

GOVERNMENT COLLEGE WOMEN UNIVERSITY FAISALABAD



TENDER DOCUMENT

FOR

Procurement of 100 Mbps Internet Bandwidth Service

Special Instructions:

- A person who attends the tender (Technical and Financial) bids opening meetings may be owner of company but in case of company representative must have authority letter of company.
- Technical Bids must be submitted on Letter Head of the company.
- Soft Copy of the technical bids must be provided.

Issued to: _____

Tender No. GCWUF/2022-23/14

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1. INVITATION TO THE BID

1.1. Bids/Tenders are invited, for the Procurement of 100 Mbps Internet Bandwidth Service from sales tax and income tax registered firms.

2. INSTRUCTIONS TO THE BIDDERS

- 2.1. Procurement will be made under Punjab Procurement Rules (PPRA) 2014.
- 2.2. It will be clearly understood that the Terms and Conditions mentioned in this document are intended to be strictly enforced.
- 2.3. Bidders must ensure that they submit all the required documents indicated in the Tender / Bid Documents at the time of opening of Technical Bids and no request for submission of missing documents will be entertained after opening of the Technical Bids.
- 2.4. Bids without supporting documents, undertaking, valid documentary evidence, and bids not conforming to terms and conditions given in the Tender Document will be liable for rejection. Bids received after due time and date and bids without Bid Security in shape of CDR or CDR less than required amount shall be rejected.

2.6. Mode of Advertisement:

As per Rule 12(2) the advertisement is being placed on www.gcwuf.edu.pk, and on the website of PPRA Punjab (www.ppra.punjab.gov.pk)

2.7. Type of Open Competitive Bidding

As per Rule No. 38(2) a, Single stage two envelope procedure shall be followed with details given below:

- 2.7.1. The bid shall comprise of a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- 2.7.2. The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
- 2.7.3. Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
- The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of procuring agency without being opened;
- 2.7.4. The committee shall evaluate the technical proposal under **PPRA Rule # 32** and in a manner prescribed in this document, without reference to the price and reject any proposal which does not conform to the specified requirements as listed in said Sections. During the technical evaluation no amendments in the technical proposal shall be permitted;
- 2.7.5. The financial proposals of technically qualified bidders shall be opened publicly at a time, and venue announced and communicated to the bidders in advance;
- 2.7.6. After the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted and qualified bids only. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders.

2.8. BID DATA SHEET (Information for the Bidders)

1	Procuring Agency	Government College Women University Faisalabad
2	Tender Number	GCWUF/2022-23/14
3	Name of Tender	Procurement of 100 Mbps Internet Bandwidth service
4	Tender Document available place	Purchase Section, Government College Women University Faisalabad or GCWUF Website
5	Cost of Tender Document	Rs.1000/- CDR in favor of the Treasurer Government College Women University Faisalabad.
7	Bid Security	2% of GCWUF estimated cost Bid security attached with Technical bid.
8	Performance Guarantee	Nil
9	Tender Addressed to	Convener Tender Committee Government college Women University Faisalabad
6	Contact Number	Ph. 041-9220696
10	Due Date, Time and place of submission of Tender Document	22-03-2023 till 11:00 AM Purchase Section First Floor Admin Block GCWUF.
11	Date, Time and Place of Technical Bid Opening	22-03-2023 at 11:30 AM at Video Conference Room of GCWUF
12	Date, Time and Place of the Financial Proposals	Shall be intimated subsequently to Technically Qualified firms

TERMS AND CONDITIONS OF THE TENDER

3. Definitions

3.1.“Purchaser” means Government College Women University Faisalabad.

3.2.“GCWUF” means Government College Women University Faisalabad

3.3.“Bidder/Tenderer” means the Firm/Company/Supplier/Distributor that may provide or Provides the Goods and related services to any of the public sector organization under the Contract and have registered for the relevant business thereof.

3.4." Contract" means the agreement entered into between the Purchaser and the Contractor, in form of Supply Order or as recorded in the Contract Form signed by the parties, including all Schedules and Attachments thereto and all documents incorporated by reference therein.

3.5. Contractor/The Successful Bidder" means the person whose Tender has been accepted and awarded letter of Acceptance followed by the Supply Order or Contract by the Purchaser.

3.6. "Goods" means equipment, machinery, and/or other materials which the Contractor is required to supply to the Purchaser under the Contract.

3.7. "Services" means installation, configuration, deployment, commissioning, testing, training, support, after sale service, etc. of Goods and other such obligations which the Contractor is required to provide to the Purchaser under the Contract.

3.8. "PPRA" means Punjab Procurement Regulatory Authority.

4. TENDER ELIGIBILITY

Eligible Bidder/Tenderer is one who:

4.1. Who has valid registration certificates for Income Tax, Sales Tax and Professional Tax

4.2. is an active Income Tax Payer;

4.3 has got the experience in supply of relevant items;

4.4 conforms to the clause of "Responsiveness of Bid" given in this tender document;

4.5has not been blacklisted.

5. AMENDMENT OF THE TENDER DOCUMENT

5.1 The Tender Committee of Government College Women University Faisalabad, at any time prior to the deadline for submission of the Tender, at its own initiative or in response to a clarification requested by the Bidder(s), amend the Tender Document, on any account, for any reason. All amendment(s) shall be part of the Tender Document and binding on the Bidder(s).

5.2. The Purchaser shall notify the amendment(s) in writing to the prospective Tenderers/Bidders.

5.3. The Purchaser may, at its exclusive discretion, amend the Tender Document to extend the deadline for the submission of the Tender, in which case all rights and obligations of the Purchaser and the Tenderers previously subject to the deadline shall thereafter be subject to the deadline as extended.

6. BID CURRENCY

Bidder should quote price in Pak Rupees only and payments shall also be made in Pakistan Rupees only.

7. VALIDITY PERIOD OF THE BID

7.1. Validity period of the bids shall be 90 days.

7.2. In exceptional circumstances, the Tender Committee of University may ask the Bidders for an extension of the period of validity. The request and the responses shall be made in writing. A bidder accepting the request will not be required nor permitted to modify its tender.

8. BID SECURITY

8.1. Bidder will submit Bid Security drawn in the name of Treasurer Government College Women University Faisalabad against Item wise with details given below:

(The required amount of Bid Security does not exceed 2% of estimated cost)

8.2. The Bid Security will be in form of CDR in favor of the Treasurer Government College women university Faisalabad

- 8.3. Cheque or Cross Cheque shall not be accepted at all.
- 8.4. The amount submitted as Bid Security shall be refunded to the unsuccessful bidders after the decision for the award of the said tender.
- 8.5. Subject to the award of contract, the Bid Security shall be returned to successful bidder against submission of Performance Guarantee
- 8.6. If the Bid Security is found less than the required amount then the bid will be Rejected Irrespective of the rates and the stage of the bid process.
- 8.7. The Bid Security may be forfeited if a Bidder:
 - a. Refuses to accept Letter of Acceptance of the Bid; or
 - b. Fails to furnish Performance Security.

9. **BID PREPARATION AND SUBMISSION**

- 9.1. Bid shall be filed in / accompanied by the prescribed Forms, Annexes, Schedules, Drawings, Documents, Brochures, Literature, etc. which shall be completely filled in, stamped and signed by the Tenderer or his Authorized Representative. In case of copies, photocopies may be attested.
- 9.2. The Bids/Tenders should be submitted in two parts (1) **Technical Proposal** and (2) **Financial Proposal**. The Technical Proposal and Financial Proposal shall be submitted in separate covers.

9.3. **TECHNICAL PROPOSAL**

The Technical Proposal will enable the Technical Tender Committee to evaluate whether the bidder is technically competent and capable of executing the order and the specifications offered by the bidder meet the ones given in the Tender/Bid Documents. Only those bids which qualify in the technical stage will be eligible for the Financial Proposal opening. The Financial Proposals of bidders who failed in the Technical stage will not be opened.

- 9.4. The Technical Proposal form as given in the Bid/Tender Document shall be filled, signed and stamped in all pages. The Purchase Committee will not be responsible for the errors committed in the bids by the bidders.
- 9.5. The Technical Proposal should not strictly contain any Price/Cost indications as such otherwise the bids will be summarily rejected.

9.7 **Detail and Order of Documents to be furnished with the Technical proposal:**

The documents attached with the Technical Bid must be signed and stamped by the Authorized Representative of the Bidder. The documents attached must be numbered and attached in the following order:

- 9.7.1. Covering letter *duly* signed and stamped by authorized representative.
- 9.7.2. Copy of Income Tax Registration Certificate
- 9.7.3. Copy of Sales Tax Registration Certificate.
- 9.7.4. Copy of Professional Tax
- 9.7.5. Detailed specification of items.
- 9.7.6. Sound financial position of the bidder (At least each available equal to the 50% of quoted value as per bank statement)
- 9.7.7. At least three relevant Supply Orders/Contracts received in the past
- 9.7.8. Affidavit/Undertaking Covering Letter on Stamp Paper.

FINANCIAL PROPOSAL

9.8 The Financial Proposal of the bidder shall include the price break up of taxes/duties. All taxes/duties as applicable shall be responsibility of the bidders.

9.9 The cost quoted by the bidder shall be kept firm and unchanged for a period specified in the Bid/Tender Documents from the date of opening of the bids. The bidder shall keep the price firm/unchanged during the period of Contract including during the period of extension of time if any.

9.10 The quoted price will be inclusive of all taxes, duties, levies, insurance, freight (transportation charges), etc.

9.11 The Bid is liable for rejection if Financial Proposal contains conditional offer.

9.12. Details to be furnished with financial proposal

9.12.1. Financial Proposal Covering Letter

9.12.2. Financial Proposal Form duly filled, signed and stamped by the Bidder

9.13 Mode of Submission of Bids

9.13.1 The Bid should be addressed to “Convener Tender Committee, Government College Women University Faisalabad” and dropped in the Tender Box placed at Purchase Section of University by hand or through courier.

9.13.2. The Bids received after Due Date and Time or Unsealed or incomplete or Submitted by Fax or Email will be summarily rejected.

10. MODIFICATION/WITHDRAWAL OF THE TENDER

10.1. The Bidder may, by written notice served on the Purchaser, modify or withdraw the Tender after submission of the Tender, prior to the deadline for submission of the Tender.

10.2. The Tender, withdrawn after the deadline for submission of the Tender and prior to the expiration of the period of the Tender validity, shall result in forfeiture of the Tender Security.

11. BID OPENING

11.1. Technical Proposal Opening

The bid's outer cover and Technical Proposal cover will be opened by the Tender Committee of University on the date and time as specified in the Tender Notice. The bids will be opened in the presence of the bidders/representatives who choose to be present.

11.2. Suppression of facts and misleading information

11.2.1. During the bid evaluation, if any suppression or misrepresentation of information is brought to the notice of the Tender Committee, the Committee shall have the right to reject the Bid and if it happens so after selection of the Bidder, the Purchase Committee may terminate the Contract or award of the Contract or further processing of the Bid as the case may be and that will be without any compensation to the Bidder and the Bid Security/Performance Guarantee, as the case may be, shall be forfeited.

11.2.2. It is the Bidder's responsibility to prove the Bidder's requisite qualification, Experience and capacity to undertake the project to the entire satisfaction of the Tender Committee failing which the Bid may be rejected.

12. PRELIMINARY EXAMINATION

12.1. The Tender Committee shall examine the bids to determine whether they are complete, whether the required documents have been furnished and properly signed, and whether the bids are generally in order.

12.2. Financial bids (at the time of opening the financial proposal) the arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price 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. If the Bidders/Suppliers do not accept the correction of the errors, its bid shall be rejected. If there is a discrepancy between words and figures, the amount in words shall prevail.

13. DETERMINATION OF RESPONSIVENESS OF THE BID

13.1. The Purchaser shall determine the substantial responsiveness of the Tender to the Tender Document, prior to the Tender evaluation, on the basis of the contents of the Tender itself without recourse to extrinsic evidence. A substantially responsive Bid is one which:

13.1.1. To meets an eligibility criteria for the Bidder / the Goods / the Services;

13.1.2. To meets all the mandatory requirements of the evaluation criteria.

13.1.3. To meets the Technical Specifications for the Goods / the Services;

13.1.4. Is accompanied by the required Bid Security;

13.1.5. Is otherwise complete and generally in order;

13.1.6. Conforms to all terms and conditions of the Tender Document, without Material deviation or reservation

13.2. The Tender determined as not substantially responsive shall not subsequently be made responsive by the Tenderer by correction or withdrawal of the material deviation or reservation. However, the Purchaser may waive off any minor non-conformity or inconsistency or informality or irregularity in the Tender.

14. TECHNICAL EVALUATION CRITERIA

The Bidders who have duly complied with the Eligibility/Qualification and Evaluation will be eligible for further processing.

The Bids which do not conform to the Technical Specifications or Bid conditions or the Bids from the Bidders without adequate capabilities for supply and maintenance / warranty services will be rejected. The Eligible/Technically Qualified Bidders will be considered for further evaluation.

Under PPRA Rules # 31, Technical Bids will be evaluated on the basis of following criteria and Financial Bids of only those bidders will be opened who have fulfilled the criteria:

Mandatory Requirements	Documents Required
Sales Tax Registration	Certificate of Registration
Income Tax Registration	Certificate of Registration
Conformance to the required specification of items given in Schedule of Requirement	Detailed Specifications with Brand and Model
At least three relevant Supply Orders received in the Past from year 2017 onwards	Copies of Supply Orders/Contracts received in the past of the quoted brand
Company Firm is not black Listed	Affidavit /Bidder's Undertaking on stamp

	paper
Professional Tax	Certificate of Registration

The bidder must provide Verifiable documentary proof against all the mandatory requirement and Evaluation Criteria along with the Technical Proposal and no document will be received or considered after opening of the Technical Proposal.

The Tender Committee may ask for physical Demonstration of any of the items given in the Tender Document for confirmation of the specifications.

15. FINANCIAL PROPOSAL EVALUATION

15.1. Technically qualified/successful bidder(s)/Tenderer(s) shall be called for opening of the Financial Proposal(s). The Financial Proposals will be opened in the presence of the Bidders at the time and venue indicated by the University accordingly. The technically Eligible/Successful Bidder(s)/Tenderer(s) or their authorized representatives against each Items shall be allowed to take part in the Financial Proposal(s) opening against their relevant bid .

15.2. Financial Proposal evaluation will be conducted under the Punjab Procurement Rules, 2014. The Price evaluation will include all duties, taxes and expenses etc.

16. REJECTION AND ACCEPTANCE OF THE TENDER/BID

16.1.The Purchaser shall have the right, at his exclusive discretion, to increase / decrease the quantity of any or all item(s), under PPRA Rules 2014 without any change in unit prices or other terms and conditions, **According to PPRA rule 35**

(5) A procuring agency may, for reasons to be recorded in writing, restart bidding process from any prior stage if it is possible without violating any principle of procurement contained in rule 4 and shall immediately communicate the decision to the bidders.

16.2. The Tender / bid shall be rejected if:

16.2.1.It is substantially non-responsive; or

16.2.2. The bidder does not meet any of the mandatory criteria mentioned.

16.2.3. It does not contain the documentary proof against any of the mandatory Criteria.

16.2.4.The bid is incomplete, partial, conditional, alternative, late; or

16.2.5.The Authorization Certificate could not be verified; or

16.2.6. The bidder does not attach Bid Security in Shape of CDR; or

16.2.7.The bid security is not attached or it is less than the required amount; or

16.2.8.The Bidder submits more than one Bids against one Tender; or

16.2.9.The Bidder tries to influence the Tender evaluation / Contract award; or

16.2.10. The Bidder engages in corrupt or fraudulent practices in competing for the Contract award; or

16.2.11. There is any discrepancy between bidding documents and bidder's proposal i.e. any non-conformity or inconsistency or informality or irregularity in the submitted bid; or

16.2.12. The Bidder submits any financial conditions as part of its bid which is not in Conformity with tender document.

17. CONTACTING THE PROCURING AGENCY

17.1. No Bidder shall contact the Tender Committee of University on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.

17.2. Any effort by a Bidder to influence the Procuring Agency in its decisions on bid evaluation, bid comparison, or Contract Award will disqualify the bidder and rejection of the bid. **Canvassing by any Bidder at any stage of the Tender evaluation is strictly prohibited.**

18. ANNOUNCEMENT OF EVALUATION REPORT

The Procuring Agency shall announce the results of bid evaluation in the form of a report giving justification for acceptance or rejection of bids at least ten days prior to the award of Contract. The report shall be made available on PPRA website and all the bidders shall be informed of this.

19. AWARD OF CONTRACT

The Tender will be awarded to the Lowest Evaluated Bidder (item wise) who has been Declared Technically Qualified.

20. Letter of Acceptance (LOA)

After acceptance of the Bids by the Tender Committee, Letter of Acceptance (LOA) will be issued only to the Successful Bidder (s).

21. PAYMENT OF PERFORMANCE GUARANTEE (PG)

The Successful Bidder(s) performance guarantee will be submitted to Purchase office for a specified time mentioned in bidding documents.

22. REFUND OF BID SECURITY (BS)

The BS of the unsuccessful Bidder will be refunded on the written request of the Bidder.

23. ISSUANCE OF SUPPLY ORDER OR SIGNING THE CONTRACT

23.1 The Tender Committee shall issue Supply Order or sign a Contract with the Successful bidder who has meet all requirement.

23.2 The Successful Bidder will provide the stamp paper of .25% of total order value for issuance of Supply Order or Signing the Contract.

24. REDRESSAL OF GRIEVANCES BY THE PROCURING AGENCY

24.1 Any bidder feeling aggrieved by any act of the procuring agency after the submission of his bid may lodge a written complaint concerning his grievances not later than 10 days after the announcement of the bid evaluation report.

24.2. The committee shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint.

24.3. Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

24.4. The decision of the Vice Chancellor of GC Women University Faisalabad would be final & binding on both the parties and not challengeable in any court of law.

GENERAL CONDITIONS OF CONTRACT / SUPPLY ORDER

25. DELIVERY OF ITEMS

25.1. Delivery Period will be counted after issuance of Letter/ of Acceptance / Supply Order with details given below:

25.2.The Supplier will be responsible for **delivery and installation** of Goods and services

25.3 Before delivery of items to the locations, the Bidder must get the items inspected at GCWUF.

25.4. The supplier will bear all costs associated with the preparation, delivery and installation of the Items and the Purchaser will in no case be responsible or liable for those costs. The supplier will make such arrangements to ensure safe delivery of goods. Any damage sustained during transportation / delivery will be rectified by the supplier at his cost.

26. LIQUIDATED DAMAGES

26.1. When the supplier fails to deliver or install the goods or both within the time period specified in the contract, the Tender Committee may, without prejudice to any other remedy it may have under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 2% of the price of the delayed goods per month of delay, maximum up to 10% of the price of total value of the contract.

27.2. The Successful Bidder will be responsible to provide the delivery, delivery Challan and Bill within the delivery period in order to avoid Late Delivery Charges.

27. INSPECTION AND TESTS

27.1 The Inspection Committee of GCWUF shall inspect and test the Goods supplied, the Services provided, under the Contract/Supply Order, to verify their conformity to the Technical Specifications.

27.2. Inspection will be done at Government College Women University Faisalabad.

27.3.Inspection Committee may verify the authenticity of items from Supplier.

27.4. After the inspection or test if the Inspection Committee declared items do not conform to the specification and the criteria then Tender Committee may reject them, and the supplier shall either replace the rejected goods or make all alterations necessary to meet the requirements of the specifications free of cost to University.

28. RELEASE OF PERFORMANCE GUARANTEE (PG)

The Performance Guarantee will be refunded to the Successful Bidder(s)

29. CONTRACT AMENDMENT

No variation in or modification in the Contract shall be made, except by written amendment signed by both the Purchaser and the Contractor.

30. TERMINATION FOR DEFAULT

The Tender Committee of GCW University may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the tenderer, terminate this Contract in whole or in part if:

30.1 The bidder fails to provide services within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring entity.

30.2.The successful bidder fails to deliver goods and services as per its technical specifications Offered in the bid

30.3.The successful bidder fails to perform any other obligation(s) under the Contract.

30.4. The bidder, in the judgment of the Tender Committee has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

31. BLACKLISTING

If the Contractor fails / delays in performance of any of the obligations, under the Contract / Letter of Acceptance, violates any of the provisions of the Contract / Letter of Acceptance, commits breach of any of the terms and conditions of the Contract / Letter of Acceptance or found to have engaged in corrupt or fraudulent practices in competing for the award of contract / Letter of Acceptance or during the execution of the contract / Letter of Acceptance, the University may without prejudice to any other right of action / remedy it may have, blacklist the Contractor, either indefinitely or for a stated period, for future tenders in public sector, as per mechanism provided in Punjab Procurement Rules, 2014.

32. Force Majeure

Majeure means an act of nature or an event beyond the control of the Supplier and not involving the Supplier's fault or negligence directly or indirectly purporting to mis planning, mismanagement and/or lack of foresight to handle the situation. Such events may include but are not restricted to acts of the Procuring Agency in its sovereign capacity, wars or revolutions, fires, floods, earthquakes, strikes, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the Supplier shall promptly notify the Procuring Agency in writing with sufficient and valid evidence of such condition and the cause thereof. The Committee constituted for Redressed of grievances, shall examine the pros and cons of the case and all reasonable alternative means for completion of purchase order under the Contract and shall submit its recommendations to the competent authority. However, unless otherwise directed by the Procuring Agency in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek reasonable alternative means for performance not prevented by the Force Majeure event.

33. Warranty

33.1. Warranty of equipment will be as mentioned in tender specification.

33.2. Supplier shall confirm that the goods supplied under this contract are new and unused. The Supplier shall further warrant that all goods supplied under this contract shall have no defect arising from design materials or workmanship or from any act or omission of the supplier that may arise under the normal use of the supplied goods in the conditions prevailing in the University.

33.3. During the warranty period the Successful Bidder will provide comprehensive warranty of the items. The Tender Committee shall notify the supplier in writing of any claim arising under the warranty. Upon receipt of such notice, the supplier shall repair or replace the defective goods or parts within given time, inclusive of, where Applicable, the cost of inland delivery of the repaired or replaced goods or parts from the port of entry to the final destination and their installation.

Mandatory Requirements

Following are the Mandatory/ Major Requirements for the Provision of Dedicated and Redundant Internet Bandwidth for GC Women University Faisalabad from alternative Internet Service Provider.

Sr.#	Particulars	Amount Per Month (Filled by ISP/ Firm)	Description (if any)
1.	Rate for 100 Mbps Internet Bandwidth with a pool of 16 real/ Public Ips		Guaranteed CIR (Committed Information Rate)/ Dedicated Bandwidth is Required.
2.	Primary Media	Primary Media Must be Fiber Optic Cable	
3.	Secondary Media	Secondary Media Must be same (Fiber Optic Cable)	
4.	Up-Time/SLA Detail	Minimum Uptime/ SLA Must be 99.70% by ISP/ Firm	

General Technical Clauses:-

- i. Redundant dedicated internet connection of 100 Mbps is required over Optical Fiber Cable for GC Women University Faisalabad from an alternative ISP.
- ii. To keep the internet connectivity up and running to its maximum extent, SLA (Service Level Agreement) uptime should be > 99.50 but it is preferred to provide >99.70 % by an ISP (Internet Service Provider).
- iii. A pool/ subnet of 16 static routable IP addresses (Live IP) is also required along with this bandwidth.
- iv. The QR (Quoted Rates) should be in PKR (Pakistani Rupees) inclusive of all taxes i.e. GST, Duties, Carriage, OTC and Handling etc. Furthermore, QR must be clearly legible, duly signed by AS (Authorized Signatories).
- v. RC (Rate Contract) will be valid, initially for One YEAR from the date of Completion of the project. However, it can further be extended for further tenure with subject to the good performance of the Inter Service Provider.
- vi. PMP (Post Monthly Payments) of the utilized Internet Services will be made and the mode of payment will be PKR (Pakistani Rupees).
- vii. The bidders are requested to give their best and final prices as no negotiations are expected Taxes will be deducted as per applicable government rules.
- viii. The client i.e. GC Women University Faisalabad may at any time, by written notice to the ISP/ Vendor with the permission of Competent Authority, instruct the ISP/Vendor to alter, amend, omit, add to or otherwise change any part of the work/ project.
- ix. Any licenses, No Objection Certificates from PTA or any other regulatory authority required during the implementation will be the responsibility of vendor.
- x. All quotations must be reviewed to ensure that the technical requirements/ specifications are met. Therefore, each bidder should adhere to the technical requirements stated in RFP/ TORs. Only bidder who meet the technical requirements shall be considered in the evaluation of Financial Proposal. Any submission which fails to meet the defined bidding documents regarding provision Of

100 Mbps internet bandwidth for GC Women University Faisalabad requirements will be disqualified.

- xi. After obtaining Bidding Document, ISPs will also conduct a thorough survey of GC Women University Faisalabad Data Center of Internet services. After completing this information gathering, ISP will submit a comprehensive report including Fiber Layout Plan/ Diagram, Resources Deployment Schedule, Devices detail, Redundant Fiber Route(s), Tasks List with Timeline to complete the work/project.
- xii. NTN and Sales Tax registration certificate must be provided by internet service provider.

Installation & Deployment Clauses:

- i. Mainly, two different routes of OFC (primary and secondary links) will be installed in the premises of GC Women University Faisalabad to make high availability of the internet services and avoid any failover situations i.e. physical media damages, primary link goes down etc. CIR on both links is compulsory as mentioned at Table 1 'Mandatory Requirements'.
- ii. Both the Internet bandwidth connections/ links (Primary and Secondary) must be Auto Swapped in case of any failover. Aggregation and merging of both Internet Links will be the responsibility of ISP. Relevant configurations, in this context, will also be performed by the technical team/ resources of Internet Service Provider. Any equipment OR technical support required for the completion of this project must be provided by the ISP/ Vendor.
- iii. ISP (Internet Service Provider) must ensure/ guarantee the redundant routes to the Internet services i.e. Multi Peering Routes / any alternative routes that will provide certain access to the internet in case of any problem with ISP's connection to ensure the 99.5 % uptime.
- iv. The equipment/ hardware supplied by the ISP/ Company shall be brand new and complete with all respects. The devices/ equipment delivered by the vendor must be compatible with the existing network infrastructure.
- v. The ISP will be responsible to depute its qualified technical and support staff for the installation, configuration and deployment of the hardware and internet services in the premises of GC Women University Faisalabad. Configuration phase of this project must be performed under the supervision of the technical resource(s) of ISP who will be equipped.
- vi. The ISP/ Firm shall provide alternative of same capacity equipment in case of any faulty equipment till the repair or replacement. Or if there is any permanent fault in the equipment, that will be replaced definitely by new equipment of the same model/ advance model of the same capacity/higher capacity not less than the capacity of unit supply in any case.
- vii. All works e.g. installation, excavation, digging (soft & hard), curing, tunneling, configuration and testing of the Fiber Optic Cable within the premises of GC Women University Faisalabad or otherwise will be the responsibility of the ISP/ Vendor/ Firm. Furthermore, ISP will ensure that day-to-day working of GCWUF may not suffer during the execution of this project.
- viii. The cabling (any type) must be properly tagged/ numbered and there should not be any hanging or uncovered wire. Furthermore, installation of I/O, Crimping, Racking and related equipment/ devices must also be the liability of ISP/ Vendor.
- ix. The ISP will be responsible for installation/ setting-up of the equipment/ devices i.e. ODF (Optical Fiber Distribution Frame), JE (Joint Enclosure) and Media Converter etc.

- x. Rehabilitation of all the damaged cable routes (in case of any construction or building expansion work within the premises of GCWUF - Currently OR in Future) will be the responsibility of ISP/ Vender without charging any cost. Moreover, the ISP/ Firm will also provide ONE YEAR cost free maintenance services for the same.
- xi. The ISP/ Firm should be able to provide online usage report through web that will show historical and real-time performance of the Internet Services. ISP must provide a usage report i.e. MRTG (Multi Router Traffic Grapher) that can be accessed directly by concerned focal person of Network Staff of Directorate of Information Technology Services, GCWUF.
- xii. ISP will provide fortnightly report (s) to the Network Staff of DIT Ser, GCWUF regarding Internet utilization, performance and usage analysis. The detail of the logs regarding Internet Services downtime will also be exchanged with the Technical Resource/ Concerned Focal Person of the Network Staff of DIT SER, GCWUF.
- xiii. The ISP /Firm will also fix the cemented tags or path indicators at the route(s) of Fiber Optic Cable installed within the premises of GCWUF office in order to avoid any damage to the cable.
- xiv. The IS (Internet Services) provided by the ISP / Firm must support all kind of error-free network traffic (data loss, no latency & jitter etc.) including Voice, Data and Video Streaming etc. Furthermore, the services must be high speed, astonishingly fast, superior quality, reliable, highly stable, and secure by all means.
- xv. ISP/ Firm must provide Network Traffic Support i.e. Managed VPN(s) Services, DNS (Domain Name Server), Web/ Mail Servers, Data, Voice, Video Streaming and QoS (Quality of Services) features etc.
- xvi. The detail/ information about buried media (Optical Fiber Cable) must be provided to the Network Staff of Directorate of Information Technology by the ISP.
- xvii. If the problem existed in internet Services could not be resolved telephonically, the ISP/ Firm must send its well conversant IT Engineer/ Expert for troubleshoot and solve the problem within 02 hours.
- xviii. Internet Service Provider must inform GC Women University Faisalabad (Focal Person of Network Staff - DIT SER at least One (01) Week ahead prior to any monthly maintenance schedule or Twenty-Four (24) hours ahead prior to unscheduled emergency maintenance.
- xix. Basic necessary training of the installed equipment/ devices will be given to Focal Persons - Network Staff of Director of Information Technology GCWUF to troubleshoot minor faults, errors etc.
- xx. The ISP/ Firm must maintain the strict secrecy of the information and guarantee the Data Confidentiality.
- xxi. NOC (No Objection Certificate) will only be issued after successful completion of project/ work in all respect.
- xxii. The vendor/ ISP will claim the payment, definitely after the date of successful completion of work/ project.

12. Penalty Clauses

- i. In case of complete break-down /dis-connectivity of internet services (Primary and Secondary links go down). A fine of PKR=1000 per hour will be imposed/ levied.
- ii. If an average internet speed goes down to 30 % against total bandwidth/ Mbps for 2 consecutive hours, then Rs. 500/ per hour will be deducted from Internet Payment. If internet speed goes down 50 %

against total bandwidth/Mbps for 2 Consecutive hours, then Rs. 1000/ per hour will be deducted from Internet Payment.

Timeline for the execution and completion of the Project is 4 weeks after the issuance of PO (Purchase Order). A surcharge of PKR = 5000 per day will be levied in case of any delay.

xxiii. Bidder/Firm/ ISP is eligible to bid and is qualified to perform the contract if, its bid is accepted and the Bidder has the financial, technical, and production capability necessary to perform this project/ contract.

xxiv. The dedicated line/ connection/ service over Fiber Optic Cable so provided to GC Women University Faisalabad will not be utilized by any other party/ firm/ person etc. during the period of contract agreement between the first party (GCWUF) and second party (ISP/Firm). In case of non-compliance the erstwhile clause, legal proceeding will be initiated against the ISP/Firm under the relevant provision of law.

xxv. During evaluation of the bids, the Purchaser may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

xxvi. The Project will not be subcontracted, sub leased or subscribed from other Service Provider(s)/ Firm/ Person etc.

xxvii. The Purchase Committee / Competent Authority can accept or reject any one or all tenders without assigning any reason.

xxviii. Minimum contract termination period is One Month. The Purchase Committee/ Competent Authority of GCWUF can terminate the contract via prior One Month termination notice without conveying any reason.

13. **Company's Profile & Eligibility Criteria**

The Internet Service Provider(s) are instructed/ advised to read complete RFP and provide the following details.

Company's Detail

Company Detail	Total Bandwidth Sold in Pakistan	Internet Connectivity Via
Name:- Postal Address:- Contact Details:- U AN, Phone, Emails:-		Asia-Pacific SEA-ME-WE-3 SEA-ME-WE-4 SEA-ME-WE-5 Any Other

Top Ten Customer(s) List

SR.#	Company Name	Contact Person Details with Phone, Email etc.	Bandwidth Sold
1.			
2.			
3.			
4.			

5.			
6.			
7.			
8.			
9.			
10.			

Compliance Table for ISP

The ISP/ Firm must be Licensed Service Provider. <i>(Document/ Proof Attached)</i>
The ISP/ Firm must have at-least Ten (10) Year Experience of Industry Grade Internet Services Implementation/ Provision. <i>(Document/ Proof Attached)</i>
ISP/ Firm should have valid Local Loop License. <i>(Document/ Proof Attached)</i>
The ISP/Vendor must have its own Fiber Optic Cable <i>(Document/Proof Attached)</i>
All the Equipment/ Device Provided by ISP/ Firm should be Auto-Fail Over.
ISP/ Firm must Provide its Top Ten (10) Projects of Internet Services Implementation along with Description/ Complete. <i>(Document/ Proof Attached)</i>
ISP/Firm must provide CSC <i>(Client Satisfactory Certificates)</i> from at least Five (05) Clients each for minimum one (01) Years.
The ISP must have Centralized Trouble Ticketing Tool for Call Logging.
ISP / Firm must have NMS <i>(Network Monitoring System)</i> support by Qualified & Experience Engineers/ Technical Team.
ISP/ Firm must have Support for Internet Traffic Management & Monitoring, Access to Raw Log Files and Troubleshooting Mechanism.
Documentation / Detailed Work Plan along with Fiber Layout Diagram, Logical Topology, Resources Deployment Schedule, Additional Equipment and Devices Detail, Tasks List with Timeline to complete the Project.
The ISP should be able to provide online usage report through web.
Service Level Agreement Uptime (SLA) >99.50%. <i>(it is preferred to provide >99.70% SLA)</i>
The Company/ ISP must also provide the Audited Financial Statements for the last Five (05) Years.

ISP Technical/ Administrative Support

24x7x365 Coverage for technical Support / Assistance Helpdesk Facility is required.

Structure of Technical/ Administrative Support Team and Escalation Matrix	Complaint Registration	Alert Mechanism for Informing Customers
	24x7x365	