



**BIDDING DOCUMENTS / TORS FOR “PROVISION OF INTERNET SERVICES” FOR PUNJAB THERMAL POWER (PVT.) LIMITED AT HEAD OFFICE (“PTPL”)**

Tender Price: \_\_\_\_\_ 500/- \_\_\_\_\_

(Non-Refundable)

Receipt No. \_\_\_\_\_

Dated: - \_\_\_\_\_

Opening date: \_\_\_\_\_

At \_\_\_\_\_

C.D.R. #. \_\_\_\_\_

Name of firm: - \_\_\_\_\_

Address: - \_\_\_\_\_

Phone No: - \_\_\_\_\_ N.T.N No. \_\_\_\_\_

G.S.T. No: - \_\_\_\_\_

SR. NO.	DESCRIPTION OF ITEMS	REQUIRED BANDWIDTH	AMOUNT PER MONTH (PKR) (INCLUSIVE OF ALL TAXES)
1.	Provision of Internet for PTPL at Head Office	25Mbps	

**Note:-**

- Rates given in the Bids must be inclusive of all applicable Government taxes and levies.
- Rates must be given on this Bid Performa; otherwise, Bid will not be entertained.
- No Bid shall be entertained without Bid Security valuing Rs. 5,000/- in shape of CDR issued in favor of PTPL.
- Rates shall be accepted on the basis of total lowest cost basis.
- Successful Bidder shall be required to provide an online Usage Report (i.e. MRT Graph) that can be accessed directly by Technical Staff of PTPL.
- Other conditions are attached.

**Manager Administration  
Punjab Thermal Power (Pvt.) Limited**

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INTERNET SERVICES” FOR  
PUNJAB THERMAL POWER (PVT.) LIMITED AT HEAD  
OFFICE (“PTPL”)**

**1- BASIC/ GENERAL REQUIREMENTS: -**

Sr.#	PARTICULARS	QTY.	DESCRIPTION
1.1	<b>Bandwidth</b>	25 Mbps	Availability at PTPL Head Office, Ground Floor, 7-C-1, Gulberg III, Lahore.
1.2	<b>IP Pool</b>	16 IPs	16 IPs (Live)
1.3	<b>Services Agreement (SA) Should Include</b>	-	- CIR (Committed Information Rate) Internet Bandwidth over Fiber Optic Cable - Minimum SA level uptime should be 99.5 %. - Vendor Should be a Major Bandwidth Distributor ( <i>having own Fiber Optic Cable Network</i> )
1.4	<b>Last Mile Medias</b>	-	- Primary Media should be Optical Fiber Cable - Secondary Media Should be the same (Redundant Fiber Optic Cable from alternate route and node)

**2. INSTRUCTIONS TO BIDDERS:**

- 2.1- Punjab Thermal Power (Pvt.) Limited (PTPL) invites sealed bids for “Provision of Internet Services” from eligible bidders through Single Stage-Single Envelope Procedure under PPRA Rules, 2014.
- 2.2- Firms / Companies registered with Income Tax, GST and other applicable authorities are eligible to participate in this procurement process.
- 2.3- Bidders shall have to submit their Bids along with following documents:
  - 2.3-1. Certificate of Incorporation / Registration
  - 2.3-2. Registration with FBR / PRA (i.e. NTN / GST)
  - 2.3-3. Bid Security
  - 2.3-4. Relevant License & Permits to provide internet services in Punjab



- 2.3-5. Documentary evidences for having sufficient expertise and experience for provision of the required services, installation of relevant equipment, trouble shooting, complaint redressal, etc.
- 2.3-6. Client List (minimum 05-clients) to whom atleast internet with 25Mbps has been provided by the Bidder.
- 2.3-7. Evidence to prove capability of the Bidder to provide required internet services i.e. >25Mbps CIR/ dedicated internet bandwidth is required over Fiber Optic Cable.
- 2.3-8. Information sought on Forms-A, B, C & D attached herewith.
- 2.4- Bank Draft / Call Deposit as Bid Security of Rs.5,000/- in favor of Punjab Thermal Power (Pvt.) Limited (PTPL) must be enclosed with sealed Bid.
- 2.5- Bidders shall submit Bid in a sealed envelope on or before the closing date i.e. [Date & Time] at the prescribed address of PTPL Head Office.
- 2.6- Bids shall be opened publicly by PTPL on the closing date i.e. [Date] at [Time] in the presence of the Bidders or their Representatives who may choose to be present.
- 2.7- The Bidders / Firm have to submit their rates inclusive of all applicable taxes & duties, etc.
- 2.8- Subject to Clause 2.3, bids of the eligible Bidders shall be evaluated on the basis of Least Cost Method.
- 2.9- Successful Bidder / Firm would be required to execute the Services Agreement substantially in form as provided herewith bidding document.

### 3. TERMS AND CONDITIONS: -

- 3.1- Total **25Mbps** CIR/ dedicated internet bandwidth is required over Fiber Optic Cable for PTPL Head Office, situated at Ground Floor, 7-C-1, Gulberg III, Lahore.
- 3.2- The internet connectivity along with all related devices/ equipment e.g. switches, routers, modules, convertors, etc. will be directly terminated in the Data Center of PTPL Head Office.
- 3.3- All the equipment installed at both the ends for the dedicated (CIR) internet bandwidth (primary, secondary / backup links), will be the property of the Bidder / Vendor and the Bidder / Vendor will be responsible for its repair and maintenance at its own cost during the term of Services Agreement.

- 3.4-** Redundant/ Secondary/ Back-up Links must be the same (Fiber Optic Cable) in case of any replacement, defect or failure of existing connection. Moreover, the route and node of Redundant/ Back-up Link must be different from Primary Fiber Optic Cable and its path.
- 3.5-** In case of any major fault or damage to the physical media (Fiber Optic Cable – primary and / or Secondary Links), the internet connectivity may be provided via wireless or satellite connection for the time being with same speed (*for not more than 24 hours regardless of working or non-working day*). If the Bidder / Vendor fails to restore the internet services over physical media within the given time frame (i.e. in any case not more than 24 hours), Rs.1000/- per hour will be fined as penalty for such failure till the restoration of the original connection of physical media.
- 3.6-** Internet connectivity from Primary to Secondary and Tertiary Links must be auto swapped in case of any failure.
- 3.7-** Vendor / Bidder will also provide a pool of 16 live IPs (white listed from PTA) to PTPL.
- 3.8-** To keep the internet connectivity up to its maximum extent and operational, Services Agreement (SA) uptime should be minimum 99.5%.
- 3.9-** Bidder / Vendor may visit the site (i.e. Head Office of PTPL) for the purposes of general evaluation / estimation for installation of internet connectivity facilities, upon request to PTPL.
- 3.10-** Bidder / Vendor shall deploy its equipment, cables and other accessories in best industrial practices by the technical team having sufficient skills and experience of the same. Successful Bidder shall be responsible to deploy required equipment and activate the services within \_\_\_\_-days or such time as PTPL require in its sole discretion, against the expenses and costs of the Bidder.
- 3.11-** The equipment/ hardware supplied or installed by the Successful Bidder shall be brand new and complete in all respects. The devices/ equipment delivered by the Bidder / Vendor must be compatible to the existing network infrastructure. Moreover, the



technical staff of the Successful Bidder / Vendor shall undertake installation and configuration activity of same equipment provided under this procurement process (wherever required).

- 3.12-** Successful Bidder shall provide alternative of same capacity, characteristics and featured equipment in case of any fault, non-functioning or damage till the repair or replacement. In case of any manufacturing fault, damage or fault of severe / permanent nature, such equipment or device shall be replaced by new equipment or device of the same manufacturer & model or with latest / advanced model in case of non-availability of such model, having same or of higher capacity for better performance, results and value for money.
- 3.13-** The Financial Bid should be conclusive, made in PKR (Pakistani Rupees), inclusive of all applicable taxes, levies, license fee (if applicable), permits, duties, carriage, handling, installation, deployment, etc. Moreover, Financial Bid shall be clearly legible, duly signed by authorized signatories of the Bidder / Vendor.
- 3.14-** The Bids shall be valid for 90-days. However, subject to provisions of PPRA Rules, 2014, the bid validity can be extended for a further term if required by PTPL.
- 3.15-** All work e.g. installation (including setting-up of the equipment / devices i.e. ODF (Optical Fiber Distribution Frame), joint enclosure and media convertor along with auto failover device etc.), excavating, digging (soft & hard), curing, tunneling, configuration and testing of the Fiber Optic Cables and related works within the premises of PTPL will be the responsibility of the Successful Bidder / Vendor. Furthermore, all the excavation and restoration to the original condition will also be the responsibility of the Bidder / Vendor.
- 3.16-** The Bidder / Vender shall be responsible to provide an online usage report (i.e. MRT Graph) that can be accessed directly by relevant staff of PTPL.
- 3.17-** Bidder / Vender shall also fix the cemented tags or path indicators at the route of Fiber Optic Cable installed within the premises of PTPL in order to avoid any damage to the cable.



- 3.18-** The services provided by the Successful Bidder / Vender must support all kind of error-free network traffic including Voice, Data and Video Streaming etc.
- 3.19-** Basic training of the installed equipment / devices will be given to relevant staff of PTPL to troubleshoot minor faults, errors, etc.
- 3.20-** The dedicated line / service over Fiber Optic Cable or wireless so provided to PTPL will not be utilized by any other party / firm/ person, etc. during the period of agreement between the Parties.
- 3.21-** In case of complete break-down / dis-connectivity of internet services (*Primary, Secondary and Tertiary Links*); a fine of Rs.1000/- per hour will be imposed to Bidder / Vendor till the restoration of the connectivity.
- 3.22-** If an average internet speed goes down to 33% against 25Mbps for (03) three consecutive hours, then Rs.200/- per hour will be charged as fine. If internet speed goes down 66% against 25Mbps for (03) three consecutive hours, the Clause 3.21 mentioned above will be invoked to impose fine.
- 3.23-** All Bids shall be evaluated in terms of the General Requirements under Clause 1 and documents sought from the Bidders under Clause 2.3 of these Bidding Documents. In case of non-compliance and deviation from the said requirements, the Bid shall be rejected without considering for evaluation.
- 3.24-** Successful Bidder / Vender have to execute a Services Agreement, within 07-days or such time as the PTPL require in its sole discretion, along with 10% of the value of the Work Order as Performance Security. In case of failure to deposit Performance Security or execution of Services Agreement within prescribed time, Bid Security of the said Successful Bidder will be forfeited. Moreover, PTPL will have the right to execute Services Agreement with the second lowest bidder.
- 3.25-** Services Agreement shall remain in force and effect for a period of (01) One Year from the date of execution of Services Agreement, unless terminated earlier in terms provided herein. However, subject to satisfactory performance, it can be further



extended for another term of one year at the sole discretion of PTPL, with mutual consent.

- 3.26-** Incomplete and over-written bids, or bids received after the deadline / closing time shall not be accepted and be rejected summarily without considering.
- 3.27-** The Competent Authority may reject all bids prior to acceptance as provided under PPRA Rules, 2014.



# Punjab Thermal Power (Pvt) Limited



## FORM – A BIDDER DETAIL

Please fill your details in the table below:-

<b>Bidder Detail</b>	<b>Total Bandwidth Sold in Pakistan</b>	<b>Total Bandwidth Sold Outside Pakistan</b>	<b>Internet Connectivity Via</b> (Please Mention if the options is not available in list)
<b>Name:-</b> <b>Postal Address:-</b> <b>Contact Details:-</b> <b>UAN, Phone, Emails:-</b>			<b>SMW 3</b> <b>SMW 4</b> <b>SMW 5</b> <b>TW-1</b>





**FORM-B**  
**CLIENT LIST**

*(ranked in terms of Bandwidth served in Pakistan).*

Please fill your details in the table below: -

<b>Client Name</b>	<b>Contact Person Details</b> with Phone, Email etc.	<b>Bandwidth Sold</b>



## FORM-C COMPLIANCE OF THE ISP SERVICES

Criteria	(Yes/ No)
The bidder must be an Internet Bandwidth Distributor / Authorized Vendor / License holder, having Own Fiber Optic Cable and capability to provide required services to PTPL. (Attach Proof)	
The Bidder / Vendor must have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.	
Spanning Over 5,000 km Optical Fiber Cable in Pakistan (Attach Proof)	
Main NOCs Availability in at least 05 Major Cities of Pakistan (Attach Proof)	
Bidder / Vendor having Services i.e. System Integration, IP Core, Network Security & Surveillance System, Video Conferencing, Hosted and Communication Solution,	
Bidder / Vendor must provide Internet Bandwidth to Customer Premises inclusive of its last mile Access Network up-to PTPL office	
The Bidder / Vendor should be able to provide online usage report through web.	
Service Level Agreement Uptime (SLA) >99.5%.	

\*Bidder has to submit relevant supporting documents where required.



## FORM-D

### TECHNICAL/ ADMINISTRATIVE SUPPORT: -

Please include a brief description about your technical/ administrative support team and your complaint redressal mechanism in the table below. Round-the-clock complaint registration and follow up is a minimum. Please define your organizational escalation matrix clearly.

Structure of Technical/ Administrative Support Team and Escalation Matrix	Complaint Registration	Alert Mechanism for Informing Customers
	24x7	

**Manager Administration  
Punjab Thermal Power (Pvt.) Ltd, LAHORE.**