

# PAKISTAN REVENUE AUTOMATION (PVT) LIMITED

## TENDER DOCUMENT P-07/2024

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**SUPPLY, INSTALLATION, COMMISSIONING & TESTING OF 60KVA UPS  
WITH BATTERIES FOR PRAL HEAD OFFICE ISLAMABAD**

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**September 2024**



**Online (e-bid) shall be submitted only at e-PAK Acquisition & Disposal System (EPADS), on  
or before 11:00 AM, 9<sup>th</sup> October 2024.**

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, 2<sup>nd</sup> Floor, Service Road (North), Sector I-9/3, Islamabad.

Email: at [procurement@pral.com.pk](mailto:procurement@pral.com.pk)

Website: [pral.com.pk](http://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 **Supply, Installation, Commissioning & Testing of 60 KVA Ups with batteries and allied accessories (DB, Breakers and Power cables etc)**. 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 **Quality and 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 proposals/bids 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 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 Proposals 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 90 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 80 in technical evaluation, along with a compulsion to obtain full marks in Serial # 3, 4 & 5 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 bidding 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](mailto:procurement@pral.com.pk) and must be asked on or before COB September 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 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.
- 2.20 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.
- 2.21 The bid 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 Proposed equipment must not be from the countries restricted by Federal Government.
- 2.25 The bidder has to ensure that all the components used for the required supplies are genuine and original. Bids proposing substandard, low quality, refurbished or copy items will be rejected. Documentary evidence showing genuineness of brand name, model and country of origin of the product so offered should also be attached.
- 2.26 Bidders must provide Product Data Sheets from OEM, Technical, Promotional Brochure and Detailed Technical Specifications and features (certified from OEM) of the items quoted. Webinars, Information in electronic format.
- 2.27 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://eprocare.gov.pk/#/supplier/registration>.
- 2.28 The scanned copy of the Bid Security to be uploaded along with the online bid and the hardcopy of the bid security and original copy of the Affidavit shall only be submitted at below mentioned address on or before 11:00 AM 9<sup>th</sup> October 2024.

**Admin & HR Department (Procurement Wing)**

Pakistan Revenue Automation (Private) Limited,  
Software Technology Park, 2<sup>nd</sup> 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 Bidder must be Original Equipment Manufacturer (OEM) or OEM's authorized partner/distributor/reseller and must provide Manufacturer authorization & partnership letter for UPS. (Copy of Manufacturer Authorization/partnership letter is required).

If a 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 duties and responsibilities that the qualifying Company/Firm shall deliver upon, by working closely with the Network and infrastructure Department of PRAL:

#### 4.1 Scope of Work/Services:

PRAL intends to acquire a 60 KVA UPS with batteries and allied accessories including DB, Breakers and power cables from power room to Data Center etc) for Head Office Islamabad.

Supply, Installation, Commissioning and Testing of 60-KVA high-efficiency 3-phase double conversion online UPS, providing a 30-minute backup time at half load.

The bidders are requested to visit the premises, where the UPS needs to be installed to make a fair estimation of allied accessories with reference to the specifications and quantities for DB, Breakers, power cable etc. to make the power system operational.

Note: The distribution board (DB) must be designed to accommodate 2 UPS units.

PRAL requires an internationally recognized brand for UPS.

| S. No                                                                                                                                 | Technical Specifications:         |                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|------------------------------------------------------------------------------------------------------------|
| (Specifications mentioned below are bare minimum acceptable specifications, bidder may bid for any improved or better specifications) |                                   |                                                                                                            |
| 1                                                                                                                                     | <b>UPS Topology:</b>              | True Online Double Conversion Pure sine wave Microcontroller or microprocessor based IGBT based technology |
| 2                                                                                                                                     | <b>Architecture:</b>              | MONOLITHIC                                                                                                 |
| 3                                                                                                                                     | <b>Rating:</b>                    | 60 KVA                                                                                                     |
| 4                                                                                                                                     | <b>Input voltage:</b>             | 380 V, 415 V AC +/- 10%, 3 PH +N+PE                                                                        |
| 5                                                                                                                                     | <b>Input Frequency:</b>           | Input frequency 45 -65 Hz auto-sensing.                                                                    |
| 6                                                                                                                                     | <b>Rated Operating frequency:</b> | 50/60Hz                                                                                                    |



|    |                                        |                                                                                                                                                                                                                                                                                           |
|----|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7  | <b>Input Power factor:</b>             | 0.99 at full load, > 0.98 at half load                                                                                                                                                                                                                                                    |
| 8  | <b>Output Voltage:</b>                 | 380-415 VAC, 3 PH+N + PE                                                                                                                                                                                                                                                                  |
| 9  | <b>Output Power factor:</b>            | 1                                                                                                                                                                                                                                                                                         |
| 10 | <b>Output Frequency:</b>               | 50-60 Hz Sync to mains                                                                                                                                                                                                                                                                    |
| 11 | <b>Output Voltage THD:</b>             | <3% (linear load) <5% (non-linear load)                                                                                                                                                                                                                                                   |
| 12 | <b>Output Voltage Tolerance:</b>       | +/- 1.5 %                                                                                                                                                                                                                                                                                 |
| 13 | <b>Overload capacity</b>               | Normal operation: ≤125% for 10 minutes; ≤150% for 1 minute<br>Bypass operation: ≤110% continuous; ≤125% for 10 minutes; ≤150% for 1 minute<br>Battery operation: ≤125% for 1 minute; ≤150% for 1 second                                                                                   |
| 14 | <b>Efficiency:</b>                     | 92 to 96%                                                                                                                                                                                                                                                                                 |
| 15 | <b>Generator Compatible:</b>           | Capable to ensure clean, uninterrupted power to protected equipment when generator power is used.                                                                                                                                                                                         |
| 16 | <b>Backup Run Time:</b>                | 30 mins at Half load                                                                                                                                                                                                                                                                      |
| 17 | <b>Batteries:</b>                      | VRLA/Dry Sealed Maintenance Free batteries, Redundant and Concurrently Maintainable battery strings with DC cables<br>Overload 110% for 10 min                                                                                                                                            |
| 18 | <b>External Battery Bank</b>           | Provision for external battery bank                                                                                                                                                                                                                                                       |
| 19 | <b>Battery Monitoring System:</b>      | Battery level Monitoring (Basic monitoring)                                                                                                                                                                                                                                               |
| 20 | <b>Battery Compliance:</b>             | Meeting with the standards IEC60896-21/22 or BS6290-4 or approved equivalent                                                                                                                                                                                                              |
| 21 | <b>Noise Level:</b>                    | < 70 dBA                                                                                                                                                                                                                                                                                  |
| 22 | <b>Operating Temperature:</b>          | 0 ~ 40 C                                                                                                                                                                                                                                                                                  |
| 23 | <b>Touch LCD Display:</b>              | User friendly LCD display for real time UPS status, Input Voltage, Output Voltage, Total Power, Load Percentage Per Phase. Load Percentage, Bypass Voltage & Frequency, Inverter Voltage & Frequency, Batter Voltage, Charging Current, Discharging Current, Temperature, DC Bus Voltage. |
| 24 | <b>LED:</b>                            | Main, Bypass, Battery and any fault                                                                                                                                                                                                                                                       |
| 25 | <b>Alarms:</b>                         | Alarm for Low Battery, Overload, UPS Fault, Short Circuit, Fan Failure, Inverter Voltage (under/over), High DC                                                                                                                                                                            |
| 26 | <b>Bypass:</b>                         | Maintenance bypass and static by-pass switch, External bypass optional                                                                                                                                                                                                                    |
| 27 | <b>Protection:</b>                     | Short Circuit, Input Over Voltage, Over Temperature, Over Current Overload, Battery low, Battery overcharging protection. & Transient Surge Suppressor EMI/RFI Filter/SPD<br>Built-in manual and static by-pass switch                                                                    |
| 28 | <b>Communication &amp; Management:</b> | SNMP Management Card / Modbus Card RS-232/RJ-45 & Remote & local emergency power off function EPO                                                                                                                                                                                         |
| 29 | <b>Standards and approvals</b>         | CE:RoHS, IEC / EN 62040-1 , EN 62040-2 , Category C3 , IEC62040-3 , IEC62040-4 EMS IEC /EN 61000-4-2 ( CD level 2 , AD level 3), EFT IEC/EN 61000-4-4 ( level 3) Surge IEC/EN 61000-4-5 ( Level 3)                                                                                        |
| 30 | <b>DB, Breakers and Cables</b>         | Based on actual requirements (a prior survey is necessary to finalize the DB, beaker capacities, cable lengths, and other related accessories).<br>Note: The distribution board (DB) must be designed to accommodate 2 UPS units.                                                         |



|    |                                         |                                                                                                  |
|----|-----------------------------------------|--------------------------------------------------------------------------------------------------|
| 31 | <b>Warranty for UPS &amp; Batteries</b> | 03 Years Comprehensive warranty with onsite OEM & local support for UPS and batteries with parts |
|----|-----------------------------------------|--------------------------------------------------------------------------------------------------|

**Warranty Support:**

Comprehensive on-site OEM & local warranty with free replacement of UPS parts, batteries, upgrade of UPS software, patches etc. and labor starting from the date of Operational Acceptance.

**Response and Repair time:**

The Support services will remain available from the Supplier on call 24 x 7 basis. When load side is "down" due to a very critical or total hardware or its component failure and has a critical impact on the business operations of PRAL, the service provider team will visit the site within 01 hour after the reporting of fault and will resolve the problem/issue in 2 hours' time.

**Preventive Maintenance of UPS System:**

The supplier will provide preventive maintenance schedule, check list of routines and perform activity recommended by the principal manufacturer (OEM), after every three months during warranty period and shall provide training to the local staff to provide maintenance services after the warranty is expired.

**Documentation:**

The supplier will provide manuals and documentation/CDs etc. as provided by the OEM.

**Tests & Inspections:**

| S. No | Item       | Test                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 01    | UPS System | <ul style="list-style-type: none"> <li>• Physical inspection.</li> <li>• Regulatory Compliance as in Technical Specifications</li> <li>• Brand, rating, and quantity verification.</li> <li>• Installation at site verification.</li> <li>• Functional/operational verification.               <ol style="list-style-type: none"> <li>1. Mode of operation (Normal, and battery test)</li> <li>2. Battery Backup time test.</li> <li>3. Battery charging test.</li> <li>4. Monitoring at the front control panel/display locally and remotely through software.</li> <li>5. Status indication on front control panel/display locally and remotely through software.</li> <li>6. Fault and alarms reporting on front control panel/display locally and remotely through software.</li> </ol> </li> <li>• Any other tests as recommended by OEM as per specifications</li> </ul> |

Any testing related cost shall be borne by the supplier.

During the project implementation if anything damaged or dug by supplier then the successful supplier will have to repair / rectify or replace by the same standard of quality item.

Three (03) Comprehensive on-site OEM & local warranty with free replacement of UPS parts, batteries, upgrade of UPS software, patches etc. and labor starting from the date of Operational Acceptance



#### **4.2 Additional scope of services required:**

- The bidder must offer three (03) years OEM warranty and on-line support for UPS (Uninterruptible Power Supply) unit & batteries. This warranty should include 24/7 onsite support, free replacement of parts & batteries and labor for the entire hardware system from the date of Operational Acceptance.
- The delivery, installation, configuration and testing of UPS with batteries should be completed within 7 to 9 weeks.
- The proposed UPS must be the latest in terms of manufacturing date and should remain operational without reaching its End of Life (EOL) for the next three years.
- If the manufacturer declares the EOL of the equipment before the warranty period expires, the service provider must have the capability and necessary spare parts to ensure uninterrupted services during warranty and support period.
- Any required software upgrades during the warranty period should be provided by the service provider at no additional cost.
- The warranty period shall start once the UPS system is operational.

#### **4.3 Service Level Agreement:**

- The service provider should have back-to-back SLA for the provisioning of spares and support with the OEM/Principal.
- Trouble ticket visibility with principal vendor.
- If any faults are reported during the warranty period, the service provider should promptly replace the necessary parts within 02 hours.
- In case of any critical issue which is not resolved at service provider level, should be escalated to OEM.
- Deployment and complete UAT will be the responsibility of the bidder.
- The OEM/bidder must have enough spares available in local inventory to keep the system uninterrupted and to meet the SLA timelines.
- The bidder is required to offer a comprehensive SLA covering the trouble ticketing mechanism, response, and resolution and escalation timelines to cover at a minimum. The maximum response time required is 01 hours and with a maximum restoration time of 2 hours for critical events.
- Local support should be available all the time and response time should be less than 1 hour.
- In case of any hardware failure, hot back-up equipment should be available within 12 hours.
- PRAL also requires that the bidder should conduct preventive maintenance inspections on a quarterly basis to ensure that the equipment is not deteriorating or about to undergo failure through cable damage, corrosion, breakage etc.
- PRAL requires help line numbers 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 PRAL.
- The bidders are required to conduct a comprehensive survey before submitting the Bid. The bidder will be responsible to assess the environmental factors (if any) and take necessary measures to safeguard its equipment.





**SERVICE LEVEL AGREEMENT:**

Bidder must comply with the following service levels and the corresponding responses and timelines.

| <b>Severity Level</b> | <b>Description</b>                                                                                                                                                                                                                                                    |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High                  | Services Disruption/outage that leads to complete service outage.                                                                                                                                                                                                     |
| Medium                | This level indicates a significant issue that needs attention but does not yet result in a total service disruption. It often involves warnings about potential malfunctions or degradation in performance that could lead to more serious problems if not addressed. |
| Low                   | Any kind of alarm/issue pertaining to hardware & software which does not affect the operations                                                                                                                                                                        |

| <b>Severity Level</b> | <b>Response/Acknowledgment Time</b> | <b>*Resolution Time</b> |
|-----------------------|-------------------------------------|-------------------------|
| High                  | 1 hours                             | 2 Hours                 |
| Medium                | 1 Hours                             | 4 Hours                 |
| Low                   | 8 Hours                             | Within 48 Hours         |

**Penalty Clauses for Warranty & Support Penalty:**

**1<sup>st</sup> year Warranty & Support Penalty:**

Severity High: Penalty for first year = (Total Cost of UPS & Batteries for first year x 2%) x Number of Instances reported exceeding TAT.

Severity Medium: Penalty for first year = (Total Cost of UPS & Batteries for first year x 1%) x Number of Instances reported exceeding TAT.

Severity Low: Penalty for first year = (Total Cost of UPS & Batteries for first year x 0.25%) x Number of Instances reported exceeding TAT.

**2<sup>nd</sup> & 3<sup>rd</sup> Year warranty & Support Penalty:**

Severity High: 2% penalty of “Quarterly payment of warranty & support/Maintenance Cost” (Mentioned in the Annex-F B.1 & B.2) on High level severity, High level severity shall be calculated after 2 hours has passed

Severity Medium: 1% penalty of Quarterly payment of warranty & support/Maintenance Cost” (Mentioned in the Annex-F B.1 & B.2) on Medium level severity, Medium level severity shall be calculated after 4 hrs has passed.

Severity Low: 0.25% penalty of Quarterly payment of warranty & support/Maintenance Cost” (Mentioned in the Annex-F B.1 & B.2) on low level severity, low level severity shall be calculated after 48 hrs delay



#### **4.4 Penalty Clauses:**

The following penalties may be imposed in case of delays in completing the deliverables mentioned in the scope of Services mentioned in the bidding document:

1. Any delay in delivery of Goods & installation services as per the time frame mentioned in the bidding document will be subject to a penalty @ 1% per week, up to maximum 15% of the first-year cost of UPS, Batteries and standard support.
2. Penalties on breach of SLA for support services shall be applicable as per the given formula above.

#### **5. General or Special Conditions of Tender**

The successful bidder shall agree to the following terms to provide supply and services to PRAL:

- a. All documents and information received by PRAL from bidders will be treated in strictest confidence.
- b. 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 equipment & services as per the Scope of work mentioned in the bidding document, after issuance of the Purchase order/Service Order/Contract.
- 6.3 In case of any dispute regarding the delivery of equipment & Support services, the decision of the PRAL 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. 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.
- 6.5 All taxes will be deducted in accordance with the applicable laws.
- 6.6 The bid shall remain valid for the period of 90 days from the date of bid opening.
- 6.7 In case the selected bidder fails to deliver the equipment & Support services as per the scope of work, the bid security and performance security of the bidder will be forfeited, and the contract may be terminated.

#### **7. Delivery Timelines**

Timelines for the delivery of the equipment are mentioned in the Scope of services.

#### **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 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

- a. Upon signing of this Agreement, the Service Provider shall provide a performance guarantee equivalent to 08% of the award value of the contract, issued by the renowned scheduled bank for the contract period to be offered (the “Guarantee/bidder”). The Guarantee shall be valid until expiry of the Agreement/Warranty & Support period, following which it shall be released by PRAL. In case the bidder fails to provide the Bank Guarantee, 08% of the payment shall be retained by PRAL (the “Retention Money”). The Retention Money shall be released by PRAL in favour of the Service Provider upon expiry of the agreement.
- b. The bid security shall be returned after submission of performance guarantee by the bidder or after the amount retained by PRAL from the payment.
- c. The performance guarantee/security will be returned after completion of warranty period i.e. 03 years.

## 11. Pre-Bid Meeting

A pre-bid meeting will be held on September 30, 2024 at 11:00 AM at PRAL Office i.e. Software Technology Park, 2<sup>nd</sup> Floor, Service Road (North), Sector I-9/3, Islamabad for clarification of any query from the potential bidders.

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

The complete bid containing the Technical and Financial proposals along with Bid Security shall only be submitted online in PDF format on EPADS, no hardcopy shall be entertained. Only the bid security and original copy of the Affidavit shall be submitted in hardcopy at the given address in the bidding document on or before 11:00 AM 9<sup>th</sup> October 2024. Technical proposals will be opened online on the same day i.e., 11:30 AM 9<sup>th</sup> October 2024 at PRAL Head Office Islamabad in the presence of bidder’s representatives who wish to attend it. The bidder who fails to submit the hardcopy of bid security on or before the closing date & time on the given address shall be disqualified from the bidding process. The Bid Security of the disqualified bidders will be returned after awarding the business to the successful bidder.

### 12.1 Bid Security

Bid Security amounting to rupees 180,000/-PKR in the form of pay order or demand draft favoring Pakistan Revenue Automation Pvt Ltd shall be submitted along with the financial bid. The Bid Security should be valid for a period not less than 6 months.



- a. Any bid not secured by “Bid Security” shall be considered as rejected.
- b. if “Bid Security” is found less than Rs. 180,000/-, the bid shall be considered as rejected at any stage.

## **12.2 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)**

| <b>Eligibility Check List</b> |                                                                                                                                                                                                                                                      |                                                                      |                                                            |                          |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|------------------------------------------------------------|--------------------------|
| <b>Sr. No.</b>                | <b>Eligibility Criteria Details</b>                                                                                                                                                                                                                  | <b>Evidence/Proof Required</b>                                       | <b>Attached Supporting Documents/Proof and mark Yes/No</b> |                          |
|                               |                                                                                                                                                                                                                                                      |                                                                      | <b>Yes</b>                                                 | <b>No</b>                |
| 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 must be provided                                       | <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                             | Bidder must be Original Equipment Manufacturer (OEM) or OEM's authorized partner/distributor/reseller and must provide Manufacturer authorization & partnership letter for UPS. (Copy of Manufacturer Authorization/partnership letter is required). | (Copy of Manufacturer Authorization/partnership letter is required). | <input type="checkbox"/>                                   | <input type="checkbox"/> |



**Annex – C (Relevant Experience)**

| Relevant Experience                                                       |                                                                      |                                                                                                                                                        |
|---------------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sr. #                                                                     | Required Information of the Clients                                  | Response<br><br>(Please provide exact information with Clients organization name, location/s and duration)<br><br>Provide data in sequence given below |
| 1                                                                         | Details of the Clients to whom Similar Goods & 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. Contact person                                                       |                                                                      | iii.                                                                                                                                                   |
| IV. Start and end dates of Services (For example – Jan 2009 to July 2021) |                                                                      |                                                                                                                                                        |



**Annex – D (Technical Evaluation Criteria)**

| <b>TECHNICAL EVALUATION CRITERIA</b> |                                                                                                                                                                                                                                                          |                     |                       |                                                                                                                                                                                               |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Sr #</b>                          | <b>Descriptions</b>                                                                                                                                                                                                                                      | <b>Total Points</b> | <b>Scoring Points</b> | <b>Remarks</b><br>(Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)                                                              |
| <b>1</b>                             | <b>Client Portfolio</b>                                                                                                                                                                                                                                  | <b>15</b>           |                       |                                                                                                                                                                                               |
|                                      | Provided Similar nature of goods and services to more than 09 local/international/multinational clients including public sector or private sector organizations                                                                                          |                     | <b>15</b>             |                                                                                                                                                                                               |
|                                      | Provided Similar nature of goods and services to more than 06 but less than or equal to 09 local/international/multinational clients including public sector or private sector organizations                                                             |                     | <b>10</b>             | <b>Documentary proof:</b><br>(Purchase/Service order/ copies of contract with contract details of clients should be furnished.<br>*Multiple projects with same client will be counted as one. |
|                                      | Provided Similar nature of goods and services to more than 03 but less than or equal to 06 local/international/multinational clients including public sector or private sector organizations                                                             |                     | <b>05</b>             |                                                                                                                                                                                               |
| <b>2</b>                             | <b>Relevant Experience</b>                                                                                                                                                                                                                               | <b>15</b>           |                       |                                                                                                                                                                                               |
|                                      | Experience of more than or equal to 10 years for providing similar nature of Goods & Services to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)                        |                     | <b>15</b>             | <b>Documentary proof:</b><br>(Purchase/Service order/ copies of contract with contract details of clients should be furnished.<br>*Multiple projects with same client will be counted as one. |
|                                      | Experience of less than 10 years but more than or equal to 07 years for providing similar nature of Goods & Services to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization) |                     | <b>10</b>             |                                                                                                                                                                                               |
|                                      | Experience of less than 07 years but more than or equal to 04 years for providing similar nature of Goods & Services to local or international or multinational clients i.e.                                                                             |                     | <b>05</b>             |                                                                                                                                                                                               |





|                                         |                                                                                                                                                                                                                 |            |           |                                                                                                                                                                                                                                                      |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>3</b>                                | <b>Compliance to the Technical Specifications and Scope of work/Services mentioned in the bidding document</b>                                                                                                  | <b>30</b>  |           |                                                                                                                                                                                                                                                      |
|                                         | 100 % Compliance to the specifications and Scope of work/services mentioned in the bidding document                                                                                                             |            | <b>30</b> | A written Confirmation on company's letterhead is required duly filled, signed and attached with evidence and reference documents such as brochures and data sheets of the offered products.                                                         |
| <b>4</b>                                | <b>Presence of Original Equipment Manufacturer (OEM) or OEM's authorized partner/distributor in Pakistan</b>                                                                                                    | <b>15</b>  |           |                                                                                                                                                                                                                                                      |
|                                         | Presence of Original Equipment Manufacturer (OEM) or OEM's authorized partner/distributor available in Pakistan, who can provide enough spares of UPS in case of any fault reported during the warranty period. |            | <b>15</b> | Written confirmation from OEM is required to confirm their or their authorized partner/distributor presence in Pakistan, who can provide enough spares readily available ex-stock for UPS, in case of any fault reported during the warranty period. |
| <b>5</b>                                | <b>Presence of Technical Staff for Preventive &amp; Corrective maintenance &amp; local Support</b>                                                                                                              | <b>10</b>  |           |                                                                                                                                                                                                                                                      |
|                                         | Presence of Technical Staff for Preventive & Corrective maintenance & local Support comprising of the following:<br>1. Electrical/Electronic Engineer (2)<br>2. Technician (2)                                  |            | <b>10</b> | <b>Documentary proof:</b><br>Bidder to share the list of resources on company's letterhead mentioning details of the resources for after sales support services. (Detailed Profile/CV may also be shared)                                            |
| <b>6</b>                                | <b>Financial Turnover</b>                                                                                                                                                                                       | <b>15</b>  |           |                                                                                                                                                                                                                                                      |
|                                         | Annual turnover /revenue of the company is greater than or equal to 50 million (PKRs)                                                                                                                           |            | <b>15</b> | 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 50 million (PKRs) but greater than or equal to 40 million (PKRs)                                                                                           |            | <b>10</b> |                                                                                                                                                                                                                                                      |
|                                         | Annual turnover /revenue of the company is less than 40 million (PKRs) but greater than or equal to 30 million (PKRs)                                                                                           |            | <b>05</b> |                                                                                                                                                                                                                                                      |
| <b>Total Technical Evaluation Score</b> |                                                                                                                                                                                                                 | <b>100</b> |           |                                                                                                                                                                                                                                                      |

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

\*If the quoted item is below the required requirements/specification, the Bid shall stand non-Responsive



## Annex – E (Key Management Staff of the Company)

Details of 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 BID FORMAT**

| <u>SR #</u>                       | <u>Description</u>                                                                                                                                                                                                                                                      | <u>Unit</u> | <u>Quantity</u> | <u>Unit Price in PKR (without applicable GST/PST)</u>          | <u>GST/PST 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                                 | Supply, Installation, Commissioning and Testing of 60-KVA high-efficiency 3-phase double conversion online UPS with batteries, providing a 30-minute backup time at half load with allied accessories (DB, Breakers and power cables etc.) (with local and OEM support) | No          | 01              |                                                                |                                                       |                                                                                  |                                                              |
| <u>SR</u>                         | <u>Description</u>                                                                                                                                                                                                                                                      | <u>Unit</u> | <u>Quantity</u> | <u>Quarterly Cost in PKR to be mentioned (without GST/PST)</u> | <u>GST/PST amount (if applicable) per unit in PKR</u> | <u>Quarterly Cost in PKR to be mentioned (inclusive of all applicable taxes)</u> | <u>Total Cost in PKR (inclusive of all applicable taxes)</u> |
| B.1                               | 2 <sup>nd</sup> Year OEM & Local onsite Warranty & Support with Preventive and Corrective Maintenance services as per the given SLA for both UPS and Batteries                                                                                                          | Quarterly   | 4               |                                                                |                                                       |                                                                                  |                                                              |
| B.2                               | 3 <sup>rd</sup> Year OEM & Local onsite Warranty & Support with Preventive and Corrective Maintenance services as per the given SLA for both UPS and Batteries                                                                                                          | Quarterly   | 4               |                                                                |                                                       |                                                                                  |                                                              |
| <b>Total Cost (A + B.1 + B.2)</b> |                                                                                                                                                                                                                                                                         |             |                 |                                                                |                                                       |                                                                                  |                                                              |

**Business award Criteria:**

The business shall be awarded to the bidder whose financial bid found lowest among the technically qualified bidders.

**Formula for Calculation of least Cost shall be as followed:**

Total Evaluated Cost = 85% weightage of total cost of A + 15% weightage of total cost of B.1 & B.2

**Authorized Signatory**

Name \_\_\_\_\_

Designation \_\_\_\_\_

Signature \_\_\_\_\_

Stamp \_\_\_\_\_

Date \_\_\_\_\_



#### **Annex-G (Penalty Clauses & Payment Terms)**

1. No Advance payment shall be made.
2. Payment for UPS and Batteries shall be made after successful delivery, installation and commissioning.
3. Payment for Warranty, Support & maintenance services for 2<sup>nd</sup> & 3<sup>rd</sup> year shall be made on a quarterly basis after completion of the quarter, after deduction of penalties (if any).
4. All the payments shall be made in PKR after applying all applicable taxes.
5. Prices will be inclusive of all applicable taxes.
6. All payments shall be made in Pak Rupees.



**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 **Supply, Installation, Commissioning & Testing of 60 KVA UPS and batteries and allied accessories (DB, Breakers and cables etc)** 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,