

PAKISTAN REVENUE AUTOMATION (PVT) LIMITED

TENDER DOCUMENT P-13/2024

**PROCUREMENT OF GOODS & SERVICES FOR THE REPAIR &
MAINTENANCE OF APC INROW (DX30KW) COOLING UNTIS**

December 2024



Online (e-bid) shall be submitted only at e-PAK Acquisition & Disposal System (EPADS), on or before 11:00 AM, 06th January 2025.

In case of any query, please contact Phone: (+92) 51-9259353 Or visit

Admin & HR Department (Procurement Wing)

Pakistan Revenue Automation (Private) Limited,

Software Technology Park, 2nd Floor, Service Road (North), Sector I-9/3, Islamabad.

Email: at procurement@pral.com.pk Website: pral.com.pk



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1 Invitation to Bid:

Pakistan Revenue Automation (Private) Limited (acronym – PRAL). PRAL is a private limited Company registered under section 32 of the companies ordinance, 1984 (XLVII of 1984). PRAL is working with federal and provincial tax and revenue agencies to provide wide variety of tax and revenue collection automation solutions, since its incorporation in June, 1994. Online (e-bids/proposals) are invited from bidders for the **Procurement of Goods & Services for the Repair & Maintenance of APC InRow DX Cooling Units (DX30KW)**. All interested and eligible bidders are requested to go through the tender document and provide relevant required information and supporting documents mentioned in this document.

2 Instructions to Bidders:

The selection of a company/firm will be based on **Least Cost Method**, through **Single Stage Two Envelope** bidding procedure. The Bidder is expected to examine all instruction forms, terms and Conditions of the bidding documents. Failure to furnish all information required by the bidding documents and/or to submit a bid not substantially responsive to the bidding documents will be at the bidder's risk, which may result in rejection of bid.

- 2.1 The PDF copy of the Technical and financial proposal/bid along with the bid security shall only be submitted online on EPADS no hardcopy shall be entertained.
- 2.2 In the first instance, the "Technical bid/Proposal" shall be opened for technical evaluation and the "Financial Proposal" shall remain unopened in the system.
- 2.3 PRAL shall evaluate the Technical Proposal in a manner prescribed in section-8 given in the document, without reference to the price and condition PRAL shall reject any proposal which does not conform to specified requirements.
- 2.4 During the technical evaluation, no amendments in the technical proposal shall be permitted.
- 2.5 After evaluation of the technical proposals, PRAL shall open the financial proposals of the technically responsive bids online, and shall communicate the date, time & venue through system in advance, within the bid validity period.
- 2.6 The financial bids whose technical bids declared non-responsive, shall not be opened.
- 2.7 The Technical and Financial Proposal will be evaluated based on PRAL's evaluation criteria as provided in section-08 and 09 of this document.
- 2.8 The bid shall remain valid for the period of 120 days from the date of bid opening.
- 2.9 This document has different sections carrying information of eligibility, technical evaluation criteria, Scope of work and conditions of tender etc. to assist the potential bidders to develop their technical proposals.
- 2.10 Minimum passing marks are 65 in technical evaluation, along with a compulsion to obtain full marks in Serial # 3 & 4 of Annexure-D shall be considered as technically qualified.
- 2.11 PRAL reserves the right to request submission of additional information from the bidders to clarify/further understand aspects of technical proposal, if required. PRAL also reserves the right to verify any information provided by the bidder.
- 2.12 PRAL has the right to visit business premises to verify the information shared in tender documents. Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.
- 2.13 PRAL reserves the right to award or not to award the contract and bidders who fail to submit complete and attach all the relevant documents shall be disqualified. No bid shall be accepted in hardcopy.



- 2.14 Bidders to strictly ensure that their bid documents are submitted before the closing time and date of the tender, else the system will not accept the bids after the closing time.
- 2.15 Questions about the bidding document can be made only in writing through EPADS or Email: at procurement@pral.com.pk and must be asked on or before COB December 27, 2024.
- 2.16 Although adequate thought has been given in the drafting of this document, errors such as typos may occur for which PRAL will not be responsible.
- 2.17 Companies/Firms cannot apply by forming a consortium (both local or international firms/Companies).
- 2.18 In case the bid opening day falls on a public holiday, the next working day shall be considered as the opening day for the same.
- 2.19 In case of any disruption/failure in submitting the bid on EPADS, PRAL shall not be held liable, since the EPADS is owned and operated by PPRA.
- 2.20 In case of any disruption observed on the day of bid opening due to any reason related to server/internet connectivity, the next working day shall be considered as the opening day for the same.
- 2.21 The bidding documents should be signed, stamped and readable.
- 2.22 The financial bid/proposal should not be disclosed in the technical proposal/bid, else the bid shall be disqualified.
- 2.23 The Procuring Agency, at its discretion, may extend "Deadline for Submission of Bids". In such case all rights and obligations of the Procuring Agency and Bidders previously subject to the deadline shall thereafter be subject to the extended deadline.
- 2.24 The bidder should be a registered supplier on the e-Pak Acquisition & Disposal System (EPADS) to participate in the subject tender. To register electronically suppliers can visit <https://eprocure.gov.pk/#/supplier/registration>.
- 2.25 The scanned copy of the Bid Security to be uploaded along with the online bid and the hardcopy of the Bid, bid security and original copy of the Affidavit shall be submitted at below mentioned address on or before 11:00 AM 06th January 2025.

Tender No.P-13/2024 (Original Bid Security & Affidavit)

Admin & HR Department (Procurement Wing)

Pakistan Revenue Automation (Private) Limited,

Software Technology Park, 2nd Floor, Service Road (North), Sector I-9/3, Islamabad.

3 Conditions for Eligibility:

The bidders, fulfilling the following criteria, will be considered eligible for the bidding process.

- 3.1 Evidence of the bidding firm/company's registration/Incorporation is required (Copy of certificate of incorporation/company registration certificate is required).
- 3.2 Have National Tax Number (NTN) and GST/ PST (if applicable) in the name of Organization (Provide a copy of registration).
- 3.3 Should be active taxpayer on the date of submitting the bid. (Status report must be provided).
- 3.4 Affidavit on stamp paper, declaring that the bidding company/Firm is not blacklisted by any Telco/FMCG/autonomous body/government/semi government or any organization. (Affidavit on stamp paper original signed & stamped).
- 3.5 Bidders must be elite (Tier-1) partner of principal and must have Manufacturer Authorization letter for participating in the Tender (MAF and partnership letter to be shared).



If bidder fails to provide above mentioned information using “Eligibility Criteria Checklist” (Annexure B), they shall be dis-qualified and declared ineligible from the bidding process and its technical evaluation will not be carried out.

4 SCOPE OF THE WORK:

The following scope of work identifies the tasks and responsibilities that the qualifying Company/Firm shall deliver upon, by working closely with the Network & Infrastructure Department of PRAL:

REPAIR & MAINTENANCE OF APC INROW PRECISION COOLING UNITS

SCOPE OF WORK

PRAL procured five **APC InRow DX Cooling Units (DX30KW)** in year 2021, out of which 04 units became faulty. These faulty units are currently installed at **Custom House Karachi Data Center**, which are to be made operational again by changing the faulty parts and through Repair & Maintenance services as well check the electrical protection to ensure the safety of units after repair. The bidder may propose any changes to the electrical protection if additional measures are required. The Bidder's are required to visit the Data Center located at 9th Floor, Custom House Karachi in coordination with **Mr. Waqas Barlas, Deputy Manager (Admin) PRAL, cell number 0321-5946404 or Mr. Tayyab, Senior System Administrator (PRAL) cell number 0334-3777320** for a comprehensive/in-depth assessment/diagnosis of these faulty Cooling Units and should propose a solution to make the faulty units operational again.

The bidder's must have complete spares parts available with them in stock, that could be needed during the repair & maintenance, so that these faulty units can be made operational without any further delay. The bidders are required to provide 01-year warranty after repair & maintenance.

The timeline for the Repair & Maintenance is 3 to 4 weeks after issuance of the Purchase Order. PRAL technical department shall inspect and check the units repaired by the bidder in accordance with the standard operating procedure, recommended by the principal and share the User Acceptance, thereafter payment shall be made.

DETAILED SCOPE OF WORK		
Sr #	Description	Qty
01	APC InRow DX Cooling Units (DX30KW) Diagnosis of faults, Provisioning of new Parts, Supply of Gas, Upgradation of Software (if any) and installation services along with testing & Commissioning and make the unit operational complete in all respects up to the satisfaction of PRAL.	04

5 General or Special Conditions of Tender

The successful bidder shall agree to the following terms to provide Repair & Maintenance services to PRAL:



- 5.1 All documents and information received by PRAL from bidders will be treated in strictest confidence and Documents submitted to PRAL will not be returned.
- 5.2 All expenses related to participation in this bidding document shall be borne by the bidder.

6 Form of Contract

- 6.1 The successful bidder shall sign and execute the standard contract of PRAL including any general conditions on the terms and conditions specified therein. Any amendment to the standard contract shall be made with mutual consent of both parties.
- 6.2 Successful bidder will sign a contract and will provide the repair & maintenance services as per the timelines specified in the scope of work after issuance of the Purchase/Service Order.
- 6.3 The duration of the contract shall be 01 year.
- 6.4 PRAL may cancel the contract based on unsatisfactory performance by the bidder, by giving a one (01) month notice.
- 6.5 In case of any dispute regarding repair & maintenance services. the decision of the PRAL shall be final & binding.
- 6.6 The competent authority may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. PRAL shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.
- 6.7 PRAL may consider any one or all four units for repairing purpose as per the business requirement therefor the bidders are require to quote rates for repairing of all the cooling units.
- 6.8 All taxes will be deducted in accordance with the applicable laws.

7 Delivery Timeline

Timeline for the delivery of said services is 03 to 04 weeks after issuance of the purchase order.

8 Technical Evaluation Criteria

This document is governed by the procedure approved by PRAL management. The technical proposal of eligible organizations will be evaluated against the requirements specified in the “Annexure-D”.

9 Financial Evaluation Criteria

The financial proposals of only eligible & technically responsive bidders will be opened in the presence of all the bidders who participated in the tender. All technically qualified bids shall be opened by the evaluation committee publicly online in the presence of the bidders or their representatives who may choose to be present at the time and place announced prior to the bidding. The chairperson or member of the evaluation committee shall read aloud the unit price as well as the bid amount if any and shall record the minutes of the bid opening. All bidders shall sign an attendance sheet at the time of bid opening.

Please provide information regarding Financials in **Annexure – F”**.



10 Performance Security

- 10.1** The successful bidder will be required to furnish performance securities/guarantees for the amounts equivalent to 10% of the total award value of the Contract, in the form of bank guarantee or a Pay Orders, issued by a scheduled bank operating in Pakistan acceptable to PRAL, within ten working days from the receipt of notice of successful bidder or the time as may be extended by PRAL. If the successful bidder fails to deposit performance guarantees within the time stated above, PRAL retains the right to cancel the notice for award of agreement and the bid security shall be forfeited.
- 10.2** The performance guarantee/security will be returned after completion of the warranty period.
- 10.3** In case the bidder fails to provide the Performance Guarantee, 10% of the total payment shall be retained by PRAL, till completion of the warranty period.

11 Submission of Bids (Technical and Financial Proposal): -

- 11.1** The complete bid containing the Technical and Financial proposals along with Bid Security shall be submitted online in PDF format on EPADS, while original bid security & original Affidavit shall be submitted in a sealed envelope marked as Tender No.P.13/2024 (Original Bid Security & Original Affidavit) at PRAL Office, Plot No.156, 2nd Floor, Software Technology Park, Sector I-9/3, Islamabad on or before 11:00 PM 06th January 2025. Technical proposals will be opened online on the same day i.e., 11:30 PM 06th January 2025 at PRAL Head Office Islamabad in the presence of bidder's representatives who wish to attend it. The bidder who fails to upload the hardcopy of Technical and Financial proposals along with Bid Security on EPADs on or before the closing date & time shall be disqualified from the bidding process.

11.2 Bid Security

Bid Security amounting to rupees 225,000/-PKR in the form of pay order or demand draft favoring Pakistan Revenue Automation Pvt Ltd shall be submitted along with the bid. The Bid Security should be valid for a period not less than 6 months.

Any bid not secured by "Bid Security" shall be considered as rejected

if "Bid Security" is found less than Rs. 225,000/-, the bid shall be considered as rejected at any stage.

11.3 Cover Letter for the Submission of Technical Proposal

A cover letter as specified in **Annexure I** shall be submitted with the proposal.

Note: Please provide the required Information/Response to all Annexure mentioned in this document and mark them while submitting the bid.



Annexures

Annex – A (Organization Information)

Organization Information			
S #	Required Information	Response	
1	Legal name of the organization		
2	Year of Registration / Establishment of the Organization		
3	National Tax Number		
4	General / Punjab Sales Tax Number		
5	What is the legal status of your organization? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	Public Sector Organization	
		Section 42 Company	
		Public Ltd. Company	
		Private Ltd. Company	
		Private Partnership Firm	
	Other		
6	Name and designation of 'Head of Organization'		
	Mobile:		
	Phone/s:		
	Email:		
7	Name and designation of 'Contact Person':		
	Phone/s:		
	Mobile:		
	Email:		
8	Address of organization		



Annex – B (Eligibility Criteria Check List)

Eligibility Check List				
Sr. No.	Eligibility Criteria Details	Evidence/Proof Required	Attached Supporting Documents/Proof and mark Yes/No	
			Yes	No
1	Evidence of the bidding firm/company's registration/incorporation	Copy of certificate of incorporation/company registration	<input type="checkbox"/>	<input type="checkbox"/>
2	Provide National Tax Number (NTN) and GST/ PST, (if applicable) in the name of Organization	Copy of registration	<input type="checkbox"/>	<input type="checkbox"/>
3	Should be active taxpayer on the date of submitting the bid.	Status report	<input type="checkbox"/>	<input type="checkbox"/>
4	Affidavit on stamp paper, declaring that company is not blacklisted by any Telco/FMCG/autonomous body/government/semi government or any organization.	Affidavit on stamp paper original signed & stamped	<input type="checkbox"/>	<input type="checkbox"/>
5	Bidders must be elite (Tier-1) partner of principal and must have Manufacturer Authorization letter for participating in the Tender	(Bidder must provide Manufacturers Authorization letter along with elite (tier 1) principal partnership letter)	<input type="checkbox"/>	<input type="checkbox"/>



Annex – C (Relevant Experience)

Relevant Experience		
Sr. #	Required Information of the Clients	Response (Please provide exact information with Clients organization name, location/s and duration) Provide data in sequence given below and also attach copies of Purchase Orders / Service Orders / Contract Agreements.
1	Details of the Clients to whom Similar nature of services are provided	
	Name of Clients Organization(s) along with the following details:	i.
	I. Company Name	ii.
	II. Addresses, email address, Phone #, website	iii.
	III. Contact person	
	IV. Start and end dates of Services (For example – Jan 2009 to July 2021)	



Annex – D (Technical Evaluation Criteria)

TECHNICAL EVALUATION CRITERIA				
Sr #	Descriptions	Total Points	Scoring Points	Remarks (Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	Client Portfolio	15		
	Provided Similar nature of Preventive & Corrective Maintenance services to more than 10 local/international/multinational clients including public sector or private sector organizations:		15	Documentary proof: (Purchase/Service order/ copies of contract with contract details of clients should be furnished. *Multiple projects with same client will be counted as one.
	Provided Similar nature of Preventive & Corrective Maintenance services to more than 07 but less than or equal to 10 local/international/multinational clients including public sector or private sector organizations:		10	
	Provided Similar nature of Preventive & Corrective Maintenance services to more than 05 but less than or equal to 07 local/international/multinational clients including public sector or private sector organizations:		05	
2	Relevant Experience	15		
	Experience of more than or equal to 08 years for providing similar nature of Preventive & Corrective Maintenance services to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		15	Documentary proof: (Purchase/Service order/ copies of contract with contract details of clients should be furnished. *Multiple projects with same client will be counted as one.
	Experience of less than 08 years but more than or equal to 05 years for providing similar nature of Preventive & Corrective Maintenance services to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		10	
	Experience of less than 05 years but more than or equal to 02 years for providing similar nature of Preventive & Corrective Maintenance services to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		05	
3	Compliance to the scope of work mentioned in the bidding document	20		



	Compliance to the scope of work mentioned in the bidding document.		20	A written confirmation on company's letterhead is required
4	Compliance to the availability of spares parts	15		
	The bidder must have complete spare parts available with them in stock		15	A written confirmation on company's letterhead is required regarding availability of complete spare parts in stock.
5	Compliance to the delivery timelines for the Provisioning of Repair & Maintenance services	15		
	The Delivery timeline for the Provisioning of Repair & Maintenance is 3-4 weeks after issuance of Purchase Order		15	A written confirmation on company's letterhead is required that the delivery timeline for the Provisioning of Repair & Maintenance is 3-4 weeks after issuance of Purchase Order
6	Financial Turnover	20		
	Annual turnover /revenue of the company is greater than or equal to 40 million (PKRs)		20	Documentary proof required (tax returns or financial audited report from registered firm/company for the year 2022-2023 or latest)
	Annual turnover /revenue of the company is less than 40 million (PKRs) but greater than or equal to 30 million (PKRs)		15	
	Annual turnover /revenue of the company is less than 30 million (PKRs) but greater than or equal to 20 million (PKRs)		10	
	Annual turnover /revenue of the company is less than 20 million (PKRs) but greater than or equal to 10 million (PKRs)		05	
Total Technical Evaluation Score		100		

*Please mark/flag the supporting documents shared for technical qualification scoring.



Annex – E (Key Management Staff of the Company)

Please attach CVs for your Key Management Staff

Key Management Staff of Company					
Sr #	Name of Management Staff	Designation	Qualification	Area of Expertise	Number of years in company



Annex – F (Financial Proposal)

Financial Proposal Format

<u>SR #</u>	<u>Description</u>	<u>Unit</u>	<u>Qty</u>	<u>Unit cost of Part in PKR (inclusive of all applicable taxes)</u>	<u>Total Cost of parts (inclusive of all applicable taxes)</u>	<u>Installation/ser vices Charges in PKR (inclusive of all applicable taxes)</u>	<u>Total Cost of parts (inclusive of all applicable taxes)</u>
<u>A</u>	APC InRow DX Cooling Unit (DX30KW) # 01						
A.1	Diagnosis of fault in Unit # 01	Job	<u>1</u>				
A.2	Gas Charging (if required)	Job	<u>1</u>				
A.3	List of Compulsory spare parts/ components with installation charges that are needed for Repair & Maintenance of Unit # 01. Please quote rates of all such components including installation charges which need to be replaced essentially to make the AC operational complete in all respects.						
A.3.1		No/Job					
A.3.2		No/Job					
A.3.3		No/Job					
N		No/Job					
A	Total cost in PKR (inclusive of all applicable taxes) for complete repairing of Unit # 01						
<u>SR #</u>	<u>Description</u>	<u>Unit</u>	<u>Qty</u>	<u>Unit cost of Part in PKR (inclusive of all applicable taxes)</u>	<u>Total Cost of parts (inclusive of all applicable taxes)</u>	<u>Installation/ser vices Charges in PKR (inclusive of all applicable taxes)</u>	<u>Total Cost of parts (inclusive of all applicable taxes)</u>
<u>B</u>	APC InRow DX Cooling Unit (DX30KW)# 02						



B.1	Diagnosis of fault in Unit # 02	Job	<u>1</u>				
B.2	Gas Charging (if required)	Job	<u>1</u>				
B.3	List of Compulsory spare parts components with installation charges that are needed for Repair & Maintenance of Unit # 02. Please quote rates of all such components including installation charges which need to be replaced essentially to make the AC operational complete in all respects.						
B.3.1		No/Job					
B.3.2		No/Job					
B.3.3		No/Job					
N		No/Job					
B	Total cost in PKR (inclusive of all applicable taxes) for complete repairing of Unit # 02						
SR #	Description	Unit	Qty	Unit cost of Part in PKR (inclusive of all applicable taxes)	Total Cost of parts (inclusive of all applicable taxes)	Installation/ser vices Charges in PKR (inclusive of all applicable taxes)	Total Cost of parts (inclusive of all applicable taxes)
C	APC InRow DX Cooling Unit (DX30KW)# 03						
C.1	Diagnosis of fault in Unit # 03	Job	<u>1</u>				
C.2	Gas Charging (if required)	Job	<u>1</u>				
C.3	List of Compulsory spare parts components with installation charges that are needed for Repair & Maintenance of Unit # 03. Please quote rates of all such components including installation charges which						



	need to be replaced essentially to make the AC operational complete in all respects.						
C.3.1		No/Job					
C.3.2		No/Job					
C.3.3		No/Job					
N		No/Job					
C	Total cost in PKR (inclusive of all applicable taxes) for complete repairing of Unit # 03						
SR #	Description	Unit	Qty	Unit cost of Part in PKR (inclusive of all applicable taxes)	Total Cost of parts (inclusive of all applicable taxes)	Installation/services Charges in PKR (inclusive of all applicable taxes)	Total Cost of parts (inclusive of all applicable taxes)
D	APC InRow DX Cooling Unit (DX30KW)# 04						
D.1	Diagnosis of fault in Unit # 04	Job	<u>1</u>				
D.2	Gas Charging (if required)	Job	<u>1</u>				
D.3	List of Compulsory spare parts components with installation charges that are needed for Repair & Maintenance of Unit # 04. Please quote rates of all such components including installation charges which need to be replaced essentially to make the AC operational complete in all respects.						
D.3.1		No/Job					
D.3.2		No/Job					
D.3.3		No/Job					
N		No/Job					
D	Total cost in PKR (inclusive of all applicable taxes) for complete repairing of Units # 04						



A+B+ C+D	Grand Total in PKR (Inclusive of all applicable taxes) for repairing of all the four (04) units				
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Business Award Criteria:

1. Lowest Overall Bid: The contract will be awarded to the bidder with the lowest financial bid across all four units.
2. Flexible Awarding: PRAL reserves the right to select any one or all the four units for repair, depending on business needs.
3. Payment for Parts Only: PRAL will only pay for the parts used in the repair and maintenance process.
4. Financial Evaluation: The award will be based on the lowest overall bid submitted by a technically qualified bidder.

Important Notes:

1. Awarding Criteria: PRAL will adhere to the specified awarding criteria when selecting the winning bid.
2. Tax Responsibility: Bidders are responsible for including all applicable and correct taxes in their bids.
3. Currency: All prices must be quoted in Pakistani Rupees (PKR) only.

Authorized Signatory

Name _____

Designation _____

Signature _____

Stamp _____ Date _____

Annex-G (Penalty Clauses & Payment Terms)

1. Any delay in delivery of Goods as per the time frame mentioned in the bidding document will be subject to a penalty @ 10,000/- per day, up to maximum 10% of the total tender cost/value.
2. Upon successful completion of deliverable as per below milestone, the payment shall be made within 30 days after the submission of invoice. No advance payment shall be allowed.
3. All the payment shall made in the PKR after the deduction of all applicable taxes.



Annex – H (Declaration)

I, _____ hereby declare that:

- all the information provided in the technical proposal is correct in all manners and respects.
- and I am duly authorized by the Governing body/Board/Management to submit this proposal on behalf of "[Click here and type the name of organization]"

Name: -	
Designation: -	
Signatures: -	
Date and Place: -	



Annex – I (Cover Letter)

[Firm letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guidelines]

Re: Technical Proposal in respect of [Insert title of assignment]

Dear Sir,

We offer to provide the services for the repair & maintenance of APC INROW (DX30KW) COOLING UNTIS in accordance with your tender for Proposal dated [Insert Date of tender advertised]. We hereby submit our technical Proposal including the required documents.

We hereby declare that all the information and statements made in these proposals are true and accept that any misinterpretation contained therein may lead to our disqualification and forfeiting of our bid security. We undertake that we will initiate the delivery of services as per the client's request if our proposal is accepted. We understand that you are not bound to accept any or all proposals you receive.

Thank you.

Yours sincerely,