



"TENDER DOCUMENT"

FOR

MAINTENANCE

OF

COMPUTER EQUIPMENT

JULY, 2021

**NATIONAL ASSEMBLY SECRETARIAT
ISLAMABAD**

MAINTENANCE PROPOSAL GUIDELINES & REQUIREMENTS

In the National Assembly Secretariat, branded desktop/Laptop Computers, Hp LaserJet Printers/Scanners are installed with, Windows 7/ Windows 10 Operating System. 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 experienced staff as well as established technical facilities/workshop in Islamabad.
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 to deal with the troubleshooting of hardware and software.

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 (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.

C. Response Time

- a. Within two hours on all working days.
- b. Within 3-4 hours on Saturday & Sunday/closed holidays.

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 year.
- 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:

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.

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 firms should enclose a bank draft or pay order of 5% of the total bid with their proposal in favour of National Assembly Secretariat Islamabad, as security deposit, which will be returned, if the proposal is not accepted.
 - h. The firm must be registered with General Sales Tax/Income Tax Departments.
 - i. The firm will depute site engineers in the National Assembly for on-site rectification of problems. Site Engineer timing 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.
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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 3.0G.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 3.4G.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 3.4G.Hz, RAM 4 G.B DDR3, 500 G.B Hard Disk | 46 |
| 7. | Dell 7020 OptiPlex Ci7 with LCD | Processor Ci-7 3.6G.Hz, RAM 4 G.B DDR3, 1 TB Hard Disk | 144 |
| 8. | Lenovo All-in Computer 23" | Processor i-5 3.20G.Hz, RAM 4 G.B, DDR3, 1 TB Hard Disk | 40 |
| 9. | Lenovo Laptop | Processor i-5 3.20G.Hz, RAM 4 G.B, DDR3, 700 GB Hard Disk | 60 |
| 10. | HP ProBook 4520, Ci-5 Laptop | Processor Ci-5, 2.53G.Hz, RAM 2 G.B DDR2, 300 G.B Hard Disk | 04 |
| 11. | HP ProBook 4530, Ci-5 Laptop | Processor Ci-5, 2.53G.Hz, RAM 4 G.B DDR2, 300 G.B Hard Disk | 03 |
| Section-II | | | |
| 12. | Lenovo All in one Printer | | 15 |
| 13. | Hp-2035 Laser Jet Printer | | 25 |
| 14. | HP 1020 Laser Jet Printer | | 13 |