



“TENDER DOCUMENT”

FOR

MAINTENANCE

OF

COMPUTER EQUIPMENT

June, 2024

MAINTENANCE PROPOSAL
GUIDELINES & REQUIREMENTS

In the National Assembly Secretariat, branded desktop/Laptop Computers, Hp LaserJet Printers/Scanners are installed with Windows 7/Windows 10/Windows 11 Operating Systems. Reputable firms with five years' experience in the field of computer maintenance are invited to submit their bids for comprehensive maintenance of equipment attached as Annex I, II.

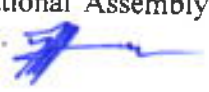
SECRETARIAT REQUIREMENTS:

A. Technical

1. The firm must have at least 05 years' experience in maintenance of computer equipment including computers/laptops/Printers/Scanners/UPS/Multimedia Projectors.
2. The firm must have qualified and certified/experienced staff as well as established technical facilities/workshop in Islamabad (list of staff with details must be attached).
3. A firm black listed by any Government agency during last five years will not be eligible to participate in this Tender.
4. The technical staff must have the capabilities/experience to deal with the troubleshooting of hardware and software.
5. Details of at least three similar repair and maintenance projects of computer equipment national/international during last five years; use additional sheets for each project if required.
6. Bank Statement/Statement of financial position etc. for the last five years to prove the financial health of the Firm must be attached with the proposal.

B. Comprehensive Maintenance

The firm required to submit a comprehensive maintenance plan for the computer equipment attached as Annex I, II. The maintenance charges quoted for each item should include the provision for:

- a. All Maintenance Calls.
 - b. Quarterly Preventive Maintenance of all equipment.
 - c. Replacement of all faulty parts and components in computers, printers, laptops and scanners including necessary cables (power, data, vga, hdmi, dvi etc), keyboard, mouse, laptop chargers and batteries (other than consumable items like toners/ribbons).
 - d. Provision of equivalent or better machines as backup, in case an original machine cannot be repaired within 08 hours.
 - e. The firm should ensure availability of five latest computers, two laptops and five printers in the stock of the National Assembly Secretariat for immediately replacement of any faulty equipment.
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C. Response Time

- a. Within two hours on all working days.
- b. Within 3-4 hours on Saturday & Sunday/closed holidays.
- c. In emergency at any time if required in a special case.

D. Repair or Replace

- a. In case any faulty equipment cannot be repaired and returned within 24 hours period, then it must be replaced with equivalent/higher specifications. Thus, the down time for any item must not exceed 24 hours.

E. Price Quotations

- a. The comprehensive maintenance rate should be quoted for individual items (PCs, Laptops, Laser Printers, Scanners etc.) for one years.
- b. UPS and other equipment on Call Basis.
(The firm may quote the prices for Computer equipment/Multimedia Projectors as per list attached in the (Annex-II) on Call basis as and when required. Time frame for the maintenance and repair of equipment must be mentioned.)

F. Contract Period:

The initial maintenance contract will be for a period of one year; however, the contract is extendable for another year on the basis of performance and mutual consent of both parties. The National Assembly Secretariat can terminate the contract with a prior notice of one month.

G. Payment Procedure:

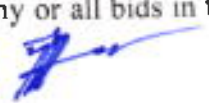
- a. The Payments due for maintenance services will be made after the end of each quarter on quarterly basis. The payments will be subject to verification by the concerned officials of the Directorate General of IT to the effect that the vendor has performed satisfactorily during the preceding quarter and the firm has fulfilled all maintenance requirements.
- b. The replaced equipment list, followed by visit details duly verified by the Directorate General of IT must be attached with each quarterly bill for payment.

H. Site Visit:

Although a detailed maintenance inventory list has been provided in this document, yet in order to get a clear idea about the size and scope of the computer installation at the Secretariat, the firm may visit the National Assembly Secretariat and inspect the computer equipments.

I. Acceptance of Bids:

This Secretariat reserves the right to accept or reject any or all bids in the light of Public Procurement Rules 2004 without assigning any reason.

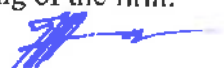


J. Termination of Contract:

If the Firm is not providing services as per the requirement of the National Assembly Secretariat, agreed in the contract. The National Assembly can terminate the contract with prior notice of one month.

L. Technical Evaluation Criteria.

- a. The proposal must address all requirements (comprehensive maintenance, response time, repair or replace clause etc.) defined in this document, stating clearly the acceptance of the Secretariat requirement.
- b. The firm must also quote rates for the equipment on call basis attached as Annexure-II for rectification of any problems during the period of contract.
- c. The proposal must submit relevant details (e.g. names of current organization under maintenance contract with more than 100 PCs with names and telephone numbers of contact persons) to enable the Secretariat to evaluate the firm according to the criteria given in this document.
- d. The proposal must include a detailed Hardware & Software maintenance plan. Highlight the arrangements for backup/replacement of computer equipment.
- e. Include bio data of all personnel and those who would be assigned to actually perform the Hardware & Software maintenance.
- f. After evaluation of the firm's proposals, the evaluation committee will visit the office of the firm. The firm will make a brief presentation, which would inform the committee about the firm's background and the description of its maintenance plans. Later the committee will review the maintenance facilities/workshops available at the firm's office. The timetable for the visit will be finalized in consultation with the firm.
- g. The firm must enclose a bank draft/pay order of an amount of Rs. 200,000/- in favour of National Assembly as earnest money/bid security, which will be returned if bid is not accepted.
- h. The firm must be registered with General Sales Tax/Income Tax Departments.
- i. The firm will depute at least two certified Site Engineers in the National Assembly for on-site rectification of problems. Site Engineers timings will be according to Assembly working hours (if required on weekends).
- j. Any extra services offered by the firm in addition to those asked for should be highlighted. Such services would enhance overall rating of the firm.



NATIONAL ASSEMBLY SECRETARIAT

LIST OF COMPUTER EQUIPMENT

S. No.	Computer Equipment	Specifications	Quantity
1.	Dell 390 Ci3 with LCD	Processor 3.30 G.Hz, RAM 2 G.B DDR3, 500 G.B Hard Disk	02
2.	Dell C i-5 with LCD Unbranded	Processor Ci-5 3.10 GHZ, RAM 4 GB, Hard Disk 300 G.B.	03
3.	Lenovo Core i-5 with LCD	Processor Ci-5 3.0 G.Hz, RAM 4 G.B DDR3, 1000 G.B Hard Disk, 18.5" LCD	17
4.	HP Core i-5, 3130 with LCD	Processor Ci-5 3.0G.Hz, RAM 2 G.B DDR3, 300 G.B Hard Disk, 18.5" LCD	30
5.	HP Core i-7 3330 with LCD	Processor Ci-7 3.4 G.Hz, RAM 4 G.B DDR3, 500 G.B Hard Disk, 18.5" LCD	30
6.	HP ProDesk 400 G2 Ci7 with LCD	Processor Ci-7 3.4 G.Hz, RAM 4 G.B DDR3, 500 G.B Hard Disk	46
7.	Dell 7020 OptiPlex Ci7 with LCD	Processor Ci-7 3.6 G.Hz, RAM 4 G.B DDR3, 1 TB Hard Disk	144
8.	Lenovo All-in Computer 23"	Processor i-5 3.20 G.Hz, RAM 4 G.B, DDR3, 1 TB Hard Disk	40
9.	Dell Optiplex 3070 Ci7 Desktop Computers alongwith LED Monitors Model E1916H	Processor Ci-7 3.6G.Hz, RAM 8 G.B DDR4, 256 SSD, 500 TB Hard Disk	10
10.	HP 280 Pro G6 Microtower/HP ProDesk 400 G7 Microtower	Intel(R) Core (TM) i7-10700 CPU @ 2.90GHz, RAM 8 GB, SSD 256, 1TB Hard Disk	50
11.	Dell Desktop OptiPlex 7090 alongwith LED	11th Generation Intel Core i7-11700 2.50 Ghz, RAM 16 GB, 512 SSD, 1TB HDD	17
12.	Dell Vostro 3670	9th Generation Intel Core i5-9400 2.4 GHz., RAM 4 GB, 1 TB HDD	02
13.	MacBook Air Me2 with USB C.Digital AV Multiport Adaptor	-	15
14.	Lenovo ThinkBook 15 G2 ITL Laptop	11th Generation Intel® Core™ i5-1135G7 Processor 2.40 GHz, RAM 16 GB	44
15.	Dell Inspiron 3511 Laptop	11th Generation Intel® Core™ i7-1165 Processor 2.80 GHz, RAM 16 GB, 512 GB SSD	20
16.	Lenovo Laptop E42 & E49	Processor i-5 3.20 G.Hz, RAM 4 G.B, DDR3, 700 GB Hard Disk	60

S. No.	Computer Equipment	Specifications	Quantity
Section-II			
17.	Lenovo All in one Printer		15
18.	HP-2035 Laser Jet Printer		25
19.	HP 1020 Laser Jet Printer		13
20.	HP Laser Jet 2300 DN		01
21.	HP-2015 Laser Jet Printer		01
22.	HP Laser Jet 1320 Printer		02
23.	HP Laser Jet P3005 DN (Press Gallery)		01
24.	HP 400dne Printer		20
25.	HP Pro-200 M251N Color Printer		01
26.	HP Laser Jet P3015		01
27.	HP 1015 Printer		01
28.	Laserjet 400 Color m451dn		02
29.	Fargo DTC 5500 LMX Card Printer		01
30.	Fargo HD P6600 LMX Card Printer		02
31.	HP-1522 NF Multifunction		01
32.	HP Laserjet Pro M404dn		80
33.	HP Laserjet Pro M404dw		22
34.	HP Color LaserJet Pro MFP M476dw		01
35.	Gestetner SP311SFN (4 in 1)		01
36.	Scanner HP 7615		01
37.	Scanner HP 5550C		01

S. No.	Computer Equipment	Specifications	Quantity
38.	Scanner HP 5590		19
39.	Scanner Canon Image Formula DR-F120		04
40.	Microtek ArtixSoan D12015C		02
41.	Uniscan Scanner		13

NETWORK EQUIPMENT

This equipment will be maintained on call basis.

S. No.	<u>MULTIMEDIA PROJECTORS</u>	Quantity
1.	Sony Multimedia Projectors Model VPL-EX70	04
2.	Panasonic Multimedia Projectors Model: PT-LB50EA, PT-LC80E, PT-LB55NTEA	03
3.	BenQ Digital Projector MX704	04
4.	APC UPS SV5000VA	02
5.	Reality Power System 5KVA	01
6.	Reality Power System 6KVA	01

