance with the provisions set out below.
- (ii) The arbitration proceedings shall be conducted in accordance with the Arbitration Act, 1940 or any amendment or re-enactment thereof and the rules made thereunder. The dispute shall be referred to a mutually agreed arbitrator. The decision of the arbitrator shall be final and binding on the Parties. The arbitration proceedings shall be held at Lahore, Pakistan. The language of arbitration proceedings shall be English.

11. Confidential Information

The Parties, to the extent of their contractual and lawful right to do so, may exchange proprietary information as reasonably necessary for each to perform its obligations under this Contract, all information relating to the Contract provided by the either Party to the other, whether oral or written, and when identified in writing as confidential or proprietary is here by deemed to be confidential and proprietary information.

12. No Assignment

No Party shall assign or transfer its rights or obligations arising under this Contract, without the prior written consent of the other Party. This Contract shall be binding upon and shall inure to the benefit of the respective permitted successors and assigns of the Parties.

13. Waiver of Rights



A waiver by either Party in respect of any obligations under this Contract by the other shall only be effective if it is in writing and specifically expressed as a waiver and shall not operate as, or be construed to be, a waiver of any other obligation or provision of this Contract.

14. Authority

Each Party hereto represents and warrants to the other that it has the authority to enter into this Contract and that it is not a party to any other Contract which prohibits it from entering into this Contract or which renders any provision of this Contract ineffective or unenforceable.

15. Governing Law

This Contract and any dispute arising under or relating to it directly or indirectly shall be governed and interpreted under the laws of Pakistan.

16. Notice

Any notice by either Party to the other under this Contract shall be in writing and shall be addressed on the address of the Parties mentioned in the recitals above, provided, however, that if either Party shall have designated a different address by written notice to the other then notices shall be sent to such designated address.

17. No Partnership

Nothing contained in this Contract shall be construed or interpreted as constituting a partnership between the Parties. No Party shall have any authority to bind the other Party in any manner whatsoever, unless otherwise specified in this Contract.

18. Compliance with Law

The Parties shall abide by applicable laws and shall obtain and maintain all necessary approvals, authorizations, registrations, licences and consents necessary for it and its personnel to perform the Services in accordance with the terms of the Contract.

19. Entire Agreement

This Contract contains the entire agreement of the Parties with respect to the subject matter hereof. This Contract supersedes all earlier agreements/representations or understandings of the Parties whether written or oral, including, any previous correspondence between the Parties.

IN WITNESS WHEREOF the Parties hereto have caused this Contract to be executed by their duly authorized representatives as of the day, month and year first above written.



Infrastructure Development Authority
of the Punjab

By: _____

By: _____

Title: _____

Title: _____

Date: _____

Date: _____

Witness

Witness

By: _____

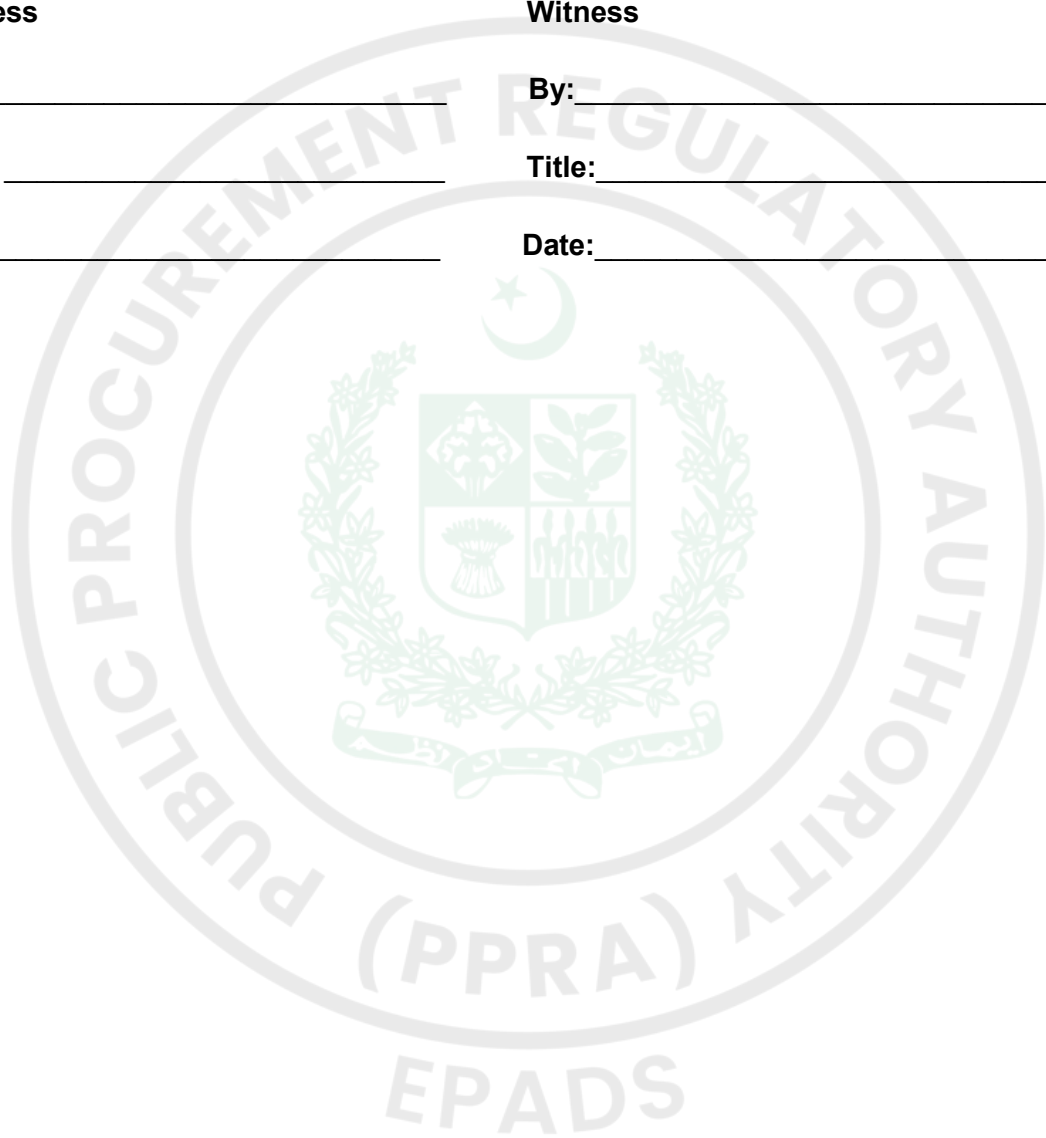
By: _____

Title: _____

Title: _____

Date: _____

Date: _____



FORM OF PERFORMANCE SECURITY

(Bank Guarantee)

Guarantee No. _____
 Executed on _____
 Expiry date _____

[Letter by the Guarantor to the Client]

Name of Guarantor (Bank) with address: _____
 (Scheduled Bank in Pakistan)

Name of Principal (Contractor) with address: _____

Penal Sum of Security (express in words and figures) _____

Letter of Acceptance No. _____ Dated _____

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding Documents and above said Letter of Acceptance (hereinafter called the Documents) and at the request of the said Principal we, the Guarantor above named, are held and firmly bound unto the _____ (hereinafter called the Client) in the penal sum of the amount stated above for the payment of which sum well and truly to be made to the said Client, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the Principal has accepted the Client's above said Letter of Acceptance for _____ (Name of _____ Contract) for the _____ (Name of Project).

NOW THEREFORE, if the Principal (Contractor) shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents during the original terms of the said Documents and any extensions thereof that may be granted by the Client, with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue till all requirements of Contract are fulfilled.

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim for payment in writing shall be received by us within the validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, _____ (the Guarantor), waiving all objections and defences under the Contract, do hereby irrevocably and independently guarantee to pay to the Client without delay upon the Client's first written demand without cavil or arguments and without requiring the Client to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above,



against the Client's written declaration that the Principal has refused or failed to perform the obligations under the Contract which payment will be effected by the Guarantor to Client's designated Bank & Account Number.

PROVIDED ALSO THAT the Client shall be the sole and final judge for deciding whether the Principal (Contractor) has duly performed his obligations under the Contract or has defaulted in fulfilling said obligations and the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from the Client forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above-bounden Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

Guarantor (Bank)

Witness:

1. _____

Signature _____

Corporate Secretary (Seal)

Name _____

Title _____

2. _____

Name, Title & Address

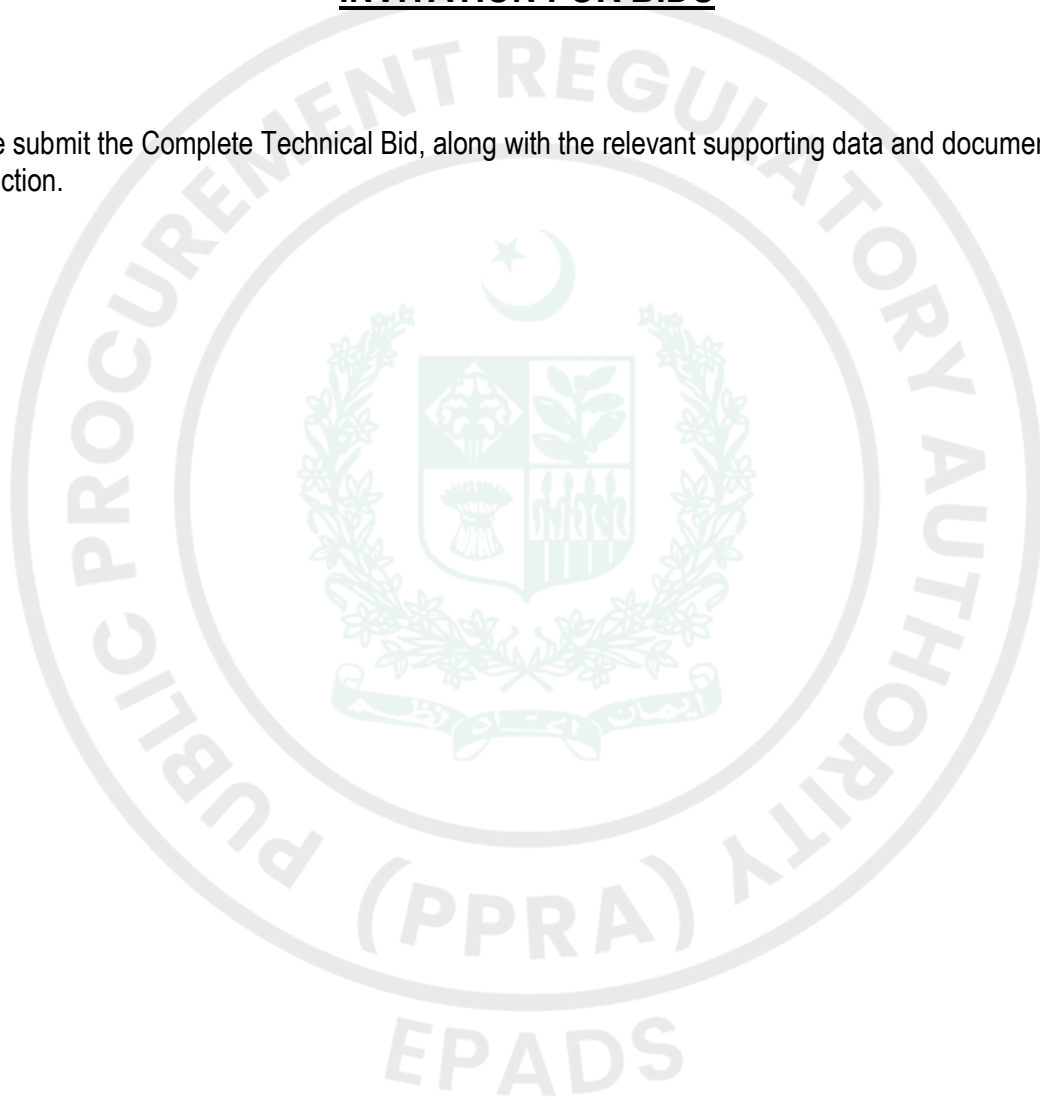
Corporate Guarantor (Seal)



**PROVISION, INSTALLATION, TESTING & COMMISSIONING OF IT EQUIPMENT
(CAMPUS LAN, VOICE COMMUNICATION, SERVER STORAGE) FOR
ESTABLISHMENT OF FEDERAL GOVERNMENT POLYCLINIC (PGMI)-II AT
G/11/3, ISLAMABAD**

INVITATION FOR BIDS

Please submit the Complete Technical Bid, along with the relevant supporting data and documents in this section.



4. COMPANY PROFILE

Please fill your details in the table below: -

Company Detail	Total Bandwidth Sold in Pakistan	Total Bandwidth Sold Outside 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 SMW 5 TW – 1 AAE – 1 2Africa IMEWE Africa – 1



a. TOP 10 CUSTOMERS

Top 10 customers ranked in terms of Bandwidth served in Pakistan along with **Proof** for Provision of Dedicated Internet Bandwidth. Please fill your details in the table below:

	Company Name	Contact Person Details with Phone, Email etc.	Bandwidth Sold (Mbps)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			



b. TECHNICAL/ ADMINISTRATIVE SUPPORT

Please include a brief description of your technical/ administrative support team and your complaint redressal mechanism in the table below. Round-the-clock complaint registration and follow-up is a minimum criterion. Please define your organizational escalation matrix clearly.

Structure of Technical/ Administrative Support Team and Escalation Matrix	Complaint Registration	Alert Mechanism for Informing Customers
	24x7	



- **Technical Staff**

ISP will have qualified and experienced Network and IT engineers in Lahore. Please submit CVs and experience letters.

Technical staff should be able to provide remote and on-site support in case of Service degradation or Outage.

Technical staff should be able to troubleshoot service issues and provide RCA when detailed technical information when requested.

- **Lahore Network Operation Center (NOC):**

ISP will have an enterprise grade NOC available in Lahore. NOC must be manned 24x7 with professional, dedicated and trained NOC engineers and staff.

Please submit CVs and experience letters for Lahore NOC staff. NOC staff shall be permanent employees of the firm which shall be established by satisfactory proof i.e. Salary slips or any other document. The minimum stay with the firm for such persons is Six months.

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Have its own GPON/ Long Haul & Metro Optical Fiber Infrastructure within the city. (Attach Proof)		
Availability of 24/7 Enterprise NOC facility for complaint registration and escalations. (Attach Proof)		
ISP must provide Internet Bandwidth to Customer Premises inclusive of its Last Mile Network up-to-the designated Server Room/IT Room of the Hospital Building Lahore		
The ISP should be able to provide online usage report (MRTG/NMS) through web. (Attach Proof)		
Service Level Agreement Uptime (SLA) should not be less than 99.5%		



ELIGIBILITY CRITERIA

Category	Description	Requirement
Legal (Mandatory)	Registration/incorporation of Applicant under the laws of Pakistan.	MANDATORY
	Valid Income Tax Registration	MANDATORY
	Valid General Sales Tax Registration (Status = Active with FBR)	MANDATORY
	The bidder shall furnish the original bid security as part of/along with Technical Bid in Rupees in shape of Bank Guarantee/CDR/Pay Order in favor of <i>"Infrastructure Development Authority of the Punjab"</i> . The Bid Security is as follows: PKR 100,000	MANDATORY
	Affidavit on non-judicial stamp paper (of value PKR 100/-) declaring "Applicant/Company is currently not blacklisted/ defaulted by the Employer".	MANDATORY
	Bidder must attach complete signed & stamped tender document with the technical bid.	MANDATORY
	Provide Authorization letter from the OEM (Where Applicable).	MANDATORY
	Provide Separate undertaking/affidavit (of value PKR 100/-) that information provided by the firm is correct	MANDATORY
	Valid legal entity of the applicant (Company/firm) e.g. Certificate of registration from SECP (along with latest certified copy of Form 29 and Form "A") or Registrar of firms (along with Certified copy of Partnership Deed) for Local Firm. Foreign firms must attach similar certificate of registration from the respective registration body of their home country.	MANDATORY
	Affidavit on stamp paper (of value PKR 100/-) that non-performance of a contract has not occurred within the last seven (07) years. The Employer may in case of poor performance of any Bidder as reported by the employers of the previously awarded contracts, interalia, reject his proposal and/or refer the case to the concerned forum(s). Upon such reference, the concerned forum(s) in accordance with its rules, procedures and relevant laws of the land take such action as may be deemed appropriate under the circumstances of the case including blacklisting of such Bidder and debarring him from participation in future bidding for similar works.	MANDATORY

All the documents mentioned in eligibility criteria are to be uploaded on EPADS 2.0 Portal



EVALUATION CRITERIA

Sr. No.	Criteria	Max. Marks	Requirement
1	Years of Establishment: Full Marks will be given if "A" is 10 Years or more. For 'A' less than 10 Years, marks will be awarded as: $(A/10) * 20$ No Marks will be given if "A" is less than 05 Years *A = Experience of firms in years	20	Provide the copy of the Certificate of Incorporation /Partnership Deed
2	No. of Clients/Services Provided in Last 05 years. (Govt/Semi Govt/ Private Company/multinational Clients): 30 points will be given if the number of services provided by the bidder are 10 or more. If the number of services provided are less than 10, points will be awarded as: $\{(number\ of\ projects/10) * 30\}$ No points will be given if number of services provided is less than 05. (Minimum 50% Marks are Mandatory to Qualify)	30	Provide proof for the provision of Internet services. Proof must be duly signed by Client
3	Cumulative Annual Turnover in last three financial years: Full Marks will be given if "A" is PKR 100 Million or above. For 'A' less than PKR 100 Million, marks will be awarded as: $(A/100) * 30$ No Marks will be given if "A" is less than PKR 50 Million. *A= Cumulative Annual Turnover in last three financial years (in PKR Million) (Minimum 50% Marks are Mandatory to Qualify)	30	Provide copy of audited financial statements
4	List of Operation & Maintenance Team Members: 10 or Greater = 20 Marks 9 to 7 = 15 Marks 6 to 5 = 10 Marks Less than 5 = 0 Marks	20	Provide company staff details/CVs
Total		100	
Minimum Passing Marks 70%			
It is mandatory to achieve 50% marks in evaluation criteria Sr # 2 & 3 and collectively 70% marks along with mandatory to comply the technical specification requirement provided in the specification attached with this tender document.			
All the documents mentioned in eligibility criteria are to be attached to EPADS Portal			



6. FINANCIAL EVALUATION

Financial proposals of only technically qualified bidders shall be opened upon invitation and in presence of the bidders/representatives of the bidders. Financial bids of non-qualified technical bidders shall be returned unopened to the respective bidders.

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		50 x Per Mbps x 24	
3.	Installation Charges (OTC)		
	TOTAL BID PRICE (Inclusive of all applicable taxes)		



Past Experience / Contracts

Contracts over <i>[insert amount]</i> during the last three years:				
Procuring Agency	Value	Year	Goods/Services Supplied	Country of Destination



Historical Contract Non-Performance, and Pending Litigation and Litigation History

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

IFP No. and title: *[insert IFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

☐ Not debarred due to deviation from commitment of Bid Securing Declaration- ☐ Not debarred due to non-performance			
Year	Non-performed portion of contract	Contract Identification	Total Contract Amount (current value, currency, exchange rate and PKR equivalent)
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Reason(s) for nonperformance: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>
Pending Litigation, in accordance with Section III, Qualification Criteria and Requirements			
☐ Pending litigation in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.3 as indicated below.			
Year of dispute	Amount in dispute (currency)	Contract Identification	Total Contract Amount (currency), US\$ PKR Equivalent (exchange rate)

<i>[insert year]</i>	<i>[insert amount]</i>	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Matter in dispute: <i>[indicate main issues in dispute]</i> Party who initiated the dispute: <i>[indicate "Procuring Agency" or "Supplier"]</i> Status of dispute: <i>[Indicate if it is being treated by the Adjudicator, under Arbitration or being dealt with by the Judiciary]</i>	<i>[insert amount]</i>
☐ No consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4. ☐ Consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4 as indicated below.			
Year of award	Outcome as percentage of Net Worth	Contract Identification	Total Contract Amount (currency), PKR Equivalent (exchange rate)
<i>[insert year]</i>	<i>[insert percentage]</i>	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Matter in dispute: <i>[indicate main issues in dispute]</i> Party who initiated the dispute: <i>[indicate "Procuring Agency" or "Supplier"]</i> Court/ arbitral award decision: <i>[Indicate if the award decision was against the Applicant or any member of a joint venture.]y]</i>	<i>[insert amount]</i>

Current Contract Commitments / Works in Progress

Bidders and each member to a JV should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

Current Contract Commitments					
No.	Name of Contract	Employer's Contact Address, Tel, Fax	Value of Outstanding Work [Current Eq. PKR]	Estimated Completion Date	Average Monthly Invoicing Over Last Six Months [Eq. PKR/month]
1					
2					
3					
4					
5					

Financial Situation and Performance

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: [insert full name]

Date: [insert day, month, year]

Joint Venture Member Name: [insert full name]

IFP No. and title: [insert IFP number and title]

Page [insert page number] of [insert total number] pages

1. Financial data

Type of Financial information in (currency)	Historic information for previous [insert number] years, [insert in words] (amount in currency, currency, exchange rate*, PKR equivalent)				
	Year 1	Year 2	Year 3		
Statement of Financial Position (Information from Balance Sheet)					
Total Assets (TA)					
Total Liabilities (TL)					
Total Equity/Net Worth (NW)					
Current Assets (CA)					
Current Liabilities (CL)					
Working Capital (WC)					
Information from Income Statement					
Total Revenue (TR)					
Profits Before Taxes (PBT)					
Cash Flow Information					
Cash Flow from Operating Activities					

* Refer ITA 14 for the exchange rate

3. Financial documents

The Applicant and in case of JV, members of JV shall provide copies of financial statements for [number] years pursuant Section III, Qualifications Criteria and Requirements. The financial statements shall:

- (a) reflect the financial situation of the Applicant or in case of JV member, and not an affiliated entity (such as parent company or group member).
 - (b) be independently audited or certified in accordance with local legislation.
 - (c) be complete, including all notes to the financial statements.
 - (d) correspond to accounting periods already completed and audited.
- ☐ Attached are copies of financial statements¹ for the [number] years required above; and complying with the requirements.

¹ If the most recent set of financial statements is for a period earlier than 12 months from the date of Application, the reason for this should be justified.

Average Annual Turnover (Annual Sales Value)

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

IFP No. and title: *[insert IFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

Annual Turnover Data			
Year	Amount Currency	Exchange rate* (If applicable)	PKR equivalent
<i>[indicate calendar year]</i>	<i>[insert amount and indicate currency]</i>		
		Average Annual Turnover **	

* Refer ITA for date and source of exchange rate.

** Total PKR equivalent for all years divided by the total number of years. See Section III, Qualification Criteria and Requirements, ITA.