



NATIONAL SCHOOL OF PUBLIC POLICY



TENDER DOCUMENT FOR PURCHASE OF TELEPHONE EXCHANGE (Technical proposal)

Note: Procurement is done by NSPP in line with PPRA Rules, 2004

Tender # NSPP/Exchange/1/2022-23

Tender Document Printing Fee. Rs. 100/-



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Terms and Conditions

National School of Public Policy (*hereinafter referred to as "NSPP" or Client*) invites sealed bids from eligible and experienced income tax/ sales tax/ PRA registered sole proprietor / firms / companies (*hereinafter referred to as "Bidder"*) for the specified items for its office located at Shahrah-e-Quaid-e-Azam, Opposite PC Hotel (Mall Road), as per Annex-A (*hereinafter referred to as "goods"*).

Public Procurement Rules, 2004 will be strictly followed, these may be obtained from PPRA website <https://ppra.org.pk/>.

In this document, unless otherwise mentioned to the contrary, "*Rule*" means a Rule under the Public Procurement Rules, 2004.

1. General:

- 1.1 Any offer not received as per terms & conditions of the tender enquiry is liable to be ignored. No offer shall be considered if:
 - (a) received without bid security
 - (b) received after the time and date fixed for its receipt
 - (c) the offer is ambiguous
 - (d) the offer is incomplete
 - (e) the offer is received by fax or e-mail
 - (f) the offer is from a black listed firm
 - (g) offer received with shorter validity than required
 - (h) the offer is not conforming to the specifications mentioned in the tender document
 - (i) there is any conditional offer
 - (j) bids not compliant with any of the terms and conditions listed in the tender document will be liable to be rejected.
- 1.2 Bid will remain valid for a period of 120 days from the date of opening the tender. All the prices will be quoted in Pak Rupees (inclusive of all applicable taxes) and no change in price will be made in any case. No additional amount over and above the quoted price will be paid.
- 1.3 The cover envelope as well as inner envelopes containing technical / financial proposals must indicate particulars of tender i.e. technical proposal/financial proposal, name of submitting firm/company. The envelopes must be properly sealed.
- 1.4 Purchase Order(s) will be issued in favour of technically responsive "most advantageous bid" evaluated as per details laid down at Annex-A after the approval of the competent authority.
- 1.5 NSPP may increase or decrease the ordered quantities under Public Procurement Rules, 2004.
- 1.6 NSPP has the right to ask for demonstration of the equipment quoted by the vendor.

2. Time Period:

Requisite items are required to be delivered/installed within 10 days after issuance of Purchase Order/Work Order.



3. Extension of Delivery period:

In special circumstances, request for extension of delivery period may be considered by the competent authority on the written request of the firm before the target date, which will be authorized to either accept or reject as per bid rejection clause 33(1), of PPRA, 2004 rules.

4. Penalty of Delay / Cancellation:

4.1 The goods will be inspected by the NSPP through an authorized committee/personnel and will be rejected if not found according to the given specifications as mentioned at Annex – A.

4.2 If the Contractor fails / delays in performance of any of the obligations, under the contract / violates any of the provisions of the contract / commits breach of any of the terms and conditions of the contract the purchaser may, without prejudice to any other right of action / remedy it may have, deduct from the contract price against undelivered portion, as liquidated damages, a sum of money @0.25% of the total contract price which is attributable to such part of the goods / the services / the works, in consequence of the failure / delay, be put to the intended use, for every day between the scheduled delivery date(s), with any extension of time thereof granted by the purchaser, and the actual delivery date(s). Provided that the amount so deducted shall not exceed, in the aggregate 10% of the Contract Price.

5. Payment to the Supplier:

5.1 Payment will be made through treasury cheque to the bidder against invoice after 100% completion of delivery, installation and inspection by the authorized person/committee etc.

5.2 No payment will be made as advance.

5.3 Payment against partial delivery will not be made.

6. Bid Security:

6.1 Bid security (Earnest money) @ 2% of estimated cost (i.e. the estimated of total quoted bid price) shall have to be attached along with (Financial Proposal) of bidding document. It should be in the form of Pay Order / Bank Draft / CDR from a scheduled bank in favor of National School of Public Policy, Lahore

6.2 Bid security of unsuccessful bidders shall be returned on the finalization of the tender whereas the bid security of successful bidder shall be returned upon submission of Performance Guarantee.

6.3 The bid security shall be forfeited if

6.3.1 The offer is withdrawn, amended or revised after submission time.

6.3.2 The bidder fails to execute the contract strictly in accordance with terms and conditions of tender document

7. Deduction of Taxes:

All the applicable taxes will be deducted while making payment as per Government Rules



Instructions/ Notifications. Bidder will be responsible for the payment of duties, levies and clearance from customs authorities etc. Any exemption from any taxes are to be substantiated with applicable policy document/tax rules/SRO etc.

8. Dispute:

Any dispute will be settled by following the procedure prescribed by PPRA, 2004 Rule 48.



9. Technical Evaluation Criteria (Mandatory):

Category	Description	Document
Legal (Mandatory)	Valid Income Tax Registration (Status = Active with FBR)	Required
	Valid General Sales Tax Registration (Status = Active with FBR)	Required
	<p>Single Undertaking covering following aspects:</p> <p>i. Submission of undertaking that the firm is not blacklisted by any of Provincial or Federal Government Department anywhere in Pakistan.</p> <p>i. In full compliance of the Execution Schedule and Delivery Period mentioned in tender document.</p> <p>ii. Compliance to the technical specifications of Telephone exchange (all items) to be procured mentioned vide Annex-A of this document. Product technical brochure(s) of specific make and model being offered with clear specifications must be enclosed with the bid. (Where applicable)</p>	Required
	<p>Authorization Certificate (Details are mentioned under each item separately at Annex-A)</p>	Required
Past Experience (Mandatory)	Worth of projects similar in nature	Required

10. Financial Evaluation Criteria

- 10.1 The Financial Bids of the technically responsive bidders will be opened in presence of bidder(s) / representative(s) who choose to be present.
- 10.2 Most advantageous bid in terms of “value for money” based on quality, timeliness, reliability, after sales service, up-grade ability, price, source, and the combination of whole-life cost shall be accepted.

11. Bid / Tender Opening Procedure:

As per Public Procurement Rules 2004, single stage two envelope bidding procedure shall be adopted.

- 11.1 The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain the financial proposal and the technical proposals separately.
- 11.2 Complete tender document must be dropped into the Tender Box, which would be placed at the Tender opening venue not later than the date and time mentioned in the advertisement.
- 11.3 In case the last date of submission of bid coincide with any holiday or with unforeseen event, the last date for submission of the bids shall be the next working/normal day.
- 11.4 The envelopes shall be marked as “**FINANCIAL PROPOSAL**” and



- “**TECHNICAL PROPOSAL**” in bold and legible letters.
- 11.5 Initially, only the envelope marked “**TECHNICAL PROPOSAL**” shall be opened; Envelope marked as “**FINANCIAL PROPOSAL**” shall be retained in the custody of the procuring agency without being opened;
 - 11.6 The technical proposal shall be evaluated in a manner prescribed in bidding documents. Proposal is liable to be rejected if it does not conform to the specified requirements / specifications. Any proposal (technical) having any reference to the price is also liable to be rejected.
 - 11.7 During the technical evaluation no amendments in the technical proposal shall be permitted;
 - 11.8 The financial proposals of bids meeting the technical specifications shall be opened publicly at a time, date and venue as specified in the advertisement. However, NSPP reserves the right to change the date of opening the financial bids if required. Any such change will be communicated to the bidders accordingly.

12. Performance Guarantee

A provisional Offer Letter will be issued in favour of the successful bidder(s). Performance guarantee against warranty period of the item (Service, Parts & Labour) in the shape of bank guarantee from any scheduled bank equivalent to 5% of the total purchase order(s) amount will have to be furnished within 28 days of receipt of Provisional Offer Letter along with acceptance of the offer. The bank guarantee will be furnished as per the format attached at Annex-C. Issuance of purchase order is subject to the submission of bank guarantee. In case the bank guarantee is not furnished within the stipulated time period the bid will be rejected and Provisional Offer Letter will be issued in favour of next in line bidder. Performance guarantee will be returned after successful completion of the warranty period.

Deputy Director (Admin)
National School of Public Policy
The Mall, Lahore



Tender Checklist

Category	Description	Document
Legal (Mandatory)	Valid Income Tax Registration (Status = Active with FBR)	Required
	Valid General Sales Tax Registration (Status = Active with FBR)	Required
	Single Undertaking covering following aspects: i. Submission of undertaking that the firm is not blacklisted by any of Provincial or Federal Government Department anywhere in Pakistan. ii. In full compliance of the Execution Schedule and Delivery Period mentioned in tender document. iii. Compliance to the technical specifications of Hardware/IT Equipment (all items) to be procured mentioned vide Annex-A of this document. Product technical brochure(s) of specific make and model being offered with clear specifications must be enclosed with the bid. (Where applicable)	Required
	Authorization Certificate (Details are mentioned under each item separately at Annex-A)	Required
Past Experience (Mandatory)	Worth of projects similar in nature that includes Hardware / IT Equipment/ Software's etc. (Verifiable through relevant purchase orders/contracts) for Item No. 06, 08 & 10	Required

Note: Bidders must fill-up above mentioned checklist / table and attach copies of required documents with proper annex along with tender document.

Submission of all above documents is mandatory for technical evaluation.



TECHNICAL SPECIFICATIONS

ITEM#1			
TELEPHONE EXCHANGE			
S. No	Minimum Specification	QTY	Quoted Item (s) (Make & Model)
1.	<p>System Features:</p> <ul style="list-style-type: none"> • Automatic call back • Unified Communication • Call Waiting • Call Forward Busy / No Answer / All Calls • Call Redirect • Call Hold / Release • Call Park / Pickup • Call Transfer • Call Waiting • Calling Line ID Name and Number • Multiple Calls per Line Appearance • Call Waiting Caller ID Name and Number • Prime Line Select • Shared Extension on Multiple Phones • Bridged Call Appearances • Speaker Phone Capable • Auto / Speed Dial • Programmable Buttons With/without paperless labels • Paging & Group Paging • Direct Inward Dial (DID) • Extension Dialing between Locations • Automatic Call Distribution (ACD) • Groups • Custom Call Routing (CCR) • Find Me/Follow Me • Group Call Pickup • Fax/eFax Management/Fax to email/Fax Server • Remote Maintenance / Administration • Voice Mail • Voice Mail forward to Email • Night/ After Hours Service • Soft phone features • Consistent and excellent voice quality • Toll Charges, classes of service for 	01	



	<p>Toll restriction</p> <ul style="list-style-type: none"> • Make/ Drop Conference • Add On Conference • Conference bridging for internal and external • Automatic alternate routing • Call forward capability to external numbers • SMDR (Station Message Detailed Report) • Music on Hold • Voice Mail Light Indicator • Remote Handsets • Voice over VPN • Integration with leading smart phones & tablets (enterprise support & products for mobile) • SIP Client Capable • Call Recording <p><u>Specifications:</u></p> <ul style="list-style-type: none"> • IP Base PABX with installation • 02 Console Sets • 16 NTC line with 300 Extensions with 8 Digital Ports • Power Supply Battery Backup: 60 minutes or higher • Power Supply Redundancy • Call Login Software for record of Incoming and Outgoing Calls • Auto Attendant for incoming calls • IP Base Video Calling 		
<p>NOTE:</p> <ul style="list-style-type: none"> • Warranty: Three (03) Years Standard Manufacturing Warranty (Hardware and Software). • Authorization Letter: Standard Authorization Certificate/document from the principal/manufacturer/Authorized dealer (in case of a dealer, authorization document from principal to dealer and certificate from dealer to the bidder is required). 			



BIDDER INFORMATION

BIDDER INFORMATION	
Name of Firm/Company	
Complete Postal Address	
Phone	
Contact Person / Designation	
Cell Number	
E-Mail	
Fax Number	
National Tax Number	
GST Number	



NATIONAL SCHOOL OF PUBLIC POLICY



TENDER DOCUMENT FOR PURCHASE OF IT EQUIPMENT

(Financial Proposal)

Tender # NSPP/Exchange/1/2022-23



ANNEX-B

PRICE SCHEDULE/ FINANCIAL COST SHEET/ QUOTATION
(FOR EACH ITEM SEPARATELY)

ITEM NO. _____

Sr. No	Item/ Description	Quoted Item (s) (Make & Model)	No. of Units	Price Per Unit (Incl. all Tax) in PKR	Total Price (No. of Units * Per Unit Price incl. all Taxes) in PKR
			(1)	(2)	3= (1*2)
1					
2					
.					
.					
TOTAL PRICE					X

NOTE:

- (i) X will determine the total bid cost against each main item.
- (ii) Prices must be quoted for all sub-items as mentioned at the bottom of Item Specification's Pages.
- (iii) The Purchaser reserves exclusive rights to increase / decrease the quantities of the items mentioned vide this tender document.
- (iv) Warranty, support period as mentioned in Annex-A.

Total Cost (in words) PKR _____

Date _____

Signature of authorized person

Name:

(Company Seal)

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial proposal.



BIDDER INFORMATION

Name of Firm/Company	
Complete Postal Address	
Phone	
Contact Person / Designation	
Cell Number	
E-Mail	
Fax Number	
National Tax Number	
GST Number	



ANNEX-C

FORMAT OF BANK GUARANTEE

**FORM OF PERFORMANCE SECURITY
(Bank Guarantee/ Insurance Bond) FORM OF
PERFORMANCE BANK GUARANTEE Bank / Insurance
Guarantee**

Date: _____ Guarantee No: _____

Executed on: _____

Expiry Date: _____

(this "**Guarantee**")

[By the Guarantor to the Employer]

Deputy Director (Admin)

National School of Public Policy
Mall Road, Lahore,

Name of Guarantor (Bank/Insurance Company) with address (the "**Guarantor**"): _____

Name of Contractor with address: [●] (the "**Contractor**"): _____

Guaranteed Amount (express in words and figures): [●] _____

Agreement Name, Reference No. and Date-----
"Agreement")

1. The above premised, we the Guarantor, understand that the Employer and the Contractor have entered into the Agreement and that this Guarantee is required to be issued in favour of the Employer in accordance with the terms of the Agreement.
2. The above premised, we the Guarantor hereby undertake irrevocably and unconditionally on demand to pay to the Employer, without any notice, reference or recourse to the Contractor or to any other entity and without any recourse or reference to any document, agreement, instrument or deed, any sum or sums (or any part thereof) equivalent in aggregate up to but not exceeding a maximum amount of: [●] / [●]- ([●][●]) (the "**Guaranteed Amount**") at sight and immediately, however not later than 05 business days from the date of receipt of the Employer's first written demand (the "**Demand**") at the Guarantor's offices located at [●] or through SWIFT instructions transmitted by the Employer's bank (i.e. [●]), on behalf of the Employer, to the Guarantor. We acknowledge and agree that the Guaranteed Amount shall be revised by us upon receipt by us of a notice duly signed by the Employer and the Contractor of the revised guaranteed amount.

Sign & Stamp of bidder

Sign & Stamp of bidder

3. Such Demand shall state:
 - (a) that the Contractor is in breach of its obligations towards the Employer; and
 - (b) the total amounts demanded.
4. A Demand shall only be honoured by us: (i) in the case of a written Demand, if it is made by and bears the signature of an authorised officer or other representative of the Employer; or (ii) in the case of a Demand transmitted through SWIFT, if it is transmitted through authenticated SWIFT instructions by the Employer's bank (i.e. [●]), on behalf of the Employer.
5. We, the Guarantor, shall unconditionally honor a Demand hereunder made in compliance with this Guarantee at sight and immediately on the date of receipt of your Demand, as stated earlier, and shall transfer the amount specified in the Demand to the bank account, as notified in the Demand, in immediately available and freely transferable funds, free and clear of and without any set-off or deduction for or on account of any present or future taxes, levies, imposts, duties, charges, fees, deductions or withholdings of any nature whatsoever and by whomsoever imposed. Multiple Demands may be made by the Employer under this Guarantee, but our aggregate liability will be restricted up to the Guaranteed Amount.
6. Such Demand must be received by us on or before the [●] (the "**Expiry Date**"), when this Guarantee shall expire and shall be returned to us, and in the event that the Employer issues a Demand to us on or immediately prior to the Expiry Date, we shall honour that Demand.
7. We have been informed that the Employer may require the Contractor to extend this Guarantee in accordance with the Agreement. We undertake to immediately pay you the Guaranteed Amount upon receipt by us of your Demand in writing stating that such extension has not been made by the Contractor in accordance with the Agreement. The Guarantor acknowledges and agrees that the Expiry Date may be extended from time to time upon receipt by the Guarantor of a written notice from the Contractor, however, at no time whatsoever shall the term of this Guarantee expire before the then stated Expiry Date.
8. We hereby agree that any amendment, renewal, extension, modification, compromise, release or discharge by the Employer, the Contractor or any other entity of any document, agreement, instrument or deed (including the Agreement) shall not in any way impair or affect our liabilities hereunder and maybe undertaken without notice to us and without the necessity for any additional endorsement, consent or guarantee by us.
9. This Guarantee for its validity period shall not be affected in any manner by any change in our constitution or of the Contractor's constitution or of their successors and assignees and this Guarantee shall be legally valid, enforceable and binding on each of their successors and permitted assignees.
10. All references to any contract, agreement, deed or other instruments or documents are by

Sign & Stamp of bidder

Sign & Stamp of bidder

way of reference only and shall not affect our obligations to make payment under the terms of this Guarantee.

11. If one or more of the provisions of this Guarantee are held or found to be invalid, illegal, or unenforceable for any reason whatsoever, in any respect, any such invalidity, illegality, or unenforceability of any provision shall not affect the validity of the remaining provisions of this Guarantee.
12. We hereby declare and confirm that under our constitution and applicable laws and regulations, we have the necessary power and authority, and all necessary authorizations, approvals and consents thereunder to enter into, execute, deliver and perform the obligations we have undertaken under this Guarantee, which obligations are valid and legally binding on and enforceable against us under the laws of Pakistan [and under the laws of the jurisdiction where this Guarantee is issued]¹. Further, we hereby declare and confirm that the signatory (ies) to this Guarantee is/are our duly authorized officer(s) to execute this Guarantee.
13. This Guarantee and all rights and obligations arising from this Guarantee shall be governed and construed in all respects in accordance with the laws of Pakistan. The courts in Pakistan shall have exclusive jurisdiction in respect of any dispute relating to any matter contained herein.
14. The issuance of this Guarantee is permitted according to the laws of Pakistan [and the laws of the jurisdiction where this Guarantee is issued]².

For and on behalf of the Guarantor:

Name
Name: Designation:

Witness 1:

Witness 2:

Name:
Name: Designation

Name:
Name: Designation

¹ Insert if the Guarantee is issued outside Pakistan

Sign & Stamp of bidder