



Drug Regulatory Authority of Pakistan

INVITATION TO BID

Drug Regulatory Authority of Pakistan (DRAP), an autonomous body of the Federal Government established under the DRAP Act, 2012, invites sealed bids from authorized service providers registered with Income Tax and Sales Tax Authorities having active taxpayer status, for **provision of High Speed Redundant Internet Connectivity Services at DRAP Headquarters, Islamabad** using single stage-two envelope bidding procedure under the Public Procurement Rules, 2004 and the e-Pak Procurement Regulations, 2023. Interested bidders fulfilling the prescribed eligibility criteria in the bidding documents may submit their bids.

2. Bidding documents containing instructions to bidders, eligibility/ evaluation criteria, general terms and conditions etc. are available at Public Procurement Regulatory Authority (PPRA)'s e-Pak Acquisition and Disposal System (EPADS) Online Portal i.e. www.eprocure.gov.pk as well as DRAP website i.e. www.dra.gov.pk for free download.

3. The bids, prepared in accordance with instructions in the bidding documents, may be uploaded through EPADS i.e. www.eprocure.gov.pk on or before 14.10.2024 at 11:00 AM. Bids will be opened the same day at least 30 minutes after the closing time at Drug Regulatory Authority of Pakistan, Prime Minister National Health Complex, Park Road, Islamabad in the presence of representatives of bidders, if they chose to attend the proceedings. This advertisement is also available on PPRA website i.e. www.ppra.org.pk and DRAP website i.e. www.dra.gov.pk.

4. Only e-bids received through EPADS will be entertained.

(Hamza Zubaid Malik)
Deputy Director (Project & Procurement)
Ph.051-9255911



Drug Regulatory Authority of Pakistan

TENDER DOCUMENTS

Provision of High Speed Redundant Internet Service (200Mbps -CIR)

Tender No. DRAP-ISD/2024-25/02

Note: BIDS NEED TO BE SUBMITTED THROUGH EPADS ONLY

DRAP HEADQUARTERS, PRIME MINISTER'S NATIONAL HEALTH COMPLEX,
PARK ROAD, CHAK SHAHZAD, ISLAMABAD, PAKISTAN.

Phone: (+92) 051-9255953 Website: www.dra.gov.pk

Table of Contents

1	Invitation to Bid:	3
2	Instructions to Bidders:	3
3	Conditions for Eligibility:	4
4	Scope of the Work:.....	5
5	General or Special Conditions of Tender	10
6	Form of Contract	10
7	Delivery Timeline.....	11
8	Technical Evaluation Criteria.....	11
9	Financial Evaluation Criteria.....	11
10	Performance Security	12
11	Pre-Bid Meeting	12
12	Submission of Bids (Technical and Financial Proposal): -	12
13	Annexures.....	13
14	Annex – A (Organization Information).....	13
15	Annex – B (Eligibility Criteria Check List)	14
16	Annex – C (Relevant Experience).....	15
17	Annex – D (Technical Evaluation Criteria)	16
18	Annex – E (Key Management and Technical Staff of the Company).....	19
19	Annex – F (Financial Proposal).....	20
20	Annex – G (Penalty Clauses & Payment Terms).....	Error! Bookmark not defined. 21
21	Annex – H (Declaration)	21
22	Annex – I (Cover Letter).....	22

1 Invitation to Bid:

Drug Regulatory Authority of Pakistan (hereinafter referred as DRAP), established under the DRAP Act 2012, is responsible for providing effective coordination and enforcement of the Drugs Act, 1976 (XXXI of 1976) and to bring harmony in inter-provincial trade and commerce of therapeutic goods.

Sealed bids/proposals are invited from the service providers for the **provision of High Speed Redundant Internet Connectivity Services at DRAP Headquarters, Islamabad**. All interested parties and eligible bidders fulfilling the given eligibility/ evaluation criteria are requested to submit their bids through EPADS Portal i.e. www.eprocure.gov.pk in accordance with the procedure outlined in Public Procurement Rules, 2004 and the E-Pak Procurement Regulations, 2023. The bids must be completed in accordance with the instructions and general terms and conditions in this document.

2. Instructions to Bidders:

- 2.1. The selection of a company/firm will be based on Least Cost Method and the bids to be prepared/ submitted as per Single Stage Two Envelope bidding procedure. The Bidders are expected to examine all instructions, forms, terms and conditions of the bidding documents. Failure to furnish all information required in 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 his bid.
- 2.2. The bid shall be a single sealed package consisting of two separate sealed envelopes, for financial and technical proposals to be submitted through EPADS portal.
- 2.3. In the first instance, the "Technical Proposal" shall be opened through EPADS Portal and "Financial Proposal" shall be retained unopened in the custody of DRAP.
- 2.4. DRAP shall evaluate the Technical Proposal in a manner prescribed in this document, without reference to the price and condition. DRAP shall reject any proposal which does not conform to the specified requirements.
- 2.5. During the technical evaluation, no amendments in Technical Proposal shall be permitted. However, the DRAP reserves the rights to request submission of additional information from the bidders to clarify/further understand aspects of technical proposal, if required. DRAP also reserves the right to verify any information provided by the bidder.
- 2.6. After evaluation of the technical proposals, DRAP shall open the financial proposals of the technically responsive bidders, publicly at a time, date and venue to be announced and communicated to the bidders in advance through EPADS Portal, within the bid validity period.
- 2.7. The financial bids of technically non-responsive bidders will be rejected and returned un-opened to respective bidders.
- 2.8. The Technical and Financial Proposal will be evaluated based on DRAP's evaluation criteria as provided in this document.
- 2.9. The bid shall remain valid for the period of 90 days from the date of bid opening.
- 2.10. 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.

- 2.11. Sealed Bids to be submitted through EPADS portal by closing date & time as mentioned in the invitation to bids.
- 2.12. DRAP 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. DRAP 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, if not properly sealed, marked, signed and stamped.
- 2.14. Clarifications about this bidding document may be asked in writing through EPADS portal and will be replied as per schedule dates.
- 2.15. Although adequate thought has been given in the drafting of this document, errors such as typos may occur for which DRAP will not be responsible.
- 2.16. Companies/Firms cannot apply by forming a consortium (both local or international firms/companies).
- 2.17. 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.
- 2.18. The Procuring Agency shall not consider any bid that arrives after the "Deadline for Submission of Bids". Such bids shall be declared late, rejected, and returned unopened to the bidder.
- 2.19. Bid Security to be placed in sealed Financial Proposal envelopes.
- 2.20. Alternate bidding proposals are not allowed, if a bidder submits more than one technical or financial proposal, all proposals of that bidder shall be rejected.
- 2.21. During the examination and evaluation of the bids, DRAP at its sole discretion may ask any bidder for clarifications of its bid. The request for clarification and the response shall be in writing through email or EPADS. However, no change in substance of the bid shall be sought, offered or permitted after bid submission.
- 2.22. The duration of the contract shall be for the period of three (03) years and prices shall be locked for the same period.
- 2.23. In case the day of bid submission and opening falls on a public holiday, the next working day shall be considered as the deadline for the same.

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 (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 government or semi government. (Affidavit on stamp paper signed & stamped).
- 3.5. Bidders must have a valid ISP Infrastructure license/Local Loop license (s) along with any other license (s) required from any other respective Authority to provide us the services as per our given Scope of work. (Bidder must provide a copy of the Licenses).
- 3.6. 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 MIS Division (Networks & Infrastructure Wing) of DRAP:

4.1. CIR Bandwidth for DRAP HQ

- 4.1.1. DRAP requires robust and reliable Internet connectivity setup with automatic failover capabilities, providing high availability and minimizing downtime in case of link failures.
- 4.1.2. The service provider must provide IP bandwidth on redundant IP backbone and self-healed redundant fiber with redundant Last Mile at DRAP HQ Islamabad.
- 4.1.3. CIR (Committed Information Rate) IP bandwidth with the primary last mile connectivity provided via Fiber and the secondary last mile connectivity in a redundant form with an alternate physical fiber ring in a passive state is required for DRAP HQ, Islamabad.

4.2. Comprehensive Scope of Work and Mandatory requirements:

- 4.2.1. Bidders are required to submit solution with two up streams along with information about which submarine cable is being used as primary and backup e.g., SWME-3, SWME-4, TW1 or PEACE etc.
- 4.2.2. Public IP Pool of 16 IPs comprising of whitelisted IP subnet is required. There should be no malicious or bad reputation IPs. DRAP will assign/utilize these Public IPs for its services. However, the bidders are required to quote for 16 IP Pool separately. DRAP reserves the right to acquire the enhanced IP Pool on a requirement basis during the contract period.
- 4.2.3. The service provider should have sufficient bandwidth available at its local POP from both sources e.g SWME-3, SWME-4, TW1 or PEACE etc. so that in case of outage of one source, traffic could be automatically switched to other source without any congestion. Last mile should be redundant but from different POPs on different fiber legs and self-heal ring connectivity.
- 4.2.4. Information of IP bandwidth from both sources is required to be submitted by the bidders. Document of the entire network topology, including the redundant Internet links, BGP

configuration if any and failover procedures is required. Further network diagrams that illustrate the flow of traffic and the redundancy mechanisms in place is also required.

4.2.5. The bidder should have at least two upstream service providers so that in case of failure at one upstream the services can be shifted to another available upstream. The ISP should ensure that these backbone fibers are physically diverse and do not share the same path or infrastructure to minimize the risk of a single point of failure.

4.2.6. To ensure redundant last miles, the ISP must configure device with failover capability in such a manner that in the event of an outage, the services of the primary active fiber can seamlessly switch to the secondary passive fiber, which will then be treated as active. It should be configured by ISP to enable automatic failover between the active and passive links provided by the ISP.

4.2.7. In the event of a failure on one of the ISP backbone fibers or last mile connections, the device should automatically reroute traffic to the other active link, ensuring uninterrupted connectivity.

4.2.8. Configure one of the ISP connections as the primary (active) link, and the other as the secondary (passive) link. The primary link should handle all traffic under normal conditions, while the secondary link should remain idle and ready to take over if the primary link fails.

4.2.9. Ensure that all networking equipment have redundant power supplies to minimize the risk of power related outages.

4.2.10. Configure proactive alerts for any link failures or abnormal conditions to ensure prompt response and issue resolution. Clarify the support channels and escalation procedures in case of network or service disruptions.

4.2.11. The service provider is required to grant access to the NMS (PRTG, MRTG etc.) portal for daily bandwidth monitoring and traffic graphs with detail insight of the traffic on hourly, daily, weekly, monthly basis. The NMS should have the capability to generate bandwidth utilization reports for a minimum of one year.

4.2.12. Local support should be available all the time 24x7 and response time should be less than 1 hour.

4.2.13. The Service Provider shall be responsible for all civil work related to the installation of the Fiber Optics, cabling of data, grounding, earthing as well as channeling and all other works pertaining to the installation. The Service Provider will be responsible for the quality of the work and will assume full responsibility in case of damage to DRAP building and/or property while carrying out the same.

4.2.14. DRAP requires help line numbers and technical Key Account Manager/Focal Person to be provided where problems may be immediately reported, and a quick process initiated to identify and rectify the problem. The office, mobile number and email addresses of operational staff must be provided for immediate escalation of the problem. In case of absence or leave of the primary responsible resource, the backup resource contact numbers will also be provided by the Service Provider and his presence during that period will be ensured to DRAP.

4.2.15. All PTA or any other Licenses required will be the sole responsibility of the bidder/Service Provider.

4.2.16. The bidder must provide written evidence that bandwidth is not congested and cached over the acquisitioned links.

4.2.17. Initially DRAP requires 200 Mbps bandwidth but DRAP reserves the right to change the Bandwidth as per the requirement of the business during the contract period with the approved rates.

4.2.18. The bidder should have its own 24/7 helpline to resolve the technical issues via phone or email.

4.2.19. The service provider will ensure that DRAP at all times has the guaranteed bandwidth available as requested and signed off in the confirmation of commissioning of the leased circuits.

4.2.20. The proposed solution should be scalable considering possible future expansion.

4.2.21. All fiber optic termination / configuration equipment's required shall be service provider's responsibility.

4.2.22. The solution should be on a turn-key basis including hardware equipment, media acquisition, installation/integration/configuration/commissioning and services.

4.2.23. In case of any hardware failure, backup equipment should be available. Faulty device should be replaced within in 06 Hours from the complaint escalated time.

4.2.24. The response time of the engineers will be counted from the fault reporting time to the arrival/response of the respective engineer.

4.2.25. The bidder requires to provide 99.5% uptime and any reduction in uptime will be deducted from MRC as per the penalty clauses accordingly.

4.2.26. The bidders must ensure to provide the committed bandwidth to DRAP, upload and download speed should be same.

4.2.27. The bidder must ensure and provide evidence that the provided CIR bandwidth is not cached Bandwidth. The bandwidth is not congested and not provided through CDNs. Bidders are required to quote bandwidth slab rates. Depending upon the requirement, the DRAP may request to increase or decrease the bandwidth as per quoted rates. Whenever bandwidth is increased or decreased, the bill will be charged on a prorated basis. No addendum to SLA will be required for this purpose. In case cached bandwidth is observed the DRAP management reserve the right to impose penalty, based upon the verified report of technical team.

4.3. Bill of Quantity (BOQ)

a. One Time Activation/Setup Cost

SR #	Description	Unit	Quantity
01	One Time Activation/Setup Cost (If any)	No	01

b. IP Bandwidth required as per below mentioned slabs:

SR #	IP Bandwidth Slabs	Unit
01	200 Mbps	Quarterly Charges

c. Public IP's:

Sr #	Description	Qty
01	Public IP	16

Note:

The bidder should have at least two upstream service providers so that in case of failure at one upstream the services can be shifted to another available upstream. Both the last miles are required to be terminated separately in a way that failover capability can be achieved.

Sr #	CIR IP Bandwidth LINK Description	Redundant CIR Bandwidth (Primary, Secondary)	LOCATION	Final Sign off after Installation & Testing
1.	Internet Services Connectivity	200 Mbps	DRAP Head Office Prime Minister Health Complex, NIH Road Chak Shahzad Islamabad	2 to 3 weeks

4.4.Delivery Schedule:

S #	Location	Qty. (No)	Installation & configuration from the date of signing of contract	Final Sign off after Installation & Testing
1.	DRAP Head Office Prime Minister Health Complex, NIH Road Chak Shahzad Islamabad	As Per BOQ	2 weeks	2 to 3 weeks

4.5. Deployment Responsibility Matrix:

Deployment Responsibility Pre-requisites			
SR #	Items	Description	Responsibility
1	Equipment/ Accessories	Accessories in existing rack is required for the installation of network equipment.	Service Providers
2	Air Conditioning	Required for maintaining the proper temperature for communication equipment.	DRAP
3	Security	All possible measures should be taken to ensure security of the equipment and prevent access of irrelevant persons, objects etc.	DRAP
4	Cable Route	DRAP will help to finalize the survey for cable route.	DRAP
5	Civil Work if Needed	Permission for civil work like concrete base etc. if required against the contract signed with DRAP	Service Provider
6	Routing/ Switching device Configuration	It may be noted that all the required configurations are responsibility of vendor that includes internet traffic routing, auto fail over for last mile redundancy etc.	Service Provider
7	ONTs/ODFs/SFPs	Installation and commissioning ODF & SFP and allied ONTs of compatible configurations is the responsibility of Service provider.	Service Provider

4.6. Summary of SLA and Service Credits

SR #	SLA indicator	Required SLA Values
1	Network backbone and individual link availability	99.5 %
2	Network backbone round trip latency between 2 sites	Less than 100 milliseconds
3	Packet Loss	Less than 0.3 %
4	Pack Jitter	Less than 2 milliseconds
5	Mean time to repair	02 hours

4.7.Credit Allocation Policy for Link Availability

Cumulative monthly time of outages	Customer Credit % of the monthly recurrent cost, the concerned link or the Backbone
Between 15 minutes and 4 hours	5 %
Between 4 and 8 hours	10 %
Between 8 and 12 hours	20 %
Between 12 and 24 hours	30 %
More 48 hours	One-month credit

4.8.Credit Allocation for Latency, Packet Loss, Jitter

Performance Indicators	Service credit
Latency > 100 milliseconds for more than 1 hour during the service month	5% of the MRC
Packet loss >.3% for more than 1 hour during the service month	5% of the MRC
Jitter > 2millisecond	5% of the MRC

The delivery timeline for the provisioning of services mentioned in the scope of work is 04 to 05 weeks after issuance of the Purchase Order for both the Lots. DRAP technical department shall inspect and check the services in accordance with the scope of work mentioned in the bidding document and share User Acceptance, thereafter payment shall be made.

5. General or Special Conditions of Tender

The successful bidder shall agree to the following terms to provide Internet Services to DRAP:

- 5.1 All documents and information received by DRAP from bidders will be treated in strictest confidence and Documents submitted to DRAP 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

The successful bidder shall sign and execute the standard contract of DRAP 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. Successful bidder will sign

a contract and will provide the internet Services as per the timelines specified in the scope of work after issuance of the Purchase/Service Order.

6.1.The duration of the contract shall be 03 years and the prices shall be same during that period without any change in terms & Conditions.

6.2.DRAP may cancel the contract based on unsatisfactory performance by the bidder, by giving a one (01) month notice.

6.3.In case of any dispute regarding provisioning of internet services, the decision of the DRAP shall be final & binding.

6.4.The competent authority may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. DRAP 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.

6.5.All taxes will be deducted in accordance with the applicable laws.

7. Delivery Timeline

The timeline for the deployment of the internet connectivity services is 02 to 03 weeks after issuance of the purchase order.

8. Technical Evaluation Criteria

This document is governed by the procedure approved by DRAP 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 participating in the tender. All bids shall be opened by the Procurement Committee publicly 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. Chairperson or member of the procurement 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.

The objective of this tender is to have 02 different internet service providers on board to maintain the ISP redundancy and to avoid risk. The selection of the company/firm will be based on a least cost method and both the lots shall be awarded to two different bidders where they are found lowest. Please provide information regarding Financials in **Annexure – F**”.

10. Performance Security

10.1. The successful bidders will be required to furnish performance securities/guarantees for the amounts equivalent to 10% of the total award value of the Contract for both the lots, in the form of bank guarantee, issued by a scheduled bank operating in Pakistan acceptable to DRAP, within 15 to 20 working days from the receipt of notice of successful bidder or the time as may be extended by DRAP. If the successful bidder fails to deposit performance guarantees within the time stated above, DRAP 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 Contract.

11. Pre-Bid Meeting

A pre-bid meeting will be held scheduled date & time at DRAP for clarification of any queries from the potential bidders.

12. Submission of Bids (Technical and Financial Proposal): -

Complete bid containing Technical and Financial proposal along with Bid Security @ 2% of bid price in shape of pay order/ bank draft in favor of Drug Regulatory Authority of Pakistan with all the required information and documentary evidence must be submitted before closing date and time as mentioned in notice of invitation to bid. Technical proposals will be publicly opened on the same day at 11:30 AM at DRAP Headquarters Islamabad in the presence of bidder's representatives who wish to attend it. In case the day of bid submission and opening falls on a public holiday, the next working day shall be considered as the deadline for the same. Bid Security of disqualified bidders will be returned after awarding the business to successful bidder.

12.1. 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.

13. Annexures

14. 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 Sale 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	
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		

15. Annex – B (Eligibility Criteria Check List)

Eligibility Check List				
Sr.	Eligibility Criteria Details Required No.	Evidence/Proof	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 (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 government/semi government or any listed organization.	Affidavit on stamp paper original signed & stamped	<input type="checkbox"/>	<input type="checkbox"/>
5	Bidders must have a valid ISP Infrastructure license (s) /Local Loop license (s) along with any other license (s) required from any other respective Authority to provide us the services as per our given Scope of work	(Bidder must provide a copy of the Licenses)	<input type="checkbox"/>	<input type="checkbox"/>

16. 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
1	Details of the Clients to whom Similar internet Connectivity services are provided	
	Name of Clients Organization(s) along with the following details: Company Name Addresses, email address, Phone #, website III. Contact person IV. Start and end dates of Services (For example July 2015 to June 2024)	i.
		ii.
		iii.

17. 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 Last Mile Internet Connectivity Services to more than 15 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.
2	Relevant Experience	15		
	Experience of more than or equal to 10 years for providing similar nature of Last Mile Internet Connectivity Services to local or international or multinational clients.		15	Documentary proof: (Purchase/Service order/ copies of contract with contract details of clients should be furnished.
	Experience of less than 08 years but more than or equal to 05 years for providing similar nature of Last Mile Internet Connectivity Services to local or international or multinational clients		10	

3	Compliance to the Scope of work mentioned in the bidding document	40		
	<i>Solution/Bid Technical Compliance</i>			
	ISP has its own Long Haul & Last mile Fiber connectivity is redundant		5	A signed and stamped written Confirmation on company's letterhead is required that the scope of work shall be fully
	ISP have Two upstream service providers		5	
	POPs on different fiber legs and selfheal ring connectivity		2	

	Network diagrams that illustrate the flow of traffic and the redundancy mechanisms		5	compliant along with the required network diagram and confirmation for the presence of project specific certified resources with expert capabilities
	ISP Backbone fibers are physically diverse and do not share the same path or infrastructure		2	
	Solution accompanied with NMS and bandwidth reporting features.		2	
	Compliance to provide 99.5% uptime		2	
	Evidence that the provided CIR bandwidth is not cached, congested and through CDNs		5	
	Required Public IP Pools are whitelisted		2	
	ISP has its own Infrastructure and infrastructure/Local Loop license		5	
	ISP has project specific certified resources with expert capabilities		5	
4	Compliance to the delivery timelines	10		
	The Delivery timeline for the deployment of internet Services is 02-03 weeks after issuance of Purchase Order		10	A signed and stamped written Confirmation on company's letterhead is required for delivery compliance
5	Presence of Technical Resources/Team Members for after Sales Support Services in Pakistan	10		
	Presence of more than or equal to 15 resources for after sales support service		10	letterhead mentioning details of the resources for after sales support services. (Detailed Profile/CV may also be shared)
	Presence of more than or equal to 10, but less than 15 resources for after sales support service		07	
	Presence of more than or equal to 05, but less than 10 resources for after sales support service		04	
6	Financial Turnover	10		
	Annual turnover /revenue of the company is greater than or equal to 200 million (PKRs)		10	Documentary proof required (tax returns or

	Annual turnover /revenue of the company is less than 200 million (PKRs) but greater than or equal to 100 million (PKRs)		07	financial audited report from registered firm/company for the year 2023-2024.
	Annual turnover /revenue of the company is less than 100 million (PKRs)		04	
Total Technical Evaluation Score		100		

18. Annex – E (Key Management and Technical Staff of the Company)

Please provide the details of Management and Technical staff

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

19. Annex – F (Financial Proposal)

Financial Format

<u>SR #</u>	<u>Description</u>	<u>Unit</u>	<u>Quantity</u>	<u>Unit Price in PKR (without applicable GST/PST)</u>	<u>Advance Tax Amount (if Applicable) per unit in PKR</u>	<u>GST/FED amount (if applicable) per unit in PKR</u>	<u>Unit Price in PKR (inclusive of all applicable taxes)</u>	<u>Total Cost in PKR (inclusive of all applicable taxes)</u>
A	One Time Activation/Setup Cost (if any)	No	01					
B	IP Bandwidth & Public IPs							
B.1	200 Mbps with 16 Public IPs	Quarterly	01					

Award Criteria:

The selection of the company/firm will be based on a least cost method after the fulfillment of the technical criteria.

Authorized Signatory

Name _____

Designation _____

Signature _____

Stamp _____ **Date** _____

20. 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: -	

21. 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 Goods for **Provisioning of Internet Connectivity Service at DRAP Head Office** in accordance with your tender for Proposal dated [Insert Date of tender advertised]. We hereby submit our technical Proposal including the required documents in a sealed envelope.

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 forfeit of our bid security. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations. 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,

Signature

Name and title of signatory: