**TENDER DOCUMENTS**

**PAKISTAN REVENUE AUTOMATION (PVT) LIMITED**

**TENDER NOTICE # P-05/2017**

**Dated 24-04-2017**

**BIDS SUBMISSION: 08-05-2017 ON OR BEFORE 1100 HOURS**

**BIDS OPENING DATE AND TIME: 08-05-2017 AT 1130 HOURS**

**Sub: SUPPLY OF BRANDED HEADSETS FOR PRAL OFFICE AT ISLAMABAD**

Sealed bids are invited from the firms registered with the Sales Tax and Income Tax departments for immediate supply of Branded Headsets for Call Center as per detail given in Annexure “A”. Terms & Conditions of the Purchase are as below:

1. If you have any doubt as to the meaning of any portion of the technical specifications, you may seek clarification of the same from Mr. Ali Hameed, Chief Manager Network and Infrastructure on Phone # 051-9259339 and Cell # 0348-5250524.

2. Income Tax / Withholding Tax will be deducted in accordance with the law. Kindly note; that the Sales Tax shall also be deducted in accordance with the law.

3. Quoted prices must be inclusive of all applicable taxes and should be in Pak Rupees only.

4. PRAL reserves the right to increase or decrease the quantity or may cancel tender without assigning any reason therefore.

5. DELIVERY SCHEDULE

The delivery of the items mentioned in the Annexure “A” is required **ON URGENT BASIS however the maximum delivery time is 4 weeks**. So the successful bidder may be in a position to deliver the equipment immediately after award of the contract(s), therefore the bidders are required to quote shortest possible delivery/ installation time.

6. PENALTY:

For failure to comply with the delivery schedule of Contract (s), penalty will be imposed on defaulting Contractor as under:

6.1. 1% of the cost of entire Contract or of such items/job as remains un-supplied/un-completed for every day up to maximum of 5% for 10 days exceeding the job completion/delivery period.

6.2. If the material is not supplied even after payment of penalty for 10 consecutive days PRAL reserves the right to cancel the contract and to get complete the required job/items from elsewhere at risk and cost of the defaulting contractor.

7. The authorized representative of the bidder may quote prices on above-mentioned Annexure “A” duly filled in, stamped and signed.

8. Price must be quoted including all charges like handling, loading, transportation and unloading, installation, workmanship etc. of equipment at the final destination.

9. Quoted price shall be valid for six (6) months from the opening date of the bids. However, any subsequent change in taxes and duties as notified by Federal Board of Revenue will be given due consideration.

10. Bidding Form Annexure “B” must also be duly filled in, stamped and signed by authorized representative of the bidder.

11. EARNEST MONEY:

11.1 The Bidder shall furnish as part of his bid, a Call Deposit/Pay Order equivalent to 2% of the total bid value as Earnest Money crossed in favor of "Pakistan Revenue Automation (Pvt.) Ltd.". Bank Guarantee as earnest money shall not be entertained. Any bid not accompanied by Earnest Money shall be rejected without any right of appeal.

11.2 Part earnest money or crossed Cheque / bank guarantee, as earnest money is not acceptable.

11.3 In case of cancellation of contract as default of the Contractor the earnest money shall be forfeited in favor of PRAL.

12. PAYMENT:

Payment will be made as per mutually agreed schedule and in accordance with the terms and conditions spelled out in the Purchase Order issued against this tender document. However, submission of Bank Guarantee, being 10% of the total bill value/ Work Order / Purchase Order Value shall be pre-requisite for the release of 100% payment. The Bank Guarantee must be issued by Schedule Bank. The Bank Guarantee shall be released after successful completion of warranty period. In case the supplier failed to complete the warranty period successfully then the retained value/bank guarantee shall be forfeited in favor of PRAL. For any advance payment the 100% Bank Guarantee shall be required.

13. SEALING AND MARKING OF BIDS.

13.1 The bids shall be submitted in sealed envelope marked as under:

**MANAGER (P&I)**

**PAKISTAN REVENUE AUTOMATION (Pvt.) LIMITED**

**2nd Floor, Software Technology Park (STP), Sector, I-9/3, Islamabad.**

13.2 The envelopes shall also bear the word “CONFIDENTIAL” and following identifications:-

BID NO. **P-05/2017**

FOR SUPPLY OF BRANDED LAPTOPS

13.3 If the envelope is not marked, as instructed above, the PRAL will assume no responsibility for the misplacement or premature opening of the bid.

14. DEADLINE FOR SUBMISSION OF BIDS:

All bids must be delivered in the Office of undersigned on or before the prescribed deadline of 1100 hours on **08-05-2017**.

15. LATE PROPOSALS:

Any bid received by the PRAL after the prescribed deadline will be returned unopened to the Bidder.

16. OPENING OF BIDS:

The Purchaser will open the bids in the presence of bidder representatives who choose to attend at 1130 hours on **08-05-2017**  at the below mentioned address.

17. EVALUATION:

*17.1. After opening, PRAL will examine the bids for technical evaluation and completeness of the same as per tender requirements.*

*17.2. Bidder (s) who does not qualify cannot challenge the findings of the evaluation or ask for reasons of disqualification.*

18. INSPECTION AND TESTS:

18.1. PRAL’s representative shall have the right to inspect and / or test the equipment to confirm their conformity to Purchase Order (s) specifications.

18.2. Should any inspected or tested item fail to conform to the specifications, PRAL may reject it and the Supplier shall either replace the rejected equipment or make all alterations necessary to meet specification of PRAL. All costs incurred on such replacements / alterations shall be entirely borne by the Supplier. Failing to do so the Purchase Order (s) will be cancelled and all retained values of the defaulter will be forfeited in favor of PRAL.

19. WARRANTY

19.1 The Supplier shall warrant that all equipment supplied against the Purchase Order (s) shall have no defect arising from design, materials or workmanship or from any act or omission of the Supplier that may develop under normal use of the supplied items under the conditions prevailing at final destination.

19.2 Period of Warranty and maintenance with labor and material cost shall be “minimum (01) year comprehensive

*During warranty period the supplier will be responsible to repair/replace the faulty equipment* ***on installation*** *place free of cost within 24 hours after occurrence of fault. During warranty period due to any reason, if the Supplier failed to rectify the problem, PRAL shall repair the equipment or replace the defective parts thereof and forfeit the Bank Guarantee/retained values.*

20. All bids should include:

20.1 Company’s profile, list of clients with their telephone number and address;

20.2 Copies of Income Tax and Sales Tax registration certificates;

20.3 A call deposit being 2% of the total bid value as Earnest Money crossed in favor of “Pakistan Revenue Automation (Pvt.) Ltd.

20.4 Affidavit on legal paper that the bidder has never been blacklisted by any Government/Semi Government agency/department.

21. PRAL reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract (s) without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or of the grounds for PRAL’s action.

(SAJID NASEEM)

Manager (P&I)

2nd floor, Software Technology Park (STP), I-9/3, Islamabad

Ph: 051-9259353, 051-9259343, Cell: 0333-5130981

ANNEXURE-A

**Branded Headsets for Call Center**

|  |  |
| --- | --- |
| **Description/Specifications** | **Quantity** |
| **Plantronics HW 261 N with USB adaptor or equivalent** | 32 |
| **Warranty 1 Year** |

**GENERAL TERMS & CONDITIONS**

1. The prices should be valid for 180 days.
2. No advance payments are payable.
3. Vendor will be responsible for the comprehensive maintenance & support as per the scope of services provided in Annexure A
4. The award of contract will purely be done on the technical compliance and subsequent evaluation.
5. Government duties and taxes should be separately mentioned in the Financial Proposal, if applicable.
6. Onsite Availability of hardware engineer on reporting of any hardware related issues, the availability of hardware engineer at the facility must be less than or equal to 2 hours.
7. Part Replacement Time is within 4-8 Business Hours once diagnosed
8. The warranty period will start after the issuance of **Job Completion Certificate.**
9. The decision for the award of Contract cannot be challenged anywhere
10. The firms black-listed/ debarred in participating in any procurement activities in Pakistan are not allowed to bid.
11. Submission of compliance sheet is a must.

ANNEXURE-"B"

**BIDDING FORM**

Tender No. **P-05/2017**, dated **05-05-2017**

Pakistan Revenue Automation (Pvt.) Limited, Islamabad.

Gentlemen,

1. Having examined the conditions to Tender and Specifications of Tender No.30/2008 dated September 16, 2008 the receipt of which is hereby acknowledged we, the undersigned, offer to install, supply and deliver in conformity with specifications mentioned / given in Annexure “A” and conditions of Tender for the sum of Rs.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Rupees \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ) or such other sums as may be ascertained in accordance with the said Conditions.

2. If our Bid is accepted we shall deliver / commenced the equipment / services mentioned in the tender documents within \_\_\_\_\_\_ days from the date of receipt of your firm Purchase Order / Work Order.

3. We agree to abide by the terms and conditions of the Tender for the period of \_\_\_\_\_\_\_ from the date fixed for receiving the same and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

4. Until a formal Purchase order(s) is placed, this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.

5. We understand that you are not bound to accept the lowest or any proposal you may receive or to inform us of the rejection of our bid or to give any reasons therefore.

Dated this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2017\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in the capacity of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ duly authorized to sign Tender for and on behalf of

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(NAME OF FIRM IN BLOCK CAPITALS)

Complete address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(SIGNATURE)

Witness:-

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_