

NATIONAL TRANSMISSION AND DESPATCH COMPANY LIMITED



**TENDER DOCUMENT
FOR THE PROVISION
OF
10 MBPS FIBER/ WIRELESS WITH BACK UP
INTERNET CONNECTIVITY AT WAPDA HOUSE
LAHORE**

TENDER NO. NTDC (IT)/TEND/10-2016

**INFORMATION TECHNOLOGY DIRECTORATE NTDC
221-WAPDA HOUSE LAHORE**

ABRIDGMENT

1. Recipient:	C.E (MP&M) NTDC
2. Venue:	622: WAPDA House Lahore
3. Closing Date & Time:	10-11-2016 (11:00 AM)
4. Opening Date & Time:	10-11-2016 (11:30 AM)
5. Type	Single Envelopes
6. Bid Money/Security:	2% of the total value of quoted cost
7. Cost of Tender Document:	Rs. 500/- (non-refundable). The method of payment will be by bank draft from any scheduled bank of Pakistan in favor of Chief Engineer (MP&M) NTDC.
<u>SERVICES REQUIRED</u>	
Category-A:	10 Mbps Bandwidth Services.

Sealed Tenders are invited from the potential dealing firms for the supply of Internet Connectivity as per detailed given as below: -

INSTRUCTIONS TO THE BIDDER

- 1.1 Quoted rates should be included all type of charges.
- 1.2 The bidders are required to submit technical and financial bids in same sealed envelopes, **Tender envelope shall clearly be marked as “Tender for Internet Connectivity for FIBER/ WIRELESS with BACK UP at NTDCL WAPDA House Lahore.”**
- 1.3 "Tender for Internet connectivity for Fiber/wireless with backup at NTDCL, WAPAD House Lahore", two copies of each (marked as Original and Copy). Firms will be short listed on the basis of scrutiny of the technical bids.
- 1.4 National Competitive Bidding.
- 1.5 The last date of the receipt of Tender is **10-11-2016** at **11.00 Hours**. Tender will be opened on same day at **11:30 AM** in the office of Chief Engineer (MP&M) NTDCL, WAPDA house in the presence of the representatives of bidders.
- 1.6 The bidders shall furnish 2% bid money as a part of their tenders in form of Bank Draft or Bank Guarantee in favour of **Chief Engineer (MP&M) NTDCL, WAPDA House, Lahore.**
- 1.7 Successful bidder shall deposit performance security, as described in rate contract or PO, not exceeding 10% of the value of the proposed purchase order in shape of bank draft or bank guarantee issued by any scheduled bank, in favour of indenter. The same shall be released after expiry of warranty period.
- 1.8 Competent authority reserves the right to accept or reject any offer or a part thereof or increase/decrease quantity to any extent without assigning any reason. The offer received incomplete or not in accordance with the conditions/specifications will not be entertained.
- 1.9 Bid offered is likely to be ignored if: -
 - i) The tender is unsigned (all pages should be signed).
 - ii) It is received after the time and date fixed for its receipt.
 - iii) Offer is ambiguous or conditional.
 - iv) The offer is from a firm / ISP blacklisted by WAPDA/NTDC or any other government organization, or is in litigation with any government organization or is defaulter in any previous order and/or contract.
 - v) The offer is unsolicited.
 - vi) The bid is not accompanied with full earnest money.
- 1.10 The tenders prepared by the bidders should comprise of the following documents:-
 - i) Covering letter.
 - ii) Receipt of tender document cost.
 - iii) Bid Money.
 - iv) Bill of quantities provided with tender document duly filled, signed and stamped.
 - v) All certificates as per clause 4.

2. TERMS AND CONDITIONS

- 2.1 The quoted price must be firm, final, inclusive of all taxes, transportation charges etc. in Pak Rupees.
- 2.2 The purchaser is not bound to accept the lowest offer not fulfilling the requisite criteria. The reasons for rejecting the lowest or any offer shall not necessarily be communicated.
- 2.3 Price will remain valid for at least 120 days from the date of opening of quotation. Tender valid for shorter period will be declared non-responsive.
- 2.4 The supplier shall be liable for liquidated damages @ 2% PM, if he fails to supply the services within given time.
- 2.5 Quantities given in Bill of Quantity are based on rough estimate and may increase or decrease up to any extent. Successful bidder shall be bound to supply the required quantity, on the approved rates within the validity of the rates.
- 2.6 An inspection shall be carried out by IT Director (NTDC) or his representative.
- 2.7 The supplier has to arrange demonstration if asked by the O/O IT Director NTDC. Services, which do not meet the technical specifications, can be rejected and the offer can be declared as technically nonresponsive.
- 2.8 Backup on Wireless is mandatory which can be supported up to 20Mbps and its cost will be borne by the supplier. The firm will be responsible for the failover configuration to transfer internet traffic to the backup link in case of any issue in the primary link. In case of failure of both the links the firm will be responsible to make the link operational within 1 hour.
- 2.9 The firm will be responsible for the 99.9% uptime of the internet services.
- 2.10 All the equipment for the dedicated (CIR) circuit installed at both the ends, will be the property of the firm and the firm will be responsible for its repair and maintenance at its own cost.
- 2.11 At least One IP white listed from PTA for VC (Video Conference) national/international are required.
- 2.12 Test will be conducted on Fiber for VC and Internet speed and also test will be conducted on wireless for VC Internet speed which is mandatory. If it does not fulfil requirement, will be declare technically non responsive.
- 2.13 The Firm will certify that the wireless equipment will be installed by the Company at their level and if it is damaged will be replaced by the company at its own expanses within 3 Hours. The wireless cost will be borne by the Company and will not be included in the onetime installation charges.
- 2.14 The contract will remain in force for one year and extendable for one year by mutual consent.

3 Schedule of Services

The Services , installations will be required to be completed within 15 days.

4 Evaluation Criteria

Bidder as a part of his bid shall provide the following depending upon applicability: -

- 4.1 The firm must certify that it has its own ISP setup in major cities including Lahore, Karachi, Islamabad, Quetta and Peshawer.
- 4.2 MRTG graphs of link will also be provided by the firm.
- 4.3 The firm will be responsible for the technical support on the basis of 24x7x365.

- 4.4 Description of backbone being used by the bidder for its own Internet Connectivity.
- 4.5 The firm will be responsible to open the ports from PTA for video conferencing services. In this regard necessary information/documents required would be provided by the PAP.
- 4.6 Company profile (Complete) list of technical expertise and qualified maintenance engineers/staff to handle the hardware maintenance task efficiently along with their qualification.
- 4.7 A list of clients to whom the bidder has done or been doing business during last 3 years along with their Names, Addresses and Phone Numbers.
- 4.8 Description of the backbone being used by the bidder for its own internet connectivity.
- 4.9 A certificate describing the guaranteed response time after a hardware or network failure when the complaint is lodged within the warranty period. The complaint will be made telephonically/email by the Customer. The Firm will be responsible to attend the complaint call and resolve the issue within 1 hour. In case services remain down beyond 1 (One) working hours, the bidder must have the demonstrated capability to replace to provide alternative services until diagnostic and removal of fault otherwise NTDC reserve the right to claim against the loss so born.
- 4.10A clear written commitment to the effect that if any component of equipment supplied is damaged during warranty period it shall be replaced with the same or superior compatible component.
- 4.11 Collocation of mail & web server must be included in the same price of bandwidth (per month).

5. Terms of Payment

Payment of the equipment supplied shall be made directly by consignees within thirty days, from the date of receipt of invoice on monthly basis for internet connectivity, on production of following documents:

- a) Invoice in triplicate having NTN.
- b) Services provided working satisfactory certificate.
- c) Sales Tax Invoice (if not exempted) or attach exemption certificate.
- d) Non-payment certificate.
- e) Performance Security Receipt Certificate.

BILL OF QUANTITIES

S.No.	SERVICE DESCRIPTION	No. Of connections	Monthly Price (with all taxes)	Annual Cost (with all taxes)	Installation Misc. Charges
1.	10 MB CIR Internet Connectivity on Fiber with unlimited downloads and traffic per month with default (32) static IP pool.	1			
2	One Time Installation, configuration Cable & Poll Charges (wireless + Fiber) Wireless Equipment P2P Internet service	1			
	Grand Total				

Note:

- a. Media arrangement of all types involved during installation of link, will be responsibility of the company.
- b. A backup link of same specifications (point to point wireless connectivity) must be installed by ISP.
- c. Failover device will be installed by ISP at NTDC premises; in case primary link goes down, then backup link automatically takes over.

Muhammad Farooq Shaukat
I.T Director NTDC