

NATIONAL ASSEMBLY SECRETARIAT

No.F.2(2)/2024-DIT

Islamabad, the 28th August, 2025

INVITATION TO E-BID

**FOR MAINTENANCE OF COMPUTER EQUIPMENT IN THE NATIONAL ASSEMBLY
SECRETARIAT, ISLAMABAD**

National Assembly Secretariat, invites electronic bids from National Assembly Secretariat, Islamabad invites electronic bids from the reputable Firms/Companies registered with Income Tax and Sales Tax Departments having minimum five years of experience in the field of computer maintenance for comprehensive maintenance of equipment in the National Assembly Secretariat, Islamabad.

2. Bidding documents, containing detailed terms and conditions, method of procurement, procedure for submission of bids, bid security, bid validity, opening of bids, evaluation criteria, clarification/rejection of bids, performance guarantee, etc. are available for the interested bidders at the websites of the National Assembly Secretariat (www.na.gov.pk), EPADS (<http://eprocare.gov.pk>) and PPRA's (www.ppra.org.pk) free of cost.

3. The bids prepared in accordance with the instructions in the bidding documents, must be uploaded by using EPADS on or before **15th September, 2025 at 11:00 am**. Manual bids, shall not be accepted. Bids will be opened on EPADS on the same day at **11:30 am**.



Section Officer (Procurement)
National Assembly Secretariat
Telephone No. 051-9022360



“TENDER DOCUMENT”

FOR

MAINTENANCE

OF

COMPUTER EQUIPMENT

MAINTENANCE PROPOSAL
GUIDELINES & REQUIREMENTS

National Assembly Secretariat, Islamabad invites electronic bids from the reputable Firms/Companies registered with Income Tax and Sales Tax Departments having minimum five years of experience in the field of computer maintenance/service of IT equipment and having experience of providing on-premises technical staff for the comprehensive maintenance of IT equipment listed at Annexures I & II.

A. GENERAL TERMS AND CONDITIONS

1. The **Single Stage Two Envelopes** bidding procedure/method will be followed for the bidding process as per rule 36(b) of the Public Procurement Rules, 2004.
2. Bids shall only be submitted electronically through EPADS. Manual bids will be rejected.
3. The deadline for uploading bids is **15th September, 2025 up to 11:00 a.m.** The Technical Bids will be opened on the same day at 11:30 p.m. in the National Assembly Secretariat.
4. The firm must be registered with General Sales Tax/Income Tax Departments.
5. The bidder should quote rates item wise inclusive of all applicable taxes in typed form on the prescribed format (**Annexure-IV**). Cutting and overwriting will not be accepted; otherwise, the bid will be rejected.
6. The rates quoted in the Tender document shall remain valid till the conclusion of the contract period.
7. The selected bidder will have to furnish a performance guarantee **@ 10%** of total bid price in the shape of a Bank Draft/CDR (Cheque will not be accepted) in favor of Section Officer (Procurement), National Assembly Secretariat, Islamabad valid till the conclusion of the contract period.
8. The Firms/Companies will not be allowed to sublet the work to any other Firm/Company.
9. The firm will quote rates for the equipment on call basis attached as **Annexure-II** for rectification of any problems as and when required during the period of contract. No separate service charges will be paid; only the cost of replacing of faulty parts, if any, will be paid.
10. The proposal should provide a comprehensive plan for hardware and software maintenance. This must include clear provisions for the backup and replacement of computer equipment.
11. Complete Bio data of the Station/Resident Engineers who would be assigned to actually perform the Hardware & Software maintenance in National Assembly Secretariat.
12. After evaluation of the firm's proposals, the procurement 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.

13. The firm will depute at least two qualified Station/Resident Engineers having A+ or equivalent certifications in the National Assembly for on-site rectification of problems. Station/Resident Engineers timings will be according to Assembly working hours (if required on weekends).
14. 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.
15. Bidders providing unsubstantiated and/or incorrect information are liable to legal action and/or disqualification/blacklisting in accordance with the rules *ibid*.
16. Any typographical mistake in the bidding document that doesn't alter the tender altogether or violate Public Procurement Rules, 2004 will be corrected without extension of the tender period.
17. 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 requirements.
18. The documentary evidences may be arranged in accordance with sequence provided in **(Annexure-III)** and the index/table of content along with page number may be provided at the start of technical proposal.
19. The firm may contact the Section Officer (Procurement), National Assembly Secretariat, for any clarification/query before submission of bids. Clarifications of the bidding documents may be requested in writing through EPADS up to three days prior to the deadline for the submission of bids.

B. Mandatory Requirements:

1. The firm must be registered with Central Sales Tax, Income Tax Departments. Bidder must provide Certificate of Income Tax and Sales Tax Registration, Active Tax Payer status.
2. Bidder must provide an undertaking on **legal paper/stamp paper worth Rs. 100/-** stating that the bidder is **not blacklisted by any Government entity in Pakistan**, has no record of unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices, and is also not involved in any kind of lawsuits either current or pending. A soft copy should be uploaded on EPADS, and the hard copy in original may be provided to the Committee before the opening of the technical bid.
3. A **bid security of PKR 200,000 (Rupees two hundred thousand only)** in the shape of a **Bank Draft/CDR** (Cheque will not be accepted) in favor of Section Officer (Procurement), National Assembly Secretariat, Islamabad, must be attached with the Tender. A soft copy should be uploaded on EPADS and the hard copy in original may be provided to the Committee before the opening of the technical bid.
4. The firm should have turnover more than Rs. 10 million per annum during the last 3 years (audit reports/income tax returns must be attached).
5. The Firm/Company must possess a minimum of 05 years of experience in the field of computer maintenance and repair including at least 03 years of experience providing such services to Government, Autonomous, or Semi-Autonomous organizations/departments/Multinational Companies/Banks. Relevant experience certificates or work orders, along with satisfactory work completion certificates, must be attached as evidence.

6. The technical staff must be having technical experience of at least 5 years as station engineer/resident engineer in any Government/non-Government organization or has hands on experience of the hardware and software in any corporate organization/sector to deal with the repair/troubleshooting of computer hardware, software & network.
7. Other requirements as mentioned in Technical Evaluation criteria (Annexure-III).

C. Comprehensive Maintenance

The firm required to submit a comprehensive maintenance plan for the computer equipment attached as Annexure 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. Network troubleshooting, cable laying/replacement and installation/replacement of Ios/Network connectors as well as ensuring connectivity of network printers, scanners and photocopiers shall be the responsibility of the Firm. However, the Procuring Agency will only provide necessary materials such as connectors, cables, IO and ducts required for network troubleshooting.
- e. Provision of equivalent or better machines as backup, in case an original machine cannot be repaired within 08 hours.
- f. The firm should ensure availability of five 10th generation of above dell/hp desktop computers, two 10th generation or above dell/hp laptops and five duplex laser jet network printers (hp/pantum) in the stock of the National Assembly Secretariat all the times for immediately replacement of any faulty equipment.

D. Response Time

- a. Within one hour 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.

E. 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.
- b. If the faulty item cannot be replaced with equivalent/higher specifications within the allowable downtime or the required quantity of backup equipment not maintained in the stock, a penalty of 2% of the total bid amount for that particular item will be deducted per day from the quarterly payment until the equipment is either repaired or replaced as specified.
- c. The firm shall ensure that backup equipment, as outlined in Clause C(f) above, is consistently maintained in stock and readily available at the National Assembly Secretariat at all times.

F. Price Quotations

- a. The comprehensive maintenance rate should be quoted for individual items (PCs, Laptops, Laser Printers, Scanners etc.), network troubleshooting 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 (Annexure-II) on Call basis as and when required. Time frame for the maintenance and repair of equipment must be mentioned.)

G. 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.

H. 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.

I. 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.

J. 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.

K. 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.



Section Officer (Procurement)
National Assembly Secretariat
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NATIONAL ASSEMBLY SECRETARIAT

LIST OF COMPUTER EQUIPMENT

S.#	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.#	Computer Equipment	Specifications	Quantity
17.	HP All in One	—	02
18.	Non Branded Desktop Computer with 24 inches LEDs	7 th Generation, Processor i-7, 3.20 GHz, RAM 8 GB, DDR4, 256 SSD and 1TB Hard Disk	30
19.	Redragon Full HD 27Inch LED	—	03
Section-II			
20.	Lenovo All in one Printer		15
21.	HP-2035 Laser Jet Printer		25
22.	HP-2055 Laser Jet Printer		15
23.	HP 1020 Laser Jet Printer		13
24.	HP Laser Jet 2300 DN		01
25.	HP-2015 Laser Jet Printer		01
26.	HP Laser Jet 1320 Printer		02
27.	HP Laser Jet 1300 Printer		20
28.	HP Laser Jet P3005 DN (Press Gallery)		01
29.	HP 400dne Printer		20
30.	HP Pro-200 M251N Color Printer		01
31.	HP Laser Jet P3015		01
32.	HP 1015 Printer		01
33.	Laserjet 400 Color m451dn		02
34.	Fargo DTC 5500 LMX Card Printer		01
35.	Fargo HD P6600 LMX Card Printer		02
36.	HP-1522 NF Multifunction		01
37.	HP Laserjet Pro M404dn		80
38.	HP Laserjet Pro M404dw		22

S.#	Computer Equipment	Specifications	Quantity
39.	Pantum BP5100DW Series		40
40.	HP Color LaserJet Pro MFP M476dw		01
41.	HP 3055 All in one		01
42.	Scanner HP 7615		01
43.	Scanner HP 5550C		01
44.	Scanner HP 5590		19
45.	Scanner Canon Image Formula DR-F120		04
46.	Microtek ArtixSoan D12015C		02
47.	Uniscan Scanner		13
48.	Vioneer Patriot PD45 Scanner		10

EQUIPMENT ON CALL BASIS

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
7.	Vertiv Liebert GXT MT+ 6KVA	01

Annexure-III

TECHNICAL EVALUATION CRITERIA

S #	Description	Name of Firm
1.	Proof of valid Registration with relevant forum	Yes/No
2.	Active Tax Payer Certificate	Yes/No
3.	Whether Non-Blacklisting Affidavit is provided.	Yes/No
4.	Whether the firm enclosed 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.	Yes/No
5.	Whether audit report or income tax returns are provided to proof Annual turnover of Rs.10 million or above	Yes/No
6.	Whether Experience Certificates confirming 05 years experience including 03 years of experience of providing such services to Government, Autonomous, or Semi-Autonomous organizations/departments/Multinational Companies/Banks along with work satisfactory report is provided.	Yes/No
7.	Whether the proposal address all requirements (comprehensive maintenance, response time, repair or replace clause etc) defined in this document, stating clearly the acceptance of the Secretariat requirement.	Yes/No
8.	Whether the proposal include a detailed Hardware & Software maintenance plan including the arrangements for backup/replacement of computer equipment.	Yes/No
9.	Whether the firm provided the complete bio data with qualification and experience of the two proposed certified Site/Resident Engineers in the National Assembly for on-site rectification of problems	Yes/No
10.	Whether any extra services offered by the firm in addition to those asked for.	Yes/No
11.	Company should have at least one registered office in Islamabad/Rawalpindi	Yes/No

Annexure-IV

FINANCIAL BIDS
(Rates should be inclusive of all taxes)

S.#	Item description	Specifications	Quantity	Unit price without tax	Unit price inclusive of all taxes	Total price without tax	Total price inclusive of all taxes