



QUAID-E-AZAM THERMAL POWER (PVT.) LTD.

First Floor, 7-C-1, Gulberg III, Lahore.

**BIDDING DOCUMENTS / TORS FOR “PROVISION OF
INTERNET SERVICES” FOR
QUAID-E-AZAM THERMAL POWER (PVT.) LIMITED
HEAD OFFICE (“OATPL”)**

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. Registration No: - _____

SR. NO.	DESCRIPTION OF ITEMS.	REQUIRED BANDWIDTH	AMOUNT PER MONTH (PKR) (INCLUSIVE OF ALL TAXES)
1.	Provision of Internet for QATPL Head Office	50Mbps	

Note:-

- Rate given in the tenders must be inclusive of all Government taxes.
- Rate must be given on this tender Performa; otherwise tender will not be entertained.
- No tender shall be entertained without Rs. 7,500/- earnest money of the bid in shape of CDR.
- Rates can be accepted on the basis of total lowest cost or on item wise basis.
- The ISP must provide a usage report i.e. MRT Graph that can be accessed directly by Technical Staff of QATPL.
- Other conditions are attached.

**Manager Administration
Quaid-e-Azam Thermal Power (Pvt.)**



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HEAD OFFICE (“QATPL”)**

1- BASIC/ GENERAL REQUIREMENTS: -

Sr.#	PARTICULARS	QTY.	DESCRIPTION
1.1	Bandwidth	50 Mbps	Availability at QATPL Head Office, First Floor, 7-C-1, Gulberg III, Lahore.
1.2	IP Pool	16 IPs	16 IPs (Live)
1.3	Service Level Agreement Should Includes	-	- CIR (Committed Information Rate) Internet Bandwidth Over Fiber Optic Cable - Minimum SLA level uptime should be 99.5 % - Vendor Should be a Major Bandwidth Distributor (<i>having own Fiber Optic Cable</i>)
1.4	Last Mile Medias	-	- Primary Media should be Optical Fiber Cable - Secondary Media Should be the same (Redundant Fiber Optic Cable from alternate route and node)

2. IMPORTANT TERMS AND CONDITIONS: -

- 2.1- Total **50 Mbps** CIR/ dedicated internet bandwidth is required over Fiber Optic Cable for QATPL Office, situated at First Floor, 7-C-1, Gulberg III, Lahore.
- 2.2- The internet connectivity along with all related device/ equipment e.g. switches, routers, modules, convertors etc. will be directly terminated in the Data Center of QATPL Office.
- 2.3- All the equipment installed at both the ends for the dedicated (CIR) internet bandwidth (primary, secondary/backup links), will be the property of the applicant and the applicant will be responsible for its repair and maintenance at its own cost.



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- 2.4- Redundant/ secondary/ back-up links must be the same (Fiber Optic Cable) in case of any failover. Moreover, the route and node of redundant/ back-up link must be different from primary Fiber Optic Cable path.
- 2.5- In case of any major fault or damages to the physical media (Fiber Optic Cable – primary and secondary links), the internet connectivity may be provided via wireless connection for the time being with same speed (*Not more than 1 working day*). If the ISP/ vendor fails to restore the internet services over physical media within the given time frame, Rs.1000 per hour will be fined.
- 2.6- Internet connectivity from Primary to Secondary and ternary links must be auto swapped in case of any failover.
- 2.7- Vendor / firm will also provide a pool of 16 live IPs (white listed from PTA) to Quaid-e-Azam Thermal Power Private Limited.
- 2.8- To keep the internet connectivity up to its maximum extent and running, Services Level Agreement (SLA) uptime should be minimum 99.5%.
- 2.9- Internet services provider will conduct a thorough survey of the site for the installation of internet connectivity.
- 2.10- The company will be responsible for deputing qualified personnel for installation, configuration and testing of the said project.
- 2.11- The equipment/ hardware supplied by the supplier shall be brand new and complete with all respects (If any). The devices/ equipment delivered by the vendor must be compatible to the existing network connectivity. Moreover, the technical staff of the vendor/ company shall be involved in installation and configuration of same equipment provided (If required).
- 2.12- The vendor shall provide alternative of same capacity equipment in case of any faulty equipment till the repair or replacement. Or if there is any permanent fault in the equipment, that will be replaced definitely by new equipment of the same model/ advance model of the same capacity/higher capacity not less than the capacity of unit supply in any case.



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- 2.13- The quoted rates should be in PKR (Pakistani Rupees) inclusive of all taxes including GST, duties, carriage, handling etc. Moreover, quoted rates must be clearly legible, duly signed by authorized signatories. However, if any new taxes/duties levied/increased or decreased/exempted after the date of submission of the bid, the same shall accordingly be adjusted in the price of the bidder.
- 2.14- The Rate Contract (RC) will be valid for two years from the date of issue of order. However, it can be further extended subject to performance of the internet services provider.
- 2.15- Payments shall be post monthly and in PKR (Pakistani Rupees)
- 2.16- The rates should be quoted after allowing rebates/ discounts, if any.
- 2.17- All civil 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 Cable within the premises of QATPL will be the responsibility of the vendor/ firm. Furthermore, all the excavation and restoration to the original condition will be the responsibility of the vendor/firm.
- 2.18- The cabling (any type) must be properly tagged/ numbered and there should not be any hanging or uncovered wire. Furthermore, installation of I/O, Crimping, Racking and related equipment/ devices must also be the liability of vendor (if required).
- 2.19- The ISP should be able to provide online usage report through web. The ISP must provide a usage report i.e. MRT Graph that can be accessed directly by Technical Staff of Quaid-e-Azam Thermal Power (Pvt.) Ltd.
- 2.20- The vendor/ firm also fix the cemented tags or path indicators at the route of Fiber Optic Cable installed within the premises of QATPL in order to avoid any damage to the cable.
- 2.21- The services provided by the vendor/ firm must support all kind of error-free network traffic including Voice, Data and Video Streaming etc.



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- 2.22- Basic necessary training of the installed equipment/ devices will be given to Network Staff of QATPL to troubleshoot minor faults, errors etc.
- 2.23- The dedicated line/ service over Fiber Optic Cable or wireless so provided to QATPL will not be utilized by any other party/ firm/ person etc. during the period of contract agreement between the client and the ISP.
- 2.24- In case of complete break-down /dis-connectivity of internet services (*Primary, Secondary and ternary* links go down). A fine of Rs. 1000 per hour will be imposed.
- 2.25- If an average internet speed goes down to 33 % against 50 Mbps for 3 consecutive hours then Rs. 50/ hours will be charged as fine. If internet speed goes down 66 % against 50 Mbps for 3 Consecutive hours, the clause 2.24 mentioned above will be invoked on per hours basis in this case.
- 2.26- Income tax and GST Registered firms are eligible to participate in the tender.
- 2.27- All quotations must be reviewed to ensure that the minimum technical requirements are met. Any submission which fails to meet the defined minimum requirements will be disqualified.
- 2.28- Bank Draft/ Call Deposit of PKR 7500/- as earnest money in favor of “Quaid-e-Azam Thermal Power Private Limited” must be enclosed with the consolidated sealed Tender/ Quotation.
- 2.29- After receiving acceptance letter, firm have to execute an agreement on stamp paper of worth of 0.25% of bid value within 3-days along with 10% of the Purchase Order as Performance Security, otherwise earnest money will be forfeited.
- 2.30- Incomplete tenders will not be accepted and over writing if any on the tender should be certified / verified by the firms.
- 2.31- Rate will be accepted on the basis of total lowest cost.
- 2.32- The Purchase Committee / Competent Authority can accept or reject any one or all tenders without assigning any reason.



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2.33- The validity of all rates quoted in bids will be 45 days after opening of bids.

3 - COMPANY DETAIL

Please fill your details in the table below:-

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



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3.1- TOP 10 CUSTOMERS (ranked in terms of Bandwidth served) in Pakistan.

Please fill your details in the table below: -

Company Name	Contact Person Details with Phone, Email etc.	Bandwidth Sold



3.2- COMPLIANCE OF THE ISP SERVICE

Criteria	(Yes/ No)
The bidder must be Major Internet Bandwidth Distributor – ISP license holder, having Own Fiber Optic Cable. (Attach Proof)	
The ISP 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)	
ISP having Services i.e. System Integration, IP Core, Network Security & Surveillance System, Video Conferencing, Hosted and Communication Solution,	
ISP must provide Internet Bandwidth to Customer Premises inclusive of its last mile Access Network up-to QATPL office	
The ISP should be able to provide online usage report through web.	
Service Level Agreement Uptime (SLA) >99.5%.	



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3.3- 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
Quaid-e-Azam Thermal Power (Pvt.) Ltd,
LAHORE.**