



SBP Banking Services Corporation Section I. Invitation for Bids (IFB)

IFB No. SKT/Admin(GSU)/32974/2022

Date: 27th May 2022

1. The SBP Banking Services Corporation (SBP BSC) intends to procure **Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office.**
2. Bidding will be conducted under National Competitive Bidding pursuant to **'Single stage two envelopes procedure'** as per Rule 36(b) of Public Procurement Rules 2004 (PPR 2004) and is open to all eligible Bidders as defined in the PPR 2004 that meet the following minimum eligibility/qualification criteria;
 - a. *Bidders must be a Manufacturer (OEM) or an authorized Agent /Partner of the manufacturer for providing key components of the project for last 05 (five) consecutive years.*
 - b. *Bidders must be authorized by their OEM(s) specifically for this procurement*
 - c. *Bidder must have supplied offered products to at least three(03) verifiable organizations in Pakistan in last five (05) years;*
 - d. *Bidder must have Annual Sales / Gross Turnover of at least Rs. 10 million in any of the last five (05) financial years;*
 - e. *Bidder must have technical strength of at least 2 (Two) OEM Certified and Trained Engineers above entry/ associate level.*
 - f. *Bidder must have verifiable presence at Sialkot / Lahore / Islamabad.*
 - g. *Bidder must be registered with Income Tax and Sales Tax Department and must appear on the Active Tax Payers List of FBR.*
 - h. *Bidder must have valid ISO 9001 standards certification or any equivalent internationally acceptable quality management certification*
 - i. *Bidder must not be blacklisted or in breach of performance with SBP or any Organization(s).*
3. IFB and Bidding documents containing detailed terms and conditions are available for interested bidders at SBP website (<http://www.sbp.org.pk>) and PPRA website (<http://www.ppra.org.pk>). In case any interest bidder faces any issue in downloading bidding documents, may obtain the same free of cost by sending a request over email address given below.
4. A pre-bid meeting will be held on **Tuesday, 14th June, 2022 at 11:00 am** at Meeting Room, SBP BSC Sialkot Office (New Building) followed by site visit.
5. The bids, prepared in accordance with the instructions in the bidding documents, must reach at the office of the undersigned on or before **Monday, 20 June, 2022, 11:00 am**. Bids will be opened same day at **11:30 am**, at Office of Deputy Chief Manager, State Bank of Pakistan, Banking Services Corporation (SBP BSC), Kutchehri Road Sialkot –Pakistan.

Sd/-

Chief Manager

SBP Banking Services Corporation (SBP BSC)

Ground Floor, Kutchehri Road, Sialkot

Phone: (92-52)–9250360, Facsimile : (92-52)-9250353

Email: Abdul.Ghafar@sbp.org.pk, Website: www.sbp.org.pk



BIDDING DOCUMENTS

For

***Supply, Installation, Testing and
Commissioning of Electronic Queue
Management System at SBP Banking
Services Corporation at Sialkot Office***

(Single Stage - Two Envelopes)

May - 2022

SBP Banking Services Corporation (SBP BSC)
Ground Floor, Kutchehri Road, Sialkot,
Phone: (92-52)-9250360, Facsimile : (92-52)-9250353
Email: Abdul.Ghafar@sbp.org.pk, Website: www.sbp.org.pk

Preface

Rule 23 of Public Procurement Rules, 2004 (PPR-2004) requires procuring agencies to formulate bidding documents that shall be made available to the bidders immediately after the publication of the invitation to bid. Use of these documents is mandatory for either open or limited bidding.

Document comprises of the Sections listed below:

Section I	Invitation for Bids (IFB)
Section II	Bid Data Sheet (BDS)
Section III	Instructions to Bidders (ITB)
Section IV	Evaluation Criteria
Section V	Technical Specification
Section VI	Technical Proposal Forms
Section VII	Financial Proposal Forms
Section VIII	Form of Contract
Section IX	General Conditions of Contract (GCC)
Section X	Special Conditions of Contract (SCC)
Section XI	Appendices (Contract)



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Sd/-

Chief Manager

SBP Banking Services Corporation (SBP BSC)

Ground Floor, Kutchehri Road, Sialkot

Phone: (92-52)–9250360, Facsimile : (92-52)-9250353

Email: Abdul.Ghafar@sbp.org.pk, Website: www.sbp.org.pk

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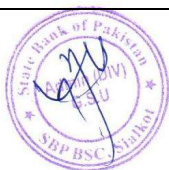
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Section II. Bid Data Sheet (BDS)

The following specific data for goods and services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB) Section III. Whenever there is a conflict between BDS and ITB, the provisions of BDS shall prevail over those in ITB.

BDS 1.	Method of Procurement	
Bidding will be conducted under Competitive Bidding :		
<p>Single Stage Two Envelope Procedure under Rule 36 (b) of Public Procurement Rules 2004 (PPR 2004) and is open to all eligible Bidders as defined in the PPR 2004</p> <p>Technical and financial proposals must be in separate sealed envelopes.</p>		
BDS 2.	OEM	
The “Original Equipment Manufacturer” (OEM): The OEM for the purpose of this bid shall be manufacturer of “Electronic Queue Management System”.		
BDS 3.	Name of Purchaser	ITB 2.1
SBP Banking Services Corporation.		
BDS 4.	Title	ITB 2.1
Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office		
IFB No. SKT/Admin(GSU))/32974/2022		
BDS 5.	Eligible Bidders	ITB 3
Bidders that meet the eligibility criteria pursuant to Form T3 ‘Minimum Qualification / Eligibility requirements’ can participate in this Bidding Process.		
Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Bank in accordance with Rule 2 (f) and 19 of Public Procurement Rules 2004		
A bidder who has been blacklisted or debarred by a foreign country, international organization or other foreign institutions is ineligible to participate. A Bidder, who has violated the law of land of any country and has been included in any sanction list issued under any binding law, will not be eligible to participate in the bidding/procurement process.		
Blacklisted bidder(s) are not allowed to participate in the bidding process. The bidder must not have been blacklisted by any Federal or Provincial Government Department, National Counter Terrorism Authority (NACTA), Agency, any organization anywhere in Pakistan. (Submission of undertaking to this effect on stamp paper as per Form T8 is mandatory).		
BDS 6.	Eligible Goods and Services	ITB 5
The goods and services produced by all countries, except countries restricted by Federal Government.		



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.

BDS 7.	Pre Bid Meeting	ITB 9.2
A pre-bid meeting will be held on 14th June 2022 at 11:00 am at Meeting Room, SBP BSC Sialkot (New Office Building) located at Allama Iqbal Road, Sialkot Cantt. followed by site visit.		
BDS 8.	Clarification of Bidding Documents	ITB 8
The Purchaser will respond in writing, to request for clarification of the bidding documents that it receives at least 7 days prior to date of bid opening.		
Contact for Queries & Clarifications. Chief Manager SBP Banking Services Corporation (SBP BSC) Ground Floor, Kutchehri Road, Sialkot, Phone: (92-52)–9250360, Facsimile :(92-52)-9250353 Email: Abdul.Ghafar@sbp.org.pk		
BDS 9.	Prices	ITB 13.4
Prices quoted by the Bidder shall be “fixed;” However, any subsequent legislation enacted between bid opening and finalization of award that impacts the bid price would be duly accounted for.		
BDS 10.	Bid Currencies	ITB 14
Prices shall be quoted in Pak Rupees .		
BDS 11.	Minimum Qualification/Eligibility Requirements	ITB 3.5
a) <i>Bidders must be a Manufacturer (OEM) or an authorized Agent /Partner of the manufacturer for providing key components of the project for last 05 (five) consecutive years.</i> b) <i>Bidders must be authorized by their OEM(s) specifically for this procurement</i> c) <i>Bidder must have supplied offered products to at least three(03) verifiable organizations in Pakistan in last five (05) years;</i> d) <i>Bidder must have Annual Sales / Gross Turnover of at least Rs. 10 million in any of the last five (05) financial years;</i> e) <i>Bidder must have technical strength of at least 2 (Two) OEM Certified and Trained Engineers above entry/ associate level.</i> f) <i>Bidder must have verifiable presence at Sialkot / Lahore / Islamabad.</i> g) <i>Bidder must be registered with Income Tax and Sales Tax Department and must appear on the Active Tax Payers List of FBR.</i> h) <i>Bidder must have valid ISO 9001 standards certification or any equivalent internationally acceptable quality management certification</i> i) <i>Bidder must not be blacklisted or in breach of performance with SBP or any Organization(s).</i>		
BDS 12.	Bid Security	ITB 17.1
1. Bid security of fix amount of Rs. 126,000 is required; 2. Bid Security must be valid till 07-Dec-22 . (In case of Bank Guarantee) 3. Bid Security must be in sealed Technical Proposal Envelope.		



4. Bid found without or 'with insufficient' Bid Security will be rejected instantly.
5. Bid Security shall be in favor of 'SBP Banking Services Corporation Sialkot'.
6. Bid Security may be in the form of either Payment Order/Bank Draft or an unconditional bank guarantee enforceable in Pakistan (as per Form T9 of Section VI).

BDS 13. Bid validity period

ITB 18.1

The rates quoted must remain valid for a period of **140 days** after opening of bids.

BDS 14. Sealing and Marking of Bids

ITB 19.1

- The Bid shall comprise a single sealed package labeled as follows:

Bid for: IFB No. SKT/Admin(GSU))/32974/2022

Bidder: [Name of Bidding Firm]

Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office).

“DO NOT OPEN BEFORE Monday, 20 June, 2022 , 11:30 Hours

Chief Manager

SBP Banking Services Corporation (SBP BSC), Ground Floor, Kutchehri Road,
Sialkot

Phone: (92-52)–9250360

- The outer package shall contain two separate sealed envelopes as follows;
 - (1) “TECHNICAL PROPOSAL” (containing one original & one copy of technical proposal)and
 - (2) “FINANCIAL PROPOSAL” (containing one original & one copy of financial proposal).

Labeling for ‘Technical Proposal’ envelope:

Bid for: IFB No. SKT/Admin(GSU))/32974/2022

Bidder: [Name of Bidding Firm]

Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office

‘TECHNICAL PROPOSAL’

(Original & Copy)

“DO NOT OPEN BEFORE Monday, 20 June, 2022 , 11:30 Hours

Chief Manager,

SBP Banking Services Corporation (SBP BSC), Ground Floor, Kutchehri Road,
Sialkot

Phone: (92-52)–9250360



Labeling for 'Financial Proposal' envelope:**Bid for:** IFB No. SKT/Admin(GSU))/32974/2022**Bidder:** [Name of Bidding Firm]

Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office)

'FINANCIAL PROPOSAL'**(Original & Copy)**

“DO NOT OPEN BEFORE **Monday, 20 June, 2022** , 11:30 Hours

Chief Manager,
SBP Banking Services Corporation (SBP BSC), Ground Floor, Kutchehri Road,
Sialkot
Phone: (92-52)–9250360

BDS 15.	Contents of the Technical Proposal Envelope	ITB 20
1.	Form T1 Bid Form: duly filled and signed.	
2.	Form T2 Bidder's Representative: duly filled and signed.	
3.	Form T3 Bidders Eligibility Criteria: duly signed and attached with evidence and reference of each criteria.	
4.	Form T4 Technical Compliance: duly filled, signed and attached with evidence and reference documents such as brochures and data sheets of the offered products.	
5.	Form T5 Schedule of Supplies & Implementation: duly filled and signed.	
6.	Form T6 Manufacturer's Authorization Form: duly filled and signed.	
7.	Form T7 Integrity Pact: duly filled and signed	
8.	Form T8 Affidavit for Bidder's Blacklisting Status	
9.	Form T9 Bid Security Form.	
10.	Form T10 Bid Securing Declaration	

Note: Please do not disclose the 'Bid Price' in 'Technical Proposal'.

BDS 16.	Contents of the Financial Proposal Envelope	ITB 20
1.	Form F1 Bid Form with Financials: duly filled and signed.	
2.	Form F2 Price Schedule in Pak. Rupees: duly filled and signed.	

BDS 17.	Address for bid submission	ITB 21.1
	Chief Manager SBP Banking Services Corporation (SBP BSC), Ground Floor, Kutchehri Road, Sialkot Phone: (92-52)–9250360 Facsimile :(92-52)-9250353 Email: Abdul.Ghafar@sbp.org.pk	

BDS 18.	Deadline for bid submission	ITB 21.1
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Monday, 20 June, 2022 at 11:00 am

BDS 19.	Date and Time of bid opening. Monday, 20 June, 2022 at 11:30 am	ITB 24.1
<p>In case of any unforeseen reasons, unrest or force majeure which may cause delay in the bid opening date, the bids shall be opened on the next working day at the same place and time.</p> <p>The opening date of Financial Proposal will be communicated to the eligible bidders by the Purchaser.</p>		
BDS 20.	Place of bid opening. Office of Deputy Chief Manager, State Bank of Pakistan, Banking Services Corporation (SBP BSC), Kutchchri Road Sialkot –Pakistan.	ITB 24.1
BDS 21.	Evaluation of Bids Evaluation will be carried out as per the criteria defined in “ <i>Section IV Evaluation Criteria</i> ”	ITB 27
BDS 22.	Purchaser’s Right to Vary Quantities at Time of Award Up to 15%	ITB 31
BDS 23.	Signing of Contract Within twenty four (24) days of receipt of the Contract Form, the successful Bidder shall sign and date the contract with applicable stamp duty as per Stamp Duty Act, 1899 and return it to the Purchaser.	ITB 35.2
BDS 24.	Preliminary Evaluation Bidders have to submit bids for COMPLETE REQUIREMENTS, partial and incomplete bids will be rejected. Bids submitted without signed Bid Form by authorized nominee of the bidder will be rejected. Bids with material deviation, exception, objection, conditionality, or reservation will be rejected. Bids with multiple options will be rejected. Bids submitted late will be rejected.	ITB 26.6
BDS 25.	Performance Guarantee 10% Performance Guarantee is required against the total contract amount for the entire contract period. Within twenty-one (21) days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the Performance Guarantee.	ITB 36
BDS 26.	Documents Establishing Goods’ Eligibility Documents: Pursuant to Form T4 Technical compliance of the Bidding Document. Bidders must provide Product Data Sheets from OEM, Technical, Promotional Brochure and Detailed Technical Specifications and features (certified from OEM) of the items quoted.	ITB 16



Section III. Instructions to Bidders (ITB)

A. Introduction

ITB1. Definitions	1.1. Unless otherwise stated, throughout this bidding document “Definitions” shall be as prescribed in General Conditions of Contract.
ITB2. Purchaser	2.1. SBP Banking Services Corporation, having its principal place of business at I.I. Chundrigar Road, Karachi, intends to apply its funds under the contract, for which this Invitation for Bids is issued Identification No. and Title of Contract: [stated in BDS]
ITB3. Eligible Bidders	<p>3.1. All national firms duly registered with relevant tax and other authorities required under Federal Government’s rules, laws, statutes or relevant instructions; consistent with Public Procurement Rules, 2004 (PPR-2004), or instructions contained in this document and firms from eligible source countries as defined under the rules, laws statutes or relevant instructions of the Federal Government.</p> <p>3.2. If a pre-qualification process has been undertaken, as outlined under Rule 15 of PPR 2004 for the Contract(s) for which these Bidding Documents have been issued, those firms - in case of Joint Ventures with the same partner(s) and Joint Venture structure - that had been pre-qualified and are Eligible.</p> <p>3.3. If a pre-qualification process has not been undertaken for the Contract(s) for which these Bidding Documents have been issued, then all national firms duly Registered with relevant tax and other authorities required under Federal Government’s rules, laws, statutes or relevant instructions; consistent with PPR 2004, or instructions contained in this document and firms from eligible source countries as defined under the rules, laws statutes or relevant instructions of Federal Government.</p> <p>3.4. Bidders should not be associated, or have or had been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications, and other documents that may be used for the Procurement of the goods which are to be purchased under this Invitation for Bids.</p> <p>3.5. Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Purchaser in accordance with Rule 2 (f) and 19 of Public Procurement Rules-2004</p> <p>3.6. A Bidder who has violated the laws of any country or stands recorded in any sanction list will not be eligible to participate in the bidding/procurement process.</p> <p>3.7. Bidders shall meet all the eligibility conditions as defined in BDS.</p>



ITB4. Code of Conduct

4.1. It is the Purchaser's policy to require that Suppliers, and Contractors under Purchaser-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the Purchaser follows, inter alia, the instructions related to corrupt and fraudulent practices contained in Rule 2(1)(f) PPR-2004 which defines:

"Corrupt and fraudulent practices" in respect of procurement process, shall be either one or any combination of the practices including:

- (i) "coercive practices" which means any impairing or harming or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;
- (ii) "collusive practices" which means any arrangement between two or more parties to the procurement process designed to stifle open competition for any wrongful gain, and to establish prices at artificial, non-competitive levels;
- (iii) "corrupt practices" which means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;
- (iv) "fraudulent practices" which means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation; and
- (v) "obstructive practices" which means harming or threatening to harm, directly or indirectly, persons to influence their participation in a procurement process, or affect the execution of a contract;

4.2. Under Rule 19 of PPR-2004, "The Purchaser can inter alia blacklist bidders found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to the Public Procurement Regulatory Authority (PPRA).

4.3 Under Rule 19 of PPR-2004, following mechanism and manner for permanently or temporarily bar, from participating in their respective procurement proceedings will be followed as per guidance of SBP management:

Nature of Offense/Fault	Means of Verification	Action By Committee
Corrupt and Fraudulent Practices	<ul style="list-style-type: none"> • Results of Bid/Proposal analysis resulting in substantive evidence of collusion. • Actual instance verifiable as per law of land and applicable Rule and Regulations of SBP • Cross verification of documentary undertaking submitted by Contractor/Bidder/Supplier/Consultant. 	Blacklisted and cross debarred for the period up to 10 years.



Performance Deficiencies	Documented evidence in form of consistent performance deficiencies and notices of performance deficiencies not suitably responded or defended by Contractor/Bidder/Supplier/Consultant.	Blacklisted and cross debarred for the period up to 03 years.
Bidder failed to abide with Bid Form / Bid Securing Declaration.	Failed to abide with Bid Form / Bid Securing Declaration.	Blacklisted and cross debarred for the period up to 06 months.

- 4.4 However, such barring action shall be undertaken only after affording an adequate opportunity of being heard to the contractor who is to be barred and blacklisted.
- 4.5 The receipt for any money paid by the bidders will not be considered as any acknowledgement of payment to the Purchaser unless such receipt is signed by a duly authorized officer of the Purchaser and bidder shall be solely responsible for seeing that a proper receipt is provided.
- 4.6 Attention of bidders is drawn to Rule 32 of PPR-2004 whereby they are required to identify any discriminatory and difficult conditions, introduced by Purchaser which discriminates between bidders or that is considered to be met with difficulty. In ascertaining the discriminatory or difficult nature of any condition, reference shall be made to the ordinary practices of that trade, manufacturing, construction business or service to which that particular procurement is related. However, in certain conditions Purchaser may describe exceptions or preferences consistent with Rule 4 of PPR-2004.
- 4.7 Pursuant to Rule 7 of PPR 2004 bidders shall sign an Integrity pact in accordance with prescribed format attached hereto at Section VI for all the procurements estimated to exceed Rs10.00 million or any other limit prescribed by Purchaser.
- 4.8 Purchaser's policy requires that selected bidder provide professional, objective, and impartial advice, supplies and services and at all times hold the Purchaser's interests paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work. Bidders have an obligation to disclose any situation of actual or potential conflict of interest that impacts their capacity to serve the best interest of the Purchaser, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the bidder and termination of contract arising out of this procurement
- 4.9 Without limitation to the generality of the foregoing, bidders, and any of their affiliates, shall be considered to have a conflict of interest and shall not be engaged, under any of the circumstances set forth below:
- 4.10 A bidder that has been engaged by the Purchaser to provide goods, or services other than consulting services for a project, and any of its affiliates, shall be disqualified from providing consulting services related to those goods or services. On the other hand, bidder hired to provide consulting services for the



	<p>preparation or implementation of a project, and any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the firm's consulting services for such preparation or implementation.</p> <p>4.11 A bidder (including its Personnel and Sub-Contractors) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the bidder to be executed for the Purchaser</p> <p>4.12 A bidder (including its Personnel and Sub-Contractors) that has a business or family relationship with a member of the Bank's staff who is directly or indirectly involved in any part of (i) the preparation of the specifications of the goods, (ii) the selection process for such assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the appropriate authority within the Purchaser.</p> <p>4.13 Bidders shall not engage any agency or current employees of the Purchaser. Engaging former employees of the Purchaser or other civil servants to work for the bidders is acceptable provided no conflict of interest exists. When the bidder nominates any government employee as Personnel in their bid, such Personnel must have written certification from their government or employer confirming that they are on leave without pay from their official position and allowed to work full-time outside of their previous official position. Such certification shall be provided to the Purchaser by the Bidder as part of bid.</p>
ITB5. Eligible Goods and Services	<p>5.1. All goods and related services to be supplied under the contract shall have their origin in eligible source countries, defined in this document.</p> <p>For purposes of this clause, "origin" means the place where the Goods are mined, grown, or produced, or the place from which the related services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.</p> <p>5.2. The origin of goods and services is distinct from the nationality of the Bidder.</p>
ITB6. Cost of Bidding	<p>6.1. The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser named in the Bid Data Sheet will in no case be responsible or liable for those costs regardless of the conduct or outcome of the bidding process.</p>

B. The Bidding Documents

ITB7. Content of Bidding Documents	<p>7.1. In accordance with Rule 23 of PPR 2004 the Goods and Services required to be procured, bidding procedures, and contract terms are prescribed in the bidding documents. In addition to the Invitation for Bids, the bidding documents include:</p> <table> <tr> <td>Section I</td><td>Invitation for Bids (IFB)</td></tr> <tr> <td>Section II</td><td>Bid Data Sheet (BDS)</td></tr> <tr> <td>Section III</td><td>Instructions to Bidders (ITB)</td></tr> <tr> <td>Section IV</td><td>Evaluation Criteria</td></tr> </table>	Section I	Invitation for Bids (IFB)	Section II	Bid Data Sheet (BDS)	Section III	Instructions to Bidders (ITB)	Section IV	Evaluation Criteria
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	<p>Section V Technical Specification</p> <p>Section VI Technical Proposal Forms</p> <p>Section VII Financial Proposal Forms</p> <p>Section VIII Form of Contract</p> <p>Section IX General Conditions of Contract (GCC)</p> <p>Section X Special Conditions of Contract (SCC)</p> <p>Section XI Appendices (Contract)</p> <p>7.2. The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.</p> <p>7.3. Bidders are encouraged to seek softcopies of these Bidding Documents to ensure an efficient and timely completion and submission of Bids.</p> <p>7.4. A general description of bid is provided in BDS and Technical Section; however this description is very elemental and Bidders are expected to submit a complete bid on the basis of parameters provided at other relevant sections of ITB.</p>
ITB8. Clarification of Bidding Documents	A prospective Bidder requiring any clarification of the bidding documents may notify the Purchaser in writing or by cable (hereinafter, the term cable is deemed to include email, telex and facsimile) at the Purchaser's address indicated in BDS 8. The Purchaser will respond in writing to any request for clarification of the Bidding Documents.
ITB9. Amendment of Bidding Documents	At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, either at its own initiative or in response to a clarification requested by a prospective Bidder, amend the Bidding Documents. Later amendments on the same subject modify or replace earlier ones; once the bids are opened no amendments can be made in the bidding document.

C. Preparation of Bids

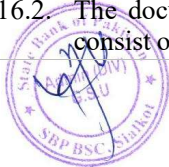
ITB10. Language of Bid	10.1. The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Purchaser, shall be written in the English language or Urdu (as the case may be).
ITB11. Documents Comprising the Bid	<p>11.1. The bid prepared by the Bidder shall comprise the following components:</p> <ol style="list-style-type: none"> A Bid Form and a Price Schedule completed in accordance with ITB Clauses 12 and 13. documentary evidence established in accordance with ITB Clause 15 that the Bidder is eligible to bid and is qualified to perform the contract if its bid is accepted; documentary evidence established in accordance with ITB Clause 16 that the goods and ancillary services to be supplied by the Bidder are eligible and conform to the bidding documents; and



	d. bid security furnished in accordance with ITB Clause 17.
ITB12.Bid Form	12.1. The Bidder shall complete and sign the Bid Form and the appropriate Price Schedule furnished in the bidding documents, indicating the goods to be supplied, a brief description of the goods, its country of origin, quantity, and prices.
ITB13.Bid Prices & Taxes	<p>13.1. The Bidder shall indicate on the appropriate Price Schedule the unit prices (where applicable) and total bid price of the goods proposed to supply under the contract.</p> <p>a. Goods supplied from outside Pakistan:</p> <p>Unless otherwise specified in the BDS, the prices shall be quoted on a Delivered Duty Paid (DDP) basis, inclusive of all taxes, stamps, duties, levies, fees and installation and integration charges imposed till the delivery location specified in the Schedule of Requirements. No separate payment shall be made for the incidental services.</p> <p>b. Locally supplied Goods:</p> <p>Unit prices of Goods offered from within Pakistan, shall be quoted on an EXW (ex-factory, ex works, ex warehouse or off-the-shelf, as applicable) basis, including all customs duties, levies, fees, sales and other taxes incurred until delivery of the Goods</p> <p>13.2. The terms DDP and EXW, shall be governed by the rules prescribed in the current edition of Inco terms published by the International Chamber of Commerce, Paris. All duties, taxes, and other levies payable by the Bidder, or for any other cause shall be included in the total Bid price submitted by the Bidder.</p> <p>13.3. The Bidder's separation of price components in accordance with ITB Clause 13.2 above will be solely for the purpose of facilitating the comparison of bids by the Purchaser and will not in any way limit the Purchaser's right to contract on any of the terms offered. For the purpose of determining the remuneration due for additional Services, a breakdown of the lump-sum price shall be provided by the Bidder in the form of Breakdown of the Contract Price.</p> <p>13.4. Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation on any account, unless otherwise specified in the Bid Data Sheet. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.</p> <p>13.5. Bids are required to be inclusive of all admissible/applicable taxes and duties (applicable at the time of bid submission).</p> <p>13.6. The bids will be subject to all admissible Federal & Provincial taxes and duties on supplies & services etc. unless exempted by relevant tax authority for which bidders will be required to provide necessary documentation regarding tax exemption from relevant tax authorities under the applicable laws.</p> <p>13.7. Purchaser assumes no responsibility whatsoever to undertake tax exemption cases on behalf of bidder.</p>



	<p>13.8. Whenever applicable, it is the responsibility of the bidders, before completing bids, to contact the relevant tax authorities to determine the tax amount to be paid by the bidders under the Contract.</p> <p>13.9. The Bidder and their employees shall be responsible for payment of all their income tax and other taxes, on income arising out of the Contract as per final tax liability assessed by tax authorities under the applicable laws.</p> <p>13.10. Federal and Provincial taxes shall be deducted at the prevailing tax rate at the time of making payments to supplier as per applicable laws.</p> <p>13.11. If a bidder submits a bid exclusive of taxes it will be considered only after addition/incorporation of all applicable taxes, the amount stated in the 'Bid Form' & 'Price Schedule' will be adjusted accordingly.</p> <p>13.12. If a bidder submits a bid inclusive of non-applicable/admissible taxes, the amount stated in the 'Bid Form' & 'Price Schedule' will be adjusted accordingly.</p>
ITB14.Bid Currencies	<p>14.1. Prices shall be quoted in Pak Rupees unless otherwise specified in the Bid Data Sheet.</p>
ITB15.Documents Establishing Bidder's Eligibility and Qualification	<p>15.1. Pursuant to ITB Clause 11, the Bidder shall furnish, as part of its bid, documents establishing the Bidder's eligibility to bid and its qualifications to perform the contract if its bid is accepted.</p> <p>15.2. The documentary evidence of the Bidder's eligibility to bid shall establish to the Purchaser's satisfaction that the Bidder, at the time of submission of its bid, is from an eligible country as defined under ITB Clause 3.</p> <p>15.3. The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Purchaser's satisfaction:</p> <ol style="list-style-type: none"> that, in the case of a Bidder offering to supply goods under the contract which the Bidder did not manufacture or otherwise produce, the Bidder has been duly authorized by the goods Manufacturer or producer to supply the equipment in the Islamic Republic of Pakistan; that the Bidder has the financial, technical, and production capability necessary for the performance of the contract; that, in case if a Bidder is not doing business within the Islamic Republic of Pakistan, the Bidder is or will be (if awarded the contract) represented by an Agent in Pakistan who is equipped, and able to carry out the Supplier's obligations prescribed in the Conditions of Contract and/or Technical Specifications; and that the Bidder meets the qualification criteria listed in the Bid Data Sheet.
ITB16.Documents Establishing Goods' Eligibility and Conformity	<p>16.1. Pursuant to ITB Clause 15, the Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the bidding documents of all goods and services which the Bidder proposes to supply under the contract.</p> <p>16.2. The documentary evidence of the eligibility of the goods and services shall consist of a statement in the Price Schedule of the country of origin of the goods</p>



to Bidding Documents	<p>and services offered which shall be confirmed by a certificate of origin issued at the time of shipment.</p> <p>16.3. The documentary evidence of conformity of the goods and services to the bidding documents may be in the form of literature, drawings, and data, and shall consist of:</p> <ul style="list-style-type: none"> a. a detailed description of the essential technical and performance characteristics of the goods; b. a list giving full particulars, including available sources and current prices of spare parts, special tools, etc., necessary for the proper and continued functioning of the goods for a period to be specified in the Bid Data Sheet, following commencement of the use of the equipment by the Purchaser; and c. an item-by-item commentary on the Purchaser's Technical Specifications demonstrating substantial responsiveness of the goods and services to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications. d. Generally, for IT procurements and whenever applicable for any other procurements of goods, the bidder will assure on behalf of principal manufacturer that the goods supplied are not under any "End-of-Life" or "End-of-Sale" consideration by the manufacturer or principal and the bidder will submit from the principal an assurance on the continuity of warranty and after warranty support for minimum of 7 years from the date of purchase of the goods. Where specialist hardware and third party software is required, bidders should comment on how the continuity of service is ensured in the event of: <ul style="list-style-type: none"> i. Obsolescence of hardware items or any of the component parts ii. Unavailability of hardware iii. Unavailability of second or third level support services from developers of third party software items. iv. The bidder will provide product registration through Internet/website of the manufacturer to confirm the accessibility of relevant information and technical assistance directly from the principal or manufacturer if needed <p>16.4. For purposes of the commentary to be furnished pursuant to ITB Clause 15.3(c) above, the Bidder shall note that standards for workmanship, material, and equipment, as well as references to brand names or catalogue numbers designated by the Purchaser in its Technical Specifications, are intended to be descriptive only and not restrictive; till stated otherwise in Technical Specifications or Bid Data Sheet. The Bidder may substitute alternative standards, brand names, and/or catalogue numbers in its bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.</p>
ITB17.Bid Security	<p>17.1. The bid security is required to protect the Purchaser against the risk of Bidder's conduct, which would warrant the security's forfeiture. The bid security shall be denominated in the currency of the bid:</p>



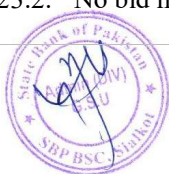
	<ul style="list-style-type: none"> a. at the Bidder's option, be in the form of either demand draft/call deposit or an unconditional bank guarantee from a reputable Bank in Pakistan approved by Purchaser; b. be substantially in accordance with one of the forms of bid security included in Section VI or other form approved by the Purchaser prior to bid submission; c. be payable promptly upon written demand by the Purchaser; d. be submitted in its original form; copies will not be accepted; e. remain valid for a period of at least one month beyond the original validity period of bids, or at least one month beyond any extended period of bid validity subsequently requested pursuant to ITB Clause 18.2. <p>17.2. Unsuccessful bidders' bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by the Purchaser pursuant to ITB Clause 18.</p> <p>17.3. The successful Bidder's bid security will be discharged upon the Bidder signing the contract, pursuant to ITB Clause 35, and furnishing the Performance Guarantee, pursuant to ITB Clause 36.</p> <p>17.4. The bid security may be forfeited:</p> <ul style="list-style-type: none"> a. if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or b. If items specified in technical specifications are quoted as options (if allowed), the cost of same would be summed together to calculate the quoted price and bids would be rejected if the bid security does not cover the adjusted quoted rates. c. in the case of a successful Bidder, if the Bidder fails. <ul style="list-style-type: none"> (i) to sign the contract in accordance with ITB Clause 35; or (ii) to furnish Performance Guarantee in accordance with ITB Clause 36.
ITB18.Period of Validity of Bids	<p>18.1. Bids shall remain valid for the period specified in the Bid Data Sheet after the date of bid opening prescribed by the Purchaser, pursuant to ITB Clause 24. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.</p> <p>18.2. In exceptional circumstances, the Purchaser may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (or by cable). The bid security provided under ITB Clause 17 shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid, except as provided in ITB Clause 16.3.</p>
ITB19.Format and Signing of Bid	<p>19.1. The Bidder shall prepare an original and such number of copies of the bid as indicated in the Bid Data Sheet, clearly marking each "ORIGINAL BID" and "COPY OF BID," as appropriately. In the event of any discrepancy between them, the original shall prevail.</p>



	<p>19.2. The original and the copy or copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.</p> <p>19.3. Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.</p> <p>19.4. The Bidder shall furnish information as described in the Form of Bid on commissions or gratuities, if any, paid or to be paid to agents relating to this Bid, and to contract execution if the Bidder is awarded the contract.</p>
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D. Submission of Bids

ITB20.Sealing and Marking of Bids	<p>20.1. The Original Bid shall comprise a single sealed package containing two separate sealed envelopes.</p> <p>20.2. Each envelope shall contain separately the financial proposal and the technical proposal. The inner envelopes shall be marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” in bold letters.</p> <p>20.3. The outer envelope shall be addressed to the Purchaser at the address given in the BDS, and carry statement “DO NOT OPEN BEFORE [time and date].The content of the technical and financial proposals are mentioned in BDS.</p> <p>20.4. If the outer envelope is not sealed and marked as required by ITB Clause 20.1, the Purchaser will assume no responsibility for the bid’s misplacement or premature opening.</p>
ITB21.Deadline for Submission of Bids	<p>21.1. Bids must be received by the Purchaser at the address specified in Bid Data Sheet no later than the time and date specified in the Bid Data Sheet.</p> <p>21.2. The Purchaser may, at its discretion, extend this deadline for the submission of bids by amending the bidding documents in accordance with ITB Clause 9, in which case all rights and obligations of the Purchaser and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.</p>
ITB22.Late Bids	Any bid received by the Purchaser after the deadline for submission of bids prescribed by the Purchaser pursuant to ITB Clause 21 will be rejected and returned unopened to the Bidder.
ITB23.Modification and Withdrawal of Bids	<p>23.1. The Bidder may modify or withdraw its bid after the bid’s submission, provided that written notice of the modification, including substitution or withdrawal of the bids, is received by the Purchaser prior to the deadline prescribed for submission of bids.</p> <p>23.2. No bid may be modified after the deadline for submission of bids.</p>



	23.3. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security, pursuant to the ITB Clause 17.
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E. Opening and Evaluation of Bids

ITB24.Opening of Bids by the Purchaser	<p>24.1. The Purchaser will open all bids in the presence of bidders' representatives who choose to attend, at the time, on the date, and at the place specified in the Bid Data Sheet. The bidders' representatives who are present shall sign a register evidencing their attendance.</p> <p>24.2. The bidders' names, bid modifications or withdrawals, bid prices, discounts, and the presence or absence of requisite bid security and such other details as the Purchaser, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder pursuant to ITB Clause 22.</p>
ITB25.Clarification of Bids	During evaluation of the bids, the Purchaser may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.
ITB26.Preliminary Evaluation	<p>26.1. The Purchaser will examine the bids to determine whether they are complete, whether bid validity is provided accordingly; whether required sureties/bid security have been furnished; whether the documents have been properly signed, whether the bids are generally in order; whether Bidder has provided the signed bid form (Form T1) and whether Bidder has qualified for the minimum eligibility/qualification criteria as stated in Bidders Eligibility Criteria (Form T3) of Section VI.</p> <p>26.2. Arithmetical errors will be rectified on the following basis:</p> <p>If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If there is discrepancy in quantities between bid and the quantities stated at Price Schedule as per Form F2 Section VII hereto, the quantities at Price Schedule will prevail. If the Supplier does not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited.</p> <p>26.3. The Purchaser may waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.</p> <p>26.4. Prior to the detailed evaluation, the Purchaser will determine whether each bid is of acceptable quality, complete, and substantially responsive to the Bidding Documents. For these purposes, a substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviations, exceptions, objections, conditionality,</p>



	<p>or reservations. A material deviation, exception, objection, conditionality, or reservation is one: (i) that limits in any substantial way the scope, quality, or performance of the offered product; or (ii) that limits, in any substantial way that is inconsistent with the Bidding Documents, the Purchaser's rights or the successful Bidder's obligations under the Contract; or (iii) the acceptance of which would unfairly affect the competitive position of other Bidders who have submitted substantially responsive bids. The Purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.</p> <p>26.5. If a bid is not substantially responsive and meeting the minimum eligibility criteria, it will be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the nonconformity.</p> <p>26.6. Bidders have to submit bids for COMPLETE REQUIREMENTS, partial and incomplete bids will be rejected. Bids submitted without signed Bid Form by authorized nominee of the bidder will be rejected. Bids with material deviation, exception, objection, conditionality, or reservation will be rejected. Bids with multiple options will be rejected. Bids submitted late will be rejected.</p>
ITB27.Detail Evaluation of Bids	<p>27.1. Pursuant to ITB 26 the technical proposals of the qualified bids only after preliminary evaluation shall be evaluated in detail. The Technical Compliance (Form T4) of Section VI and other requirements of the bidding documents will be evaluated totally on compliance based method. The Financial Proposals of the only technically accepted bids will be opened and the bid found to be the most advantageous bid shall be accepted.</p>
ITB28.Contacting the Purchaser	<p>28.1. Subject to ITB Clause 25, no Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Purchaser, it should do so in writing.</p> <p>28.2. Any effort by a Bidder to influence the Purchaser in its decisions on bid evaluation, bid comparison, or contract award may result in the rejection of the Bidder's bid.</p>



F. Award of Contract

ITB29.Post-qualification	<p>29.1. The Purchaser will determine to its satisfaction whether the Bidder that is selected as having submitted the most advantageous bid is qualified to perform the contract satisfactorily, in accordance with the criteria listed in ITB Clause 15.3.</p> <p>29.2. The determination will be taken into account after considering the Bidder's financial, technical, and production capabilities. It will be based on the examination of documentary evidence of the Bidder's qualifications submitted by the Bidder, in pursuant to ITB Clause 15.3, along with such other information as the Purchaser deems necessary and appropriate.</p> <p>29.3. An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Purchaser will proceed to the next most advantageous bid to make a similar determination of other Bidder's capabilities to perform satisfactorily.</p>
ITB30.Award Criteria	<p>30.1. Subject to ITB Clause 29, the contract will be awarded to the successful Bidder whose bid has been found technically and financially compliant and has offered the lowest evaluated cost; emerged as most advantageous bid. Provided further that the Bidder be determined to perform the contract satisfactorily.</p>
ITB31.Purchaser's Right to Vary Quantities at Time of Award	<p>31.1. The Purchaser reserves the right at the time of contract award to increase or decrease, by the percentage indicated in the Bid Data Sheet, the quantity of goods and services originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.</p>
ITB32.Purchaser's Right to Reject All Bids	<p>32.1. The Purchaser reserves the right to annul the bidding process and reject all bids at any time prior to contract award.</p>
ITB33.Notification of Award	<p>33.1. Prior to the expiration of the period of bid validity, the Purchaser will notify the successful Bidder in writing, to be confirmed in writing by registered letter, that its bid has been accepted.</p> <p>33.2. The notification of award will constitute the formation of the Contract.</p> <p>33.3. After furnishing the Performance Guarantee by the successful Bidder pursuant to ITB Clause 36, the Purchaser will promptly notify each unsuccessful Bidder and will discharge their bid security, pursuant to ITB Clause 17.</p>
ITB34.Disqualification prior to Contract Signing	<p>34.1. If all bids are proposed to be rejected and bids are to be re-invited, the conditions required at Rule 33 of PPR-2004 should be met. However, after issuance of Notification of Award and prior to execution of the procurement contract as per Rule 40 of PPR-2004 if a bidder has been disqualified pursuant to Rule 18, Rule 19 of PPR-2004 or any reason that has led to disqualification of a bidder if the conditions of his qualification are invalidated the next most advantageous bid will be rendered as responsive</p>



	<p>if accepting this bid does not conflict with Rule 2 (L) of PPR-2004. For rejecting the most advantageous bid and opting for 2nd most advantageous bid, opportunity of being heard should be provided to bidder with most advantageous bid and prior approval of competent authority of the SBP BSC shall be obtained.</p> <p>34.2. This process conforms to Rule 4 of PPR-2004 which requires “the procurement process to be efficient and economical”.</p>
ITB35.Signing of Contract	<p>35.1. At the same time as the Purchaser notifies the successful Bidder that its bid has been accepted, the Purchaser will send the Bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.</p> <p>35.2. Within twenty four (24) days, or any other period specified in BDS, of receipt of the Contract Form, the successful Bidder shall sign and mention the date on the contract and return it to the Purchaser.</p>
ITB36.Performance Guarantee	<p>36.1. Within twenty-one (21) days, or any other period specified in BDS, of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the Performance Guarantee for amount as per the Performance Guarantee Form provided in the bidding documents, or in another form acceptable to the Purchaser.</p> <p>36.2. Failure of the successful Bidder to comply with the requirement of ITB Clause 36.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Purchaser may make the award to the next most advantageous Bidder or call for new bids.</p>
ITB37.Confidentiality	<p>37.1. Information relating to evaluation of bids and recommendations concerning awards shall not be disclosed to the bidders who submitted the bids or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any bidders of confidential information related to the process may result in the rejection of its bid.</p>
ITB38.Grievances Redressal	<p>38.1. Any bidder aggrieved by any act during the procurement process may lodge a written complaint concerning his grievances to Grievance Redressal Committee of the Purchaser as per Rule 48 of PPR-2004.</p>
ITB39.Overriding Effect of PPR-2004	<p>39.1. PPR-2004 shall prevail in case a conflict appears between bidding documents and PPR 2004.</p>



Section IV. Evaluation Criteria

1. Evaluation of the bids and award of contract will be done for the complete requirement.
2. The bidders' minimum Eligibility/Qualification will be ascertained completely on compliance based method as per Bidders Eligibility/Qualification Criteria (Form T3 of Section VI).
3. The technical proposals of the only qualified bidders (after minimum eligibility/qualification) shall be evaluated in detail. The Technical Compliance (Form T4 of Section VI) will be evaluated completely on compliance based method.
4. The Financial Proposals of the only technically qualified proposals will be opened.
5. The Financial Bids will be evaluated on the basis of unit price and applicable taxes.
6. The contract will be awarded to the successful Bidder whose bid will be found eligible & technically compliant and has offered the lowest cost and would emerge as the Most Advantageous Bid.



Section V. Technical Specifications

Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office

Scope and Requirement:

1. The offered solution (hardware and software) equipment/software should comprise of manufacturers' latest hardware models and software which had at least five years support life cycle/ release/ version.
2. Solution components will be tested / demonstrated at SBP premise by the vendor prior to the opening of financial bids.
3. The solution failing the test will not be eligible to be considered for further processing and being declared technically non-compliant.
4. Installation of all solution components as per technical requirements & specification including power, control and video cable, labor, tools, plants, accessories etc., complete in all respect will be done by the bidder as directed by the Bank.
5. All solution components (hardware & software) whose technical specs are explicitly defined in this section should be of same OEM (where possible) and if any third party components is supplied as a part of solution, then the supplied components should have full integration with the supplied solution. The OEM or the bidder must provide maintenance & support of complete system.
6. The bidders have to submit complete as built drawings showing the locations of all circuits and accessories after the execution of the work.
7. The overall EQMS solution should contain following features, which are further explained item wise below in this section:
 - a) The software running the whole solution should be managed & configured centrally by administrator (user with administrative rights) including; assignment of name/task to each counter on daily basis, add/delete counter operations, re-categorize the counters and view & extract online reports in text, excel, pdf or any other commonly used format.
 - b) Web based application should be available on every counter from where the counter operator/teller can use the EQMS for calling & serving customers. Users' creation, deletion & modification features should be available in the configuration menu for the administrator.
 - c) EQMS should contain online reports; real-time performance should also available for supervisor.
 - d) Customer will be issued tokens at visiting hall by Ticket Dispenser Unit (TDU) or KIOSK. TDU should contain a Card Reader or any other such component/module which allows inserting / placing CNIC in card reader to extract "Personal information" from CNIC such as number, name (available in bar code, QR code etc.) and secure the data in database and that information should also be printed on ticket and be part of EQMS online reports. In case the CNIC bar code/QR code does not contain the name of CNIC holder then there should be the option to manually type the name by the visitor or receptionist. Minimum of Two TDUs will be installed for managing customers, depending upon the size/ need of office. Provision for camera to capture pictures of visiting customer receiving tokens may optionally be available.
 - e) Separate type & series of tokens would be issued for each type of service such as PB Sale, PB encashment, SSC DSC Encashment, SSC DSC Sale, Govt. Challan Payment, etc. for which the bidders can discuss in detail before submission of bids.
 - f) The display of all the tickets to be called at each counter should be displayed on LED display installed at office, and the announcements in English & Urdu should be made in the speakers/audio system provided by the vendor.
 - g) Display Units at each counter should show the counter number, counter name and token number.



The counter name or service type should be modifiable by the central configuration tool/software.

8. The items mentioned in technical specifications are based on common Queue Management systems. The bidders may substitute with any equivalent hardware for items listed below or may provide any single product which can replace two or more items mentioned by performing their function or add any product which is substantial for their solution at no additional cost to bank, with written approval of the Bank during the review of Technical bid and prior to opening of Financial bids. Similarly, the bidders may vary the quantities as per their proposed solution/ product design to fulfil the Queue Management requirements of the Bank except quantities specified i.e. TDU, CDU etc.
9. The equipment (hardware/software) to be provided by bidders should be compatible with the existing systems / operating systems of the Bank. The bidders whose technical bids are accepted after necessary revisions in technical specifications are required to provide a certificate of Compatibility of their solution with existing hardware (if any) & software/operating system installed in the Bank before opening of Financial Bids.
10. Vendor will provide support to develop the centralized corporate level dashboard capability for different OEM's EQMS deployed at different SBP offices if required by the bank. However, software provided with EQMS should have the capability of centralized reporting and management of same OEM EQMS deployed at different SBP offices.
11. In addition, IT Department SBP may require access to the database to collect data for other statistical uses.
12. Rolling data retention for three months is required
13. Vendor will be responsible for database and OS level maintenance, configuration, backups, tuning, purging, etc.
14. Vendor will be responsible for implementing infrastructure for failover, if required.
15. Vendor will be responsible for any customization on transaction forms and/or reports if any are required by the Bank.
16. Visitor / Customer's data (e.g. CNIC Number, Name) on the proposed system should be protected against unauthorized access or misuse. Access to the customer's information, if captured and stored should be restricted and only authorized user of the Bank (not vendor) should be allowed to see and use this information for statistical analysis and management reporting.
17. If possible and availability of feature in the proposed system, customer information like CNIC or passport etc. should be stored in encrypted form on the system.
18. Connectivity of the system with Bank's local area network should be logically separated by implementing VLAN or layer 3 network access lists. The system should not be connected / integrated with Bank's any other system without proper security assessment.
19. The management interface (web browser based) of the proposed system should be protected through user id and password authentication scheme. The activity performed by the user on the system should be logged for later reviewing and audits.
20. The admin access rights of the systems should have the ability to be given to authorized bank staff only.
21. The web browser interface should communicate with the system's webserver over secured and encrypted HTTPS protocol.
22. The system should be subject to regular software patching during SLA to ensure no software vulnerabilities exists within the System. This includes patching of OS, DB and Webserver from respective vendors.
23. Access to system, software and related web services should be granted on need to know basis and privilege IDs should be kept under limited access of respective Chief/ Deputy Chief Managers of respective field office.
24. Vendor access will be granted on need to know basis for temporarily time period while remote access should be strictly prohibited.
25. The bank will not be bound to use the proprietary paper role of KIOSK OEM and vendor will not void the warranty of machine in case bank purchase and use the compatible size paper from market.
26. Security Assessment of the system solution should be conducted prior to go-live.

For SBP BSC Sialkot



Bidder

Technical Specifications:**I-KIOSK or Ticket Dispensing Unit or Equivalent with CNIC Reading Option (Min Qty 02 Units)**

Specifications	Criteria	Requirement
General		
Partial Embedded Computer		
Processor System	Min.	CPU Dual Core 1.0 GHz
System Chipset	Min	ARM Cortex A9
Operating System	Min	Android OS, V4.04 (ICS)
Memory (Hard Disk/Flash)	Min.	Internal 4 GB built-in storage
RAM	Min.	1 GB
Connectivity	As mentioned	LAN 100base-T LAN connector RJ45 Ethernet connectivity, Wi-Fi optional
Power Requirement	Min Range	100~240 VAC, (50~60Hz)
Display type	-	Color LCD
Screen Size	Min.	17-inch TFT Diagonal
Resolution	Min.	1280 x 1024 pixels (96ppi)
Viewing Angle	As mentioned	Wide angle (easily viewable by different height personals standing in front)
Touch Screen	Min.	Yes, capacitive
Protection	Min.	Yes, Scratch Resistant
Printer (Primary and Secondary - cutter based or easy tear off)		
Printing Technology	As mentioned	Thermal Rolls
Resolution	Min.	432 dots/line (200 dpi)
Effective printing area	Min.	54mm
Head Life	Min.	100Km OR 1.25 Million Tickets (at least 10% print ratio)
Paper Thickness	Range	60 to 100 µm
Paper Width		60mm
Paper Roll Diameter	Max.	80 mm
Printing Speed	Range	120 mm/sec (low) – 200mm/sec (High)
Cutter Life	Min.	500,000 Cuts
Assisted Control Section		Headphone 3.5mm headphone jack for visually impaired (with braille guidance)
Mechanical		
Dimensions	As mentioned	1400 (H) x 478 (L) x 480 (W) mm
Material	As Mentioned	Metal
Weight	Max.	55 Kg
CNIC Card Reader		
Sensor	-	CMOS with LED illumination
Type	Min	Barcode, QR codes, Chip
Aiming	-	Laser Diode or Green LED
Insertion/ Ejection/ placement	As mentioned	Motorized / Manual
Operating Temperature	Min.	-20C° to 60C°
Storage Temperature	Min.	-40C° to 70C°
Humidity	Min.	5% to 95% (non-condensing)



II-Media Player (Excluding LED) (Min Qty 02 Units)

Specifications	Criteria	Requirement
System		
CPU	Min.	Single Core 1.0 GHz
System Chipset	Min.	ARM Cortex A9
Operating System	Min.	Android
Internal Memory	Min.	14 Gb built-in storage
RAM	Min.	1 Gb
External memory	Min.	16 GB
WLAN	Min.	Wi-Fi 802.11 b/g/n (Optional)
LAN 1	Min.	x RJ45 port for Ethernet 10/100 BaseT
USB ports	Min.	2 x USB 2.0 ports
Audio/Video	Min.	1 x HDMI port 1 x AV port for CVBS & YPbPr
SD Card	Min.	1 x mini SD Card Slot
Video	Min.	MPEG-1, MPEG-2, MPEG-4, H.264, VC-1 1080p, WMV, MOV
Audio	Min.	MP3, WMA, OGG, WAV
Resolution	Min.	1280 x 720
Physical & Power		
Power Adapter	As defined	Yes
Adapter Rating	As defined	5 v (DC), 2 A
Power Input (direct or adaptor)	Min. Range	~100-240v (AC) 50/60 Hz
Power Consumption	Max.	10 Watt

III-Digital Counter Display Unit or Equivalent (Min Qty 16 Units)

Specifications	Criteria	Requirement
System		
Display Size	Min.	19" Color LED
Display Language	Min.	Multilingual
Resolution	Min.	1280 x 720
Data Communication	Min.	Yes Compatible with System
Power Supply	As mentioned	Provided through Active Hub on the data cable, or through adaptor
Mounting	As mentioned	Wall mount bracket / As per site requirement To be fixed over the face of counters

IV-Controller, HUB or Equivalent * (Min Qty 01 Unit)

Specifications	Criteria	Requirement
System		
CPU	Min.	Quad Core 2GHz
System Chipset	Min.	VIA VX900
Internal Memory	Min.	8.0 GB
RAM	Min.	2 GB
LAN	Min.	Ethernet 10/100 BaseT

For SBP BSC Sialkot



Bidder

Connectors	As mentioned	RJ45
USB ports		Yes, as required for system functioning
VGA	Min.	Console display (as required for system functioning)
Volume Control	As mentioned	Yes, Required
Physical & Power		
Power Input	As mentioned	~12V DC 3.34 Adaptor
*Note: Vendor will also provide the computer (preferable server machine) with accessories having sufficient specifications to efficiently host and run the EQMS software, Database etc.		

V- Network Switches (16 ports) (Min Qty: 02 Units)

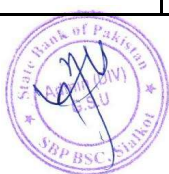
Specifications	Criteria	Requirement
Type	As mentioned	Manageable Cisco / equivalent
Routing	Min	Static IPv4 routing
Ports	Min.	16 Ports, RJ45, Fast Ethernet
Cabling	Min.	Cat 6
Flash memory	Min.	2 GB
Voltage Required	As mentioned	AC 180-240 VAC(50/60 Hz)
Features		Port level security, DHCP snooping, IP source guard, QoS, NTP, AAA Service, SNMP Service, SSH version 2, ACLs configuration, VLAN configuration, STP, RSTP, Spanning tree BPDU filtering, 802.1x change of authorization

VI-Audio Speakers (Min Qty 04 Units)

Specifications	Criteria	Requirement
Sensitivity	Min.	90dB or as per requirement of site/hall
Frequency Response	Min. Range	100 – 18,000Hz
Weight	Max	500g
Placement/ Fixing	As mentioned	Ceiling mounted or to be fixed in MDF box facing available over the counters as per site requirement

VII- Passive Items

Specifications	Criteria	Requirement
CAT-6 Networking Cable with power cable.	D-Link or equivalent	As per site survey
Cat 6 single I/O with single shutter face plate including back box	AMP or equivalent	24
Patch Panel 16 ports fully loaded	AMP or equivalent	2
Communication Rack -12 U	18AWG Gauge of pure	2 (Two) or as per site assessment



	Iron with powder coated	
Cable Manager	AMP or equivalent best quality	2 (Two) or as per site assessment
Patch Chords – CAT6 (1m)	AMP or equivalent	24
Drop Chords – CAT6 (3m)	AMP or equivalent	24

VIII-Central Configuration & Management Tool/Software (Min QTY 01 Unit)

Features Required

The EQMS solution should be managed, controlled and configured by central software/tool, which should run on a server machine, which connects to each user system & retrieves real time data. The data should be viewable through any PC connected on LAN to the Central Server. This central software/tool should have following features incorporated in it.

1. **REAL TIME MONITORING:** The Real time Monitoring screen in the central software should provide the live comprehensive performance monitoring and reporting.

1.1 Dashboards:

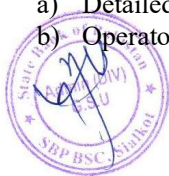
A branch/office dashboard should also be provided which would show the complete summary of the current running activities of the branch/office. The branch summary Dashboard is divided in to multiple sections for the better evaluation of the branch.

- i. **Branch summary**
The Branch Summary should show the activities of the live branch, which includes the no. of tickets waiting in the branch, total counters, no. of active counter, average service time, average wait time, maximum service time and max wait time.
- ii. **Operator Status**
It should exhibit all the online Operators and summarized details of the live services s/he's currently working on.
- iii. **Category Status**
It should show all categories serving in the selected branch along with its respective information
- iv. **Waiting Tickets**
The waiting tickets section should show all the tickets waiting in that selected branch along with its counter name, ticket number and waiting time.

1.2 Central Reporting

Following reports should be available in central reporting from the central software:

- i. The Category wise Report
 - a) Branch wise category report.
 - b) Summary report
- ii. The Ticket wise Report
 - a) Branch Tickets Comparison Detail Report.
 - b) Branch Performance report: demonstrating the key performance indicator of region/branch
 - c) Customer Information report: showing the detail information about each customer who avails any of the service(s)
 - d) Service Log Report: showing the detailed life cycle of each ticket issued
 - e) Ticket detail report: displaying the services attained by the customer by displaying its ticket issue time to its call, wait and end time
- iii. **Operator wise Report:** it should show reports with respect to counter operators
 - a) Detailed Operator Attendance Report.
 - b) Operator Performance Report.



- c) Operators Performance comparison
- iv. The Branch Monitoring Report
 - a) Branch Downtime Report.
 - b) Branch Status Report.
- v. Customer Details: This report exhibits the details of the customer (for example, name, CNIC number or any other related information if collected).
- vi. Ticket Log Report
- vii. Custom Reporting: The software should be capable of generating customized reports.

2. USERS/COUNTER OPERATIONS CONFIGURATION & MANAGEMENT

2.1 Category Management

The Category management section should display all the categories (counters) of the configured branch. Multiple categories can be configured for an ease and requirement of managing and dealing with the heap of customers.

2.2 The Operator Management

This section should allow adding operators for the branch/office. Usernames and passwords can be created with the customizable option.

One default category should be assigned to an operator by default as the user is defined.

2.3 Active Directory Users

The Operator Management section should allow adding operators who will be able to operate the application at their computer through their Microsoft Windows login credentials.

2.4 Central configuration Management

The central software should facilitate the customer to configure, manage and upload the desired configuration from the centralized server

2.5 Import Branch Configurations

The Import branch configuration feature should be added to configure a branch/office by already configured branch/office. Once a new branch is created, it should be able to be configured by using any existing branch with its same configuration.

3. COMPANY PERSONALIZATION WITH LOGO

Company's logo should be displayed on all the reports being generated.

4. USER MANAGEMENT

The User Management section should allow setting the usernames, passwords and rights for users of the Central management software. The added users can be edited or deleted by options provided. The following three options should be available under User Management:

- 4.1 User Management.
- 4.2 Roles Management.
- 4.3 Rights Management.

IX-Operator Level Web-Based Application (Min QTY 16)

Features Required

The app should be web based (should run on any web-browser) & will be used at user/operator at every counter should work with the central software and enable the operator to call and serve the customers without carrying a physical calling device. The application should be deployed on the controller/local server while no additional software will be installed at operator desktop. Following features should be incorporated in the application

1. User interactive Layout

The user interface & layout of the app should be user friendly & user interactive.

2. Methods of calling

The calling method being used to call the next customer should be on the basis of first come first get basis. At the time when operator calls next customer, system should start the service time for the called customer and this service time for the served customer should end when the operator either calls another customer or signs out of the counter. The calling can be started and end by using the Next option included in the app.

3. Now Serving Feature



This feature should include Start Serving option when selected/clicked enabling user to capture the accurate time of serving. The actual service time does not start until Start Serving is clicked. Therefore, when operator calls next, the idle time in between announcement and the customer actually being present at the counter goes unaccountable. Serving starts when clicked on start serving, the button changes again to call next. To end serving, simply call next again.

4. Random Calling of Customers Feature

This feature should enable calling a customer out of sequence when required. It should enable user to call any ticket (out of sequence) from the pool of waiting customers. There is one more way of calling customers randomly, out of sequence, or before their turn. That is by clicking the ticket number from the list of Total Waiting Tickets

5. Customers on wait/Recall Feature

This feature should put customers on hold during service with WAIT button as per requirement of some back order processing. The teller could be able to serve other tickets in the meanwhile.

6. Transfer Feature

This transfer feature should contain all the transfers which includes category, user and counter transfer.

a. Category Transfer

Category transfer operation is used when a customer by mistake issued a ticket in undesired service or requested for another service on same ticket. In such case a tellers can transfer the customer to the intended category by choosing the category name form the Category Transfer list.

b. User Transfer

This user transfer option contains all the logged in tellers. Selecting any tellers name, will transfer the current customer to the selected tellers.

c. Counter Transfer

This counter button contains all the configured counters. Selecting any counter will transfer the current ticket on that counter.

7. Customer Information Display

The application should display the details of the current serving customer on the application; customer's name, CNIC number, contact no. and/or any other required information entered by the customer from kiosk at the time of issuing ticket can be displayed on the screen while serving through customer info button assisting the tellers to deal with the customer in more effective and convenient manner

8. Pop-up Notification (optional feature)

Whenever a ticket is issued a small pop should appear on the teller's screen enabling turning it on or off depending upon needs. The time by which the pop-up will keep appearing should also be configurable and the pop-up could also be able to be limited to appear at only issuance of first ticket

9. Local Wait Feature

This feature could put those customers who don't appear at counter when their ticket is called in local wait. A reminder should appear after configured time which has been set when this feature was enabled.

10. Idle Alert

This idle alert is same as stated above in auto log off. However a little difference is this feature should enable a small alert to appear on screen when the teller is noticed idle for some amount of time.

11. Log out

Log out feature should be incorporated in which the tellers can log off when they are done serving the Customers.

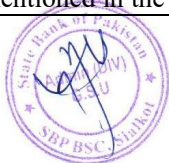
X- Installation, Testing, Commissioning & Training

Specifications

Supply & Installation of all wires/cables in PVC Channel/Pipe, Complete in all aspects.

Installation, Testing & Commissioning of all equipment included, hardware and software and miscellaneous expenses. Complete & Comprehensive training for users & administrators as per requirements of the bank and the system.

1. The bidders are required to install, test and commission TDUs, CDUs, controllers, other equivalent equipment & their requisite accessories and tools, complete in all aspects at the locations with respective quantities mentioned in the tender.



2. The bidders will also install, test and commission install power cables, Cat 6 Ethernet Cable along with RJ-45 connectors in PVC pipe (Outdoor or false ceiling) and Channel Ducts (Indoor surface mount in office area) with all accessories as per best practices.

3. *The network & power wiring shall be done keeping in mind the following conduit standards: -*

- I. There will be no exposed wire (Power/data) and proper use of bends and sockets is expected.
- II. The channel ducts shall be properly deployed with duct bends and user of flexible pipe shall be avoided.
- III. The power supplies should be enclosed in junction boxes at the device ends.
- IV. Proper tagging and naming of the wires and cables at both ends is required. Tagging shall be done such way that the tag does not erode or get removed through wear and tear in normal use.
- V. Proper termination of data cabling at both ends (one end in patch panel other end in CAT-6 I/O), Communication Racks, Cable Managers, Patch Panel etc

4. The client will provide the placement of the specified units at site. The client may also provide the region of interest and let the vendor decide where best solution is possible with the designated units. All equipment is needed to be properly fine-tuned as per site environment at no additional cost. The bidders are allowed to visit the site for complete understanding of requirements before bid submission.

5. SBP shall take samples of each type of hardware item & demo of software items being used in this project and share with the respective technical department(s) for approval prior opening of financial bid.

6. Vendor shall be responsible for taking completion certificate from the client for each completed site as per client standards. Any doubts or queries should be addressed to General Services Unit, SBP BSC Sialkot Office before participation to avoid ambiguity after tender is awarded or job completion.

7. Proper & comprehensive training of all users & administrators should be provided by Vendor.

1. Installation, Testing & Commissioning of Equipment should be completed in all respect and as directed by the Bank.

Note:

- The requirement and cables provided would be tested for proper functioning and performance during the demonstration session which is a part of evaluation process. Equipment failing to achieve satisfactory results during the demonstration would be rejected.

Service Level Agreement (SLA) during and after Warranty

04 Years SLA	04 Years SLA after expiry of 01 Year Warranty period with Maintenance and Technical Support	SLA Will commence from the date of expiry of 01-year Warranty period.
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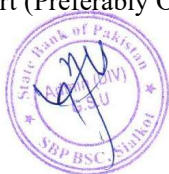
Any component or equipment identified non-genuine, copy or refurbished during entire SLA will be rejected instantly and it will be supplier's responsibility to replace that component or equipment.

The bidders are required to include post warranty Service Level Agreement for Maintenance and Technical Support of 4(four) Years SLA as mentioned below

The SLA after Warranty Period Maintenance and Support of the supplies should be equipped to meet the following requirements, except any damage caused by the fire or disaster event the equipment against the specified and communicated standards operating and handling procedures to the purchaser by the OEM/Supplier.

- The Support services will remain available to the Purchaser on call 24 x 7 basis.
- Engineers Support (Preferably On-Site) or otherwise over email/phone/web whenever required by the purchaser.

For SBP BSC Sialkot



Bidder

The warranty of the supplies will start from the Date of Operational Acceptance Certificate of the complete Equipment / system.

For SBP BSC Sialkot



Bidder

Service Level Agreement (SLA) Requirements

1.1.1. Scope of Services:

Supplier shall provide support services to run and maintain all the supplied/installed equipment in compliance with the Service Level Requirements.

The Supplier shall repair or replace parts of system for normal operations of EQMS system within SLA timelines.

1.1.2. Availability Requirement:

This section defines the Service Level requirements, classification of incidents, and means of reporting, and expectations for availability and response times in relation to all Hardware, Software and any add-on or customization performed during implementation (if any) pertaining to their proposed solution that are to be maintained and supported by the Supplier.

The Service Levels are defined in terms of availability of the services and recovery time of systems which is covered under SLA.

Following table outlines the Incident Classification System including required response and recovery time:

- **Severity 1 (Red)** — Complete system is "down" due to a very critical component failure or more than three (03) counters operations are stopped and severely impacting operations of SBP. (Response time 02 hr. and Recovery within 06 hrs.)
- **Severity 2 (Orange)** — System is partially failed like any less critical component failed and operation of bank are intact in compromised manner e.g. less than 04 counters are affected or system is running but reports are not being generated or any redundant component failed like one of the audio speaker etc. (Response time 04 hrs. and recovery within 48 hrs.)
- **Severity 3 (Yellow)** — Operational performance of the system is compromised while the system is operational e.g. any indication/ early warning/error on server, controller, display or log, minor distortion in audio system, replacement due of any deteriorated component etc. those do not require urgent attention or any non-urgent information / technical assistance, software patches and update is required. There is little or no effect on SBP business operations. (Response time 01 day and Recovery within 05 days)

1.1.3. Reporting Time:

It is the time duration from logging a support incident till the technical support person of the supplier contacts SBP BSC concerned Technical team.

1.1.4. Standard Business Hours:

9:00AM – 6:00PM, Monday through Saturday (if Saturday is working day in SBP BSC), excluding holidays.

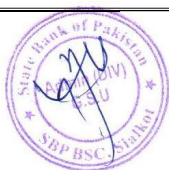
The selected bidder will be essentially required to provide necessary CNIC of the Project Manager, Engineers, Technicians, labors and other logistic resources etc. working within the Purchaser site during the contract period.

The bidders must adhere to the rules, discipline and practices of SBP, during the entire course of project.

Seal & Signature of Bidder:

Date:

For SBP BSC Sialkot



Bidder

Operational Acceptance

Operational Acceptance means that the supplies and services in the contract have been installed and run in operations after testing in accordance with the products' parameters mentioned in the technical specifications and features meeting the technical requirements of the product.

At least **One (01) month** of successful operations of the installed system at site, in accordance with the purchaser required configuration, will confirm the Operational Acceptance of all the supplies under this contract. Also the supplier will ensure dedicated on-site support till operational acceptance.

Any component identified and confirmed through OEM/Distributor or Dealer or by Physical Inspection or performance to be non-genuine, copy or refurbished will be rejected for acceptance and it will be supplier's responsibility to replace that component or the entire lot failing which the purchaser may terminate the contract.

Any testing related cost shall be borne by the supplier.

During the course of the project until the operational acceptance of the last installation is signed by the representative of the Purchaser, any cost associated with the repair or replacement of the supplies in this contract will remain covered in Warranty.

For SBP BSC Sialkot



Bidder

Section VI. Technical Proposal Forms

Following should be the contents of the Technical Proposal Envelope :		
1.	Bid Form	Form T1
2.	Bidder's Representative	Form T2
3.	Bidders Eligibility Criteria	Form T3
4.	Technical Compliance	Form T4
5.	Schedule of Supplies & Implementation	Form T5
6.	Manufacturer's Authorization Form	Form T6
7.	Integrity Pact	Form T7
8.	Affidavit for Bidder's Blacklisting Status	Form T8
9.	Bid Security Form (Bank Guarantee)	Form T9
10.	Bid Securing Declaration	Form T10
11.	Itemized BoM without prices.	
12.	Bidder's Introduction.	
13.	Brief solution	
14.	Training details	
15.	Details of required OEM support packages as per the technical specifications.	

Notes on the Sample Forms.

The Bidder shall complete and submit with its bid the **Bid Form** and **Price Schedules** pursuant to ITB Clause 12.1 and in accordance with the requirements included in the bidding documents.

When requested in the Bid Data Sheet, the Bidder should provide the **Bid Security**, either in the form included hereafter or in another form acceptable to the Purchaser, pursuant to ITB Clause 17.1.

The Contract Form, when it is finalized at the time of contract award, should incorporate any corrections or modifications to the accepted bid resulting from price corrections pursuant to ITB Clause 13 and GCC Clause 17, acceptable deviations (e.g., payment schedule pursuant to GCC Clause 16, spare parts pursuant to GCC Clause 14, or quantity variations pursuant to ITB Clause 31). The Price Schedule and Schedule of Requirements deemed to form part of the contract should be modified accordingly.

The **Performance Security and Bank Guarantee for Advance Payment** forms should not be completed by the bidders at the time of their bid preparation. Only the successful Bidder will be required to provide performance security and bank guarantee for advance payment in accordance with one of the forms indicated herein or in another form acceptable to the Purchaser and pursuant to GCC Clause 7.3.

The **Manufacturer's Authorization** form should be completed by the Manufacturer, as appropriate, pursuant to ITB Clause 15.3.



Form T1 Bid Form

(Technical Proposal)

Date: _____
 IFB No: SKT/Admin(GSU))/32974/2022
 Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at
 SBP Banking Services Corporation at Sialkot Office
 Bidder: [Name of Bidding Firm]

To:

Chief Manager
 SBP Banking Services Corporation
 Kutchehri Road, Sialkot –Pakistan

Dear Sir:

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, [Name of Bidding Firm], the undersigned, accept all stated terms and conditions and offer to supply and deliver the required goods/services in conformity with the said bidding documents as may be ascertained in accordance with the Technical Proposal and Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods/services in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to **ten percent (10%)** of contract amount for the due performance of the Contract, in the form prescribed by the Purchaser.

We agree to abide by this Bid for a period of **140 days** from the date fixed for Bid opening under Clause 24 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 2021

[Seal & signature] [in the capacity of]

Duly authorized to sign Bid for and on behalf of [Name of Bidding Firm].

For SBP BSC Sialkot



Bidder

Form T2 Bidder's Representative

IFB No: SKT/Admin(GSU))/32974/2022
Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
Bidder: [Name of Bidding Firm]

Bidder's Authorized Representative for this bid is:

Name: _____

Designation: _____

Specimen Signature: _____

Cell: _____

Land Line: _____

Email: _____

Postal Address: _____

Seal & Signature of Bidder: _____

Date: _____



Form T3 Bidders Eligibility/Qualification Criteria

IFB No: SKT/Admin(GSU))/32974/2022

Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office

Bidder: [Name of Bidding Firm]

#	Eligibility / Qualification Criteria	Means of Verifications	Reference in Bid**	Bidder's Assessment (Y/N)
a.	Bidder must be a Manufacturer (OEM) or an authorized agent/ Partner of the manufacturer for providing key components of the project for last 05 (five) consecutive years.	Attach copy of Manufacturing Certificate in case of OEM or Valid Manufacturer Authorization certificate of OEM in case of authorized agent/dealer and partnership certificate as proof of being an authorized partner for last 05 (five) years.		
b.	Bidder must be authorized by their OEM(s) specifically for this procurement	Attach copy of certificate from OEM(s)		
c.	Bidder must have supplied Offered products to at least three (03) verifiable organizations in Pakistan in last five (05) years;	Attach Copy of Purchase Orders/ Contracts/ Certificates with contact details. Please attach a list of projects, contracts Annex-A to Form-T3.		
d.	Bidder must have Annual Sales / Gross Turnover of at least Rs. 10 million in any of the last three (05) financial years;	Attach copies of Audited Financial Statements / Sales Tax/ Income Tax return filed in FBR.		
e.	Bidder must have technical strength of at least 2(Two) OEM Certified and Trained Engineers above entry/associate level.	Attach list of resources with their designation, qualification, experience and relevant training from OEM		
f.	Bidder must have verifiable presence at Sialkot / Lahore / Islamabad;	Attach copy of registered address(es) on letterhead		
g.	Bidder must be registered with Income Tax and Sales Tax Department and must appear on the Active Tax Payers List of FBR.	Attach copy of valid NTN, GST certificate and reference of Active Taxpayer list of FBR.		
h.	Bidder must have valid ISO 9001 standards certification or any equivalent internationally acceptable quality management certification	Attach copy of certificate(s)		
i.	Bidder must not be blacklisted or in breach of performance with SBP or any Organization(s).	Provide affidavit as per Form T8		

***Please write down the reference doc and its page no. in this column*

Seal & Signature of Bidder: _____

Date: _____

For SBP BSC Sialkot



Bidder

--

For SBP BSC Sialkot



Bidder

Annex-1 to Form T3**Experience of Similar Assignment**

#	Assignment / Product Description	Company / Name of Customer	Contact Person Name / Contact Details
1.			
2.			
3.			
4.			
5.			

Please attach copies of work/Purchase orders, contract or customer reference letter/email or any other reference document that can substantially prove the above.

Details of Trained/Experienced Resources

#	Resource Name	Certificate Details	Certificate Issuance Date
1.			
2.			
3.			
4.			

Office Address

#	Company Name	Complete Office Address	Office Numbers
1.			
2.			
3.			



Form T4 Technical Compliance

IFB No: SKT/Admin(GSU))/32974/2022
 Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
 Bidder: [Name of Bidding Firm]

Please write Yes/No in the blank space against each specification of items, which your product contains, and in case of any difference please elaborate equivalence. All technical specifications and region wise distribution will be as per details given in Section V Technical Specifications.

Note: - Bidder must attach product data sheet, brochures, technical manuals or any other relevant document from OEM to give as reference for the verification of the feature or technical specification.

Sr. No.	Description	Bidder Assessment	SBP Assessment
1.	KIOSK or Ticket Dispensing Unit or Equivalent with CNIC Reading Option		
2.	Donatello Media Player (Excluding LED)		
3.	Digital Counter Display Unit or Equivalent		
4.	Controller, HUB or Equivalent		
5.	Network Switches (16 ports)		
6.	Audio Speakers		
7.	CAT-6 Networking Cable with power cable.	Passive Items	
a)	Cat 6 single I/O with single shutter face plate including back box		
b)	Patch Panel 24 ports fully loaded		
c)	Communication Rack -12 U		
d)	Cable Manager		
e)	Patch Chords – CAT6 (1m)		
f)	Drop Chords – CAT6 (3m)		
8.	Central Configuration & Management Tool/Software		
9.	Operator Level Web-Based Application		

Seal & Signature of Bidder: _____

For SBP BSC Sialkot



Bidder

Date: _____

Form T5 Schedule of Supplies & Implementation

IFB No: SKT/Admin(GSU))/32974/2022

Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office

Bidder: [Name of Bidding Firm]

Schedule of Supply

The schedule provides the equipment to be delivered at the different SBP BSC offices as per the following requirements:

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery required.

Job description		Project Schedule in days
1.	Delivery of the EQMS	To filled by the supplier
2.	Installation and commissioning of machines	To filled by the supplier
3.	User Testing and Trial Runs	To filled by the supplier
4.	Trainings	To filled by the supplier
5.	Operational Acceptance	30 days from installation date

The Supply, installation, testing and commissioning must be completed at purchaser's site within **90 days** from the date of Notification of Award.

Seal & Signature of Bidder: _____

Date: _____



Form T6 Manufacturer's Authorization Form

IFB No:	SKT/Admin(GSU))/32974/2022
Title:	Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
Bidder:	[Name of Bidding Firm]

To:

Chief Manager
SBP Banking Services Corporation
Kutchehri Road, Sialkot –Pakistan

**Authorization Form. for “Supply, Installation, Testing and Commissioning of
Electronic Queue Management System at SBP Banking Services Corporation
at Sialkot Office”**

Dear Sirs/

WHEREAS [Name of the Manufacturer] is/are established and reputable manufacturers of [name and/or description of the goods] having factories at [address of factory] do hereby authorize [name and address of Agent] to submit a bid, and subsequently sign the Contract with you against IFB No. SKT/Admin(GSU))/32974/2022 for the above goods manufactured by us.

We hereby extend our full guarantee and warranty for the goods/solution offered by the above firm against this Invitation for Bids. Quoted model / product is not on End of Support notice including spare parts availability for the next 07 (seven) years from the time of Bid submission.

[signature for and on behalf of Manufacturer]

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by a person competent and having the power of attorney to bind the Manufacturer. The Bidder in its bid should include it.

For SBP BSC Sialkot



Bidder

Form T7 Integrity Pact



STATE BANK OF PAKISTAN

Integrity Pact pursuant to Rule 7 Public Procurement Rules 2004

Declaration of Fees, Commissions and Brokerage etc. Payable by the Suppliers of Goods, Services & Works

[Name of Bidding Firm] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [Name of Bidding Firm] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[Name of Bidding Firm] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[Name of Bidding Firm] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Bidding Firm] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Bidding Firm] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

Seal & Signature of Bidder: _____

Date: _____



Form T8 Affidavit for Bidder's Blacklisting Status

IFB No: SKT/Admin(GSU)/32974/2022
 Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
 Bidder: [Name of Bidding Firm]

[Required on non-judicial stamp paper; value of stamp paper should be as per required value as per Stamp Duty Act]

To:

Chief Manager
 SBP Banking Services Corporation
 Kutchehri Road, Sialkot –Pakistan

Affidavit for Bidder's Blacklisting Status

Dear Sir,

I/We hereby confirm and declare that I/We, [Name of Bidding Firm], has/have not been Blacklisted/Sanctioned by any Federal or Provincial Government Department, National Counter Terrorism Authority(NACTA), Agency, Organization or Autonomous Body anywhere in Pakistan during last 05 (five) years.

Detection of false declaration / statement at any stage of the entire Bidding Process / Currency of the Contract shall lead to Disqualification and forfeiture of Bid Security and/or Performance Guarantee and termination of contract.

Seal & Signature of Bidder: _____

Date: _____



Form T9 Bid Security Form (Bank Guarantee)

Date: _____

No. _____

Amount: **Rs. 126,000**Validity: **07-Dec-22**IFB No: SKT/Admin(GSU))/32974/2022Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot OfficeBidder: [Name of Bidding Firm]

To:,
Chief Manager
SBP Banking Services Corporation
Kutchehri Road, Sialkot –Pakistan

Whereas [Name of Bidding Firm] (hereinafter called “the Bidder”) has submitted its Bid dated **Monday, 20 June, 2022** for **Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office** (hereinafter called “the Bid”).

KNOW ALL PEOPLE by these presents that in pursuance of the terms of the Bid. WE the Guarantor **[name of Financial Institution]**, having our registered office at **[address of Financial Institution]** (hereinafter called “the bank”), are bound unto *SBP Banking Services Corporation (SBP BSC)* (hereinafter called “the Procuring Agency”) in the sum stated **Rs. 126,000** for the payment of which sum well and truly to be made to the Purchaser, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

Sealed with the Common Seal of the said Bank this _____ day of _____ 20____.

THE CONDITIONS of this obligation are:

1. If the Bidder

- a) has withdrawn or modified Bid during the period of Bid Validity specified in the Form of Bid;
- b) disagrees to arithmetical correction made to the Bid price; or
- c) having been notified of the acceptance of Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Guarantee or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

2. We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser states the amount claimed by it is due to it, owing to the occurrence of one or both of the conditions.

This guarantee shall remain in force up to and including twenty-eight (28) days after the period of Bid Validity, and any demand in respect thereof should reach the SBP Banking Services Corporation not later than the above date.

Name: in the capacity of

signed

[Signature of the Bank]

Dated on day of 20

For SBP BSC Sialkot



Bidder

Form T10 Bid Securing Declaration

IFB No: SKT/Admin(GSU))/32974/2022
 Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
 Bidder: [Name of Bidding Firm]

To:

Chief Manager
 SBP Banking Services Corporation
 Kutchehri Road, Sialkot –Pakistan

We, [Name of Bidding Firm], the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will automatically be suspended from being eligible for Bidding in any contract with the Purchaser for the period of time as determined by the Authority if we are in breach of our obligation(s) under the Bid conditions, because we:

- a) have withdrawn or modified Bid during the period of Bid Validity specified in the Form of Bid;
- b) disagreement to arithmetical correction made to the Bid price; or
- c) having been notified of the acceptance of Bid by the Purchaser during the period of Bid Validity, (i) failure to sign the contract if required by Purchaser to do so or (ii) fail or refuse to furnish the Performance Guarantee or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.

Signed: *[insert signature of person whose name and capacity are shown]* In the capacity of *[insert legal capacity of person signing the Bid Securing Declaration]*

Name: *[insert complete name of person signing the Bid Securing Declaration]*

Duly authorized to sign the Bid for and on behalf of: [Name of Bidding Firm]

Dated on _____ day of _____, _____ *[insert date of signing]*

Corporate Seal (where appropriate)

For SBP BSC Sialkot



Bidder

Section VII. Financial Proposal Forms

Following should be the contents of the **Financial Proposal Envelope**:

1.	Bid Form with Financials	Form F1
2.	Price Schedule in Pak. Rupees	Form F2



Form F1 Bid Form with Financials

(Financial Proposal)

Date: _____
 IFB No: SKT/Admin(GSU)/32974/2022
 Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
 Bidder: _____
 To: _____

Chief Manager
 SBP Banking Services Corporation
 Kutchehri Road, Sialkot –Pakistan

Dear Sir:

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, [Name of Bidding Firm], the undersigned, accept all stated terms and conditions and offer to supply and deliver the required goods/services in conformity with the said bidding documents for the sum of ***[total bid amount in words and figures]*** or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods/services in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to **ten percent (10%)** of contract amount for the due performance of the Contract, in the form prescribed by the Purchaser.

We agree to abide by this Bid for a period of **140 days** from the date fixed for Bid opening under Clause 24 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall not constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 2021

[Seal & signature] [in the capacity of]

Duly authorized to sign Bid for and on behalf of [Name of Bidding Firm].

For SBP BSC Sialkot



Bidder

Form F2 Price Schedule in PKR

IFB No: SKT/Admin(GSU))/32974/2022

Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office

Bidder: [Name of Bidding Firm]

Below mentioned goods/solution/software will be as per technical specification given in Section V- Technical Specification. (All the quotes must be provided as per format specified below)

#	Description	Brand / Model/ Country of Origin	Qty. Q	Unit Cost C (PKR)	Per Unit Tax T (PKR)	Total Unit Cost Incl. Tax (NC) (PKR)	Total Amount Q x NC (PKR)
1.	KIOSK – Ticket Dispensing Unit or Equivalent with CNIC Reading Option		2				
2.	Donatello Media Player (Excluding LED)		2				
3.	Counter Display Unit or Equivalent (LCDs/LEDs)		16				
4.	Controller, HUB or Equivalent		1				
5.	Network Switches (16 Port)		2				
6.	Audio Speakers		4				
7.	Cat-6 Network Cable with Power		As per Site Requirement				
8.	Cat 6 Single I/O with Single Shutter face plate including back box		24				
9.	Patch Panel (16) ports fully loaded		2				
10.	Communication Rack – 12 U		2				
11.	Cable Manager		2				
12.	Patch Cords – CAT6 (1m)		24				
13.	Drop Cords – CAT6 (3m)		24				
14.	Supply, Installation, Testing, Commissioning and Training of EQMS with one years warranty along with Central Configuration & Management Tool/Software for 16 Operator Level Web-Based Application		01				
One Time Cost of Machines (X) = (PKR)							
B	4 Years Post Warranty SLA Cost (without parts)		Quantity Q	Unit Cost C (PKR)	*Per Unit Tax T (PKR)	Total Unit Cost Incl. Tax (NC) (PKR)	**Total Amount Q x NC (PKR)
1	2 nd Year SLA Cost		01				
2	3 rd Year SLA Cost		01				
3	4 th Year SLA Cost		01				
4	5 th Year SLA Cost		01				
Total Cost of 4 years SLA(Y) = (PKR)							
Total Amount (X+Y) = (PKR)							

For SBP BSC Sialkot



Bidder

Amount in Words:**Note:**

- i. The prices should include the price of incidental services. No separate payment shall be made for the incidental services.
- ii. Prices should be inclusive of all applicable taxes and duties.
- iii. Before filling this form kindly read the required Technical Specification.

Seal & Signature of Bidder: _____

Date: _____



(To be submitted along with applicable stamp duty as per Stamp Act)

Section VIII. Form of Contract

THIS CONTRACT made the ____ day of _____ 202__ between SBP Banking Services Corporation (hereinafter called “**the Purchaser**”) of the one part and *[Name of Bidding Firm]* of *[Name of City, Pakistan]* (hereinafter called “**the Supplier**”) of the other part:

WHEREAS the Purchaser invited bids for certain goods and ancillary services, viz., “**Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office**” and has accepted a bid by the Supplier for the supply of those goods and services in the sum of *[contract price in words and figures]* (hereinafter called “the Contract Price”).

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Contract, viz.:

- i. General Conditions of Contract;
- ii. Special Conditions of Contract;
- iii. Appendices;
 - Appendix-1 Supplier’s Representative
 - Appendix-2 Technical Specifications
 - Appendix-3 Service Level Maintenance Agreement
 - Appendix-4 Desired Delivery & Implementation Schedule
 - Appendix-5 Price Schedule
 - Appendix-6 Payment Schedule
 - Appendix-7 Notification of Award
 - Appendix-8 Supplier Account Form (S2)
 - Appendix-9 Performance Guarantee (Bank Guarantee)
 - Appendix-10 Integrity Pact
 - Appendix-11 Sample Forms of the Contract
 - Appendix-12 The Supplier’s Bid

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

5. This contract can only be amended or extended in writing and upon mutual agreement of both the parties.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written

Sign and seal, (for the Purchaser):

For SBP BSC Sialkot



Bidder

Name:
Designation:

Witness 1: _____
Name:
Designation:

Witness 2: _____
Name:
Designation:

Sign and seal, (for the Supplier):

Name:
Designation:

Witness 1: _____
Name:
Designation:

Witness 2: _____
Name:
Designation:

For SBP BSC Sialkot



Bidder

Section IX. General Conditions of Contract (GCC)

1. Definitions

- 1.1. "The Contract" means the agreement entered into between the Purchaser and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.2. "The Contract Price" means the total price agreed at the time of signing the contract payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.
- 1.3. "The Goods" means all of the equipment, machinery, software and/or other materials, which the Supplier is required to supply to the Purchaser under the Contract.
- 1.4. "The Services" means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other obligations of the Supplier covered under the Contract.
- 1.5. "GCC" means the General Conditions of Contract contained in this section.
- 1.6. "SCC" means the Special Conditions of Contract.
- 1.7. "The Purchaser" means the SBP Banking Services Corporation, as named in SCC.
- 1.8. "The Islamic Republic of Pakistan" is the country named in SCC.
- 1.9. "The Supplier" means the individual, entity or firm supplying the Goods and Services under this Contract.
- 1.10. "The State Bank" means the State Bank of Pakistan established under SBP Act 1956
- 1.11. "The Project Site," where applicable, means the place or places named in SCC.
- 1.12. "Day" means calendar day.
- 1.13. "Installation and Operational Acceptance" where applicable means the Installation and Acceptance of a product defined as in SCC.
- 1.14. "The Actual (Adjusted) Contract Price" means the price payable to the Supplier under the Contract after all the adjustments of quantities, lengths and extent of deliveries after installation and or Acceptance for the full and proper performance of its contractual obligations.
- 1.15. "System" – is the set of all the components of the project.
- 1.16. "Subsystem" – is a subset of the components of the project grouped for a project site(s) or for a particular category/type of supplies.
- 1.17. "Applicable Law" means the laws and any other instruments having the force of law in the Islamic Republic of Pakistan



- 1.18. “Comparable Experience” means the experience in providing goods comparable to the ones being solicited through this procurement
- 1.19. “Contractor” means a person, consultant, firm, company or an organization who undertakes to supply goods, services or works;
- 1.20. “Bid Data Sheet (BDS)” means such part of the Instructions to Bidders used to reflect specific assignment conditions.
- 1.21. “Government” means the Federal Government of Islamic Republic of Pakistan
- 1.22. “ITB” means Instructions to Bidders (Section III of the Bidding Documents) the document which contains all information and instructions for bidders, which bidders need to prepare their bids.
- 1.23. “In writing” means communicated in written form with proof of receipt and also means communication through electronic mail (email) with proof of delivery receipt.
- 1.24. “Intellectual Property Rights” means all current and future copyright, patents, trademarks (whether or not registered) or rights in databases, inventions or trade secrets, know-how, rights in designs, topographies, trade and business names, domain names, and all other intellectual and property rights and applications for any of those rights (where such applications can be made) capable of protection in any relevant country of the world.
- 1.25. “Method of Procurement” means bidding method adopted for this procurement under PPR rules 2004. [stated in BDS]
- 1.26. OEM is “Original Equipment Manufacturer”
- 1.27. “Bid” means a tender, or an offer, in response to an invitation to offer, by a person, consultant, firm, company or an organization expressing his or its willingness to undertake a specified task at a price;
- 1.28. “Bidder” means a person who submits a bid as per Rule 2(b) of PPR-2004;
- 1.29. “Blacklisted” means a bidder that is declared by the Authority untrustworthy after establishing the fact that the bidder was found involved in any corrupt and fraudulent practice or practices; or if the bidder is declared incapable by the Authority due to its established performance failure during the execution of the contract; or if the bidder deviates from its prior commitment or declaration made regarding the bid or proposal submitted by the bidder.
- 1.30. “Corrupt and Fraudulent practices” in respect of procurement process, shall be either one or any combination of the practices including,-
- 1.30.1. “Coercive Practices” which means any impairing or harming or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;
- 1.30.2. “Collusive Practices” which means any arrangement between two or more parties to the procurement process designed to stifle open competition for any wrongful gain, and to establish prices at artificial, non-competitive levels;



	<p>1.30.3. “Corrupt Practices” which means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;</p> <p>1.30.4. “Fraudulent Practices” which means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation; and</p> <p>1.30.5. “Obstructive Practices” which means harming or threatening to harm, directly or indirectly, persons to influence their participation in a procurement process, or affect the execution of a contract;</p> <p>1.31. “Cross Debarred” means a bidder debarred by any procuring agency shall be considered as debarred by all the procuring agencies.</p>
2.Application	These General Conditions shall apply to the extent that they are not superseded by provisions of other parts of the Contract.
3.Country of Origin	<p>3.1 All Goods and Services supplied under the Contract shall have their origin in the countries, territories and eligible source countries as defined under the rules, laws statutes or relevant instructions of Federal Government</p> <p>3.2 For purposes of this Clause, “origin” means the place where the Goods were mined, grown, or produced, or from which the Services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.</p> <p>3.3 The origin of Goods and Services is distinct from the nationality of the Supplier.</p>
4. Standards	<p>4.1 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards appropriate to the Goods’ country of origin. Such standards shall be the latest issued by the concerned institution.</p>
5. Use of Contract Documents and Information; Inspection and Audit by the Purchaser	<p>5.1 The Supplier shall not, without the Purchaser’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.</p> <p>5.2 Any document, other than the Contract itself, enumerated in GCC Clause 5.1 shall remain the property of the Purchaser and shall be returned (all copies) to the Purchaser on completion of the Supplier’s performance under the Contract if so required by the Purchaser.</p> <p>5.3 The Supplier shall permit the Purchaser to inspect the Bidders accounts and records relating to the performance of the Bidders and to have them audited by auditors appointed by the Supplier, if so required.</p>



6. Patent Rights	6.1 The Supplier shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Islamic Republic of Pakistan.
7. Performance Guarantee	<p>7.1 Within twenty one (21) days, or any other duration as specified in SCC, of receipt of the notification of Contract award, the successful Bidder shall furnish to the Purchaser the Performance Guarantee in the amount specified in SCC.</p> <p>7.2 The proceeds of the Performance Guarantee shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.</p> <p>7.3 The Performance Guarantee shall be denominated in the currency of the Contract acceptable to the Purchaser and shall be an unconditional bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the Islamic Republic of Pakistan, in the form provided in the bidding documents or another form acceptable to the Purchaser; or</p> <p>7.4 The Performance Guarantee will be discharged by the Purchaser and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless specified otherwise in SCC.</p> <p>7.5 No payment shall be made in case of the expiry of Performance Guarantee</p>
8. Inspections and Tests	<p>8.1 The Purchaser or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Purchaser. The Purchaser shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.</p> <p>8.2 Should any inspected or tested Goods fail to conform to the Specifications, the Purchaser may reject the Goods, and the Supplier shall either replace the rejected Goods or make alterations necessary to meet specification requirements free of cost to the Purchaser.</p> <p>8.4 The Purchaser's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival in the Islamic Republic of Pakistan shall in no way be limited or waived by reason of the Goods having previously been inspected, tested, and passed by the Purchaser or its representative prior to the Goods' shipment from the country of origin.</p> <p>8.5 Nothing in GCC Clause 8 shall in any way release the Supplier from any warranty or other obligations under this Contract.</p> <p>8.6 - Appropriate tests and verifications to ensure the consistency of product with conditions laid down in bidding documents.</p>
9. Packing	9.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.



10. Delivery and Documents	10.1 Delivery of the Goods shall be made by the Supplier in accordance with the terms specified in the Schedule of Requirements. The details of shipping and/or other documents to be furnished by the Supplier are specified in SCC.
11. Insurance	The Goods supplied under the Contract shall be delivered duty paid (DDP) under which risk is transferred to the Purchaser after having been delivered; hence insurance coverage is Supplier's responsibility.
12. Transportation	12.1 The Supplier is required under the Contract to transport the Goods to a specified place of destination within the Islamic Republic of Pakistan, transport to such place of destination in the Islamic Republic of Pakistan, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Supplier, and related costs shall be deemed to have been included in the Contract Price.
13. Incidental Services	<p>13.1 The Supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:</p> <ul style="list-style-type: none"> (a) performance or supervision of on-site assembly and/or start-up of the supplied Goods; (b) furnishing of tools required for assembly and/or maintenance of the supplied Goods; (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods; (d) performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and (e) training of the Purchaser's personnel, at the Supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied Goods. <p>13.2 Prices charged by the Supplier for incidental services, if not included in the Contract Price for the Goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged for other parties by the Supplier for similar services.</p>
14. Spare Parts	<p>14.1 The Supplier should provide any or all of the notifications, and information pertaining to spare parts manufactured or distributed by the Supplier:</p> <ul style="list-style-type: none"> (a) such spare parts as the Purchaser may elect to purchase from the Supplier, provided that this election shall not relieve the Supplier of any warranty obligations under the Contract; and (b) in the event of termination of production of the spare parts: <ul style="list-style-type: none"> (i) advance notification to the Purchaser of the pending termination, in sufficient time to permit the Purchaser to procure needed requirements; and (ii) Following such termination, furnishing at no cost to the Purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.



15.Warranty	<p>15.1 The Supplier warrants that the Goods supplied under the Contract are new, unused, of desired models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the Purchaser's specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.</p> <p>15.2 This warranty shall remain valid for period stated in Special Conditions after the Goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract</p> <p>15.3 If the Supplier determines that the standard warranty as provided by the manufacturer on certain products under this project is beyond 01 year (e.g. 2, 3 or unlimited years), then the supplier will clearly identify the respective warranty periods against all such product in its proposal.</p> <p>15.4 However, if the Supplier determines that the standard warranty as provided by the manufacturer on certain products under this project is less than 01 year (e.g. 3 months), then supplier will clearly identify the options, services and cost associated in purchasing the extended warranty/maintenance service for up to 01 year on all such products in its proposal.</p> <p>15.5 If the Supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, within a reasonable period, the Purchaser may proceed to take remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.</p>
16. Payment	<p>16.1 The method and conditions of payment to be made to the Supplier under this Contract shall be specified in SCC.</p> <p>16.2 The Supplier's request(s) for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and Services performed, and by documents submitted pursuant to GCC Clause 10, and upon fulfillment of other obligations stipulated in the Contract.</p> <p>16.3 Payments shall be made promptly by the Purchaser, but in no case later than sixty (60) days after submission of an invoice or claim by the Supplier.</p> <p>16.4 The currency of payment is Pak. Rupees.</p>
17.Prices	<p>Contract Prices charged by the Supplier for Goods delivered and Services performed under the Contract are not subject to any adjustment during performance of the contract. However, any subsequent legislation enacted, changes in the rates of all indirect taxes / duties and levies during the currency of contract that impacts the contract price would be duly accounted for by both the parties of the contract i.e. in case of increase or decrease in the rates of the said taxes and duties or levy of any new tax or duty, the contract price would be adjusted accordingly.</p>
18. Change Orders	<p>18.1 The Purchaser may at any time, by a written order given to the Supplier, make changes within the general scope of the Contract in any one or more of the following:</p> <p>(a) drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured, customized for the Purchaser;</p>



	<p>(b) the method of shipment or packing; (c) quantities of goods (d) the place of delivery; and/or (e) the Services to be provided by the Supplier.</p> <p>18.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Purchaser's change order.</p>
19. Contract Amendments	Subject to GCC Clause 18, no variation in or modification in the terms of the Contract shall be made except by written amendment signed by the parties.
20. Assignment	The Supplier shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Purchaser's prior written consent.
21. Subcontracts	<p>21.1 The Supplier shall notify the Purchaser in writing of all subcontracts awarded under this Contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the Supplier from any liability or obligation under the Contract.</p> <p>21.2 Subcontracts must comply with the provisions of GCC Clause 3.</p>
22. Delays in the Supplier's Performance	<p>22.1 Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Purchaser in the Schedule of Requirements.</p> <p>22.2 If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.</p> <p>22.3 Except as provided under GCC Clause 25, a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to GCC Clause 23, unless an extension of time is agreed upon pursuant to GCC Clause 22.2 without the application of liquidated damages.</p>
23. Liquidated Damages	Subject to GCC Clause 24, if the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in SCC of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in SCC. Once the maximum is reached, the Purchaser may consider termination of the Contract pursuant to GCC Clause 24.
24. Termination for Default	<p>24.1 The Purchaser, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part:</p>



	<p>(a) if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to GCC Clause 22; or</p> <p>(b) if the Supplier fails to perform any other obligation(s) under the Contract.</p> <p>(c) if the Supplier, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p> <p>24.2 In the event the Purchaser terminates the Contract in whole or in part, pursuant to GCC Clause 24.1, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.</p>
25. Force Majeure	<p>25.1 Notwithstanding the provisions of GCC Clauses 22, 23, and 24, the Supplier shall not be liable for forfeiture of its Performance Guarantee, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.</p> <p>25.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence or any direct or indirect result of supplier's act (s) and is not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.</p> <p>25.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p>
26. Termination for Convenience	<p>26.1 The Purchaser, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>26.2 The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser as per the prices and terms of the contract. For the remaining Goods, the Purchaser may elect:</p> <p>(a) to have any portion completed and delivered at the Contract terms and prices; and/or</p> <p>(b) to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.</p>



27. Dispute Resolution	In case of a dispute arising between the Parties regarding the terms of or rights and obligations of the Parties under this Contract, if not resolved amicably, shall be settled by an arbitration in accordance with the Arbitration Act, 1940.
28. Governing Language	The Contract shall be written in English language, therefore all correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.
29. Indemnity	The Supplier agrees to indemnify the Purchaser and hold it harmless against any and all liabilities, including judgements and cost of litigation, for anything done or omitted by the Supplier in the execution of this Contract.
30 Relationship of Parties	Nothing in this Contract is intended or shall be deemed to constitute a partnership agency, employer-employee or joint venture relationship between the Parties. No Party shall incur any debts or make any commitments for the other except to the extent, if at all specifically provided herein.
31. Applicable Law	The Contract shall be interpreted in accordance with the laws of the Islamic Republic of Pakistan
32. Notices	<p>30.1 Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by cable, telex, or facsimile and confirmed in writing to the other party's address specified in SCC.</p> <p>30.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.</p>
33. Taxes and Duties	Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
34. Overriding effect of Public Procurement Rules 2004	In case of conflict between bidding documents and PPR Rules 2004, the provisions of PPR 2004 shall have an overriding effect notwithstanding anything to the contrary contained in these bidding documents.
35. Effectiveness of Contract and Commencement of Services	<p>33.1 This Contract shall come into effect on the date the Contract is signed by both the parties or such other date as may be stated in the SCC.</p> <p>33.2 The Supplier shall start carrying out the Services from the date the Contract becomes effective, or at such other date as may be specified in the SCC.</p> <p>33.3 Unless terminated earlier, the Supplier shall complete the activities by the Intended Completion Date, as is specified in the SCC. If the Supplier does not complete the activities on the Intended Completion Date, it shall be liable to pay liquidated damage as per GCC Clause 23. In this case, the Completion Date will be the date of completion of all activities.</p>
36. Independent Contractor Status	<p>The parties agree that this Contract creates an independent contractor relationship, not an employment relationship.</p> <p>The Supplier acknowledges and agrees that the Purchaser will not provide the Supplier or its personnel with any remuneration, employee benefits, health insurance and that income tax / withholding tax is Supplier's responsibility. The Supplier shall ensure all applicable laws are strictly followed.</p>



Section X. Special Conditions of Contract (SCC)

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict between the two of them, the provisions of SCC as herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

SCC 1.	Definitions	GCC Clause 1
	1.1. "The Contract" is "Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office"	
	1.2. "The Contract Price" is [contract price in words and figures]	
	1.7. "The Purchaser" is the SBP Banking Services Corporation, Sialkot who will be represented by Chief Manager, SBP BSC Sialkot Office on behalf of State Bank of Pakistan and its successors or assigns	
	1.9. "The Supplier" is [Name of Bidding Firm]	
SCC 2.	Performance Guarantee	GCC Clause 7
	10% Performance Guarantee is required against the entire contract amount for the entire contract period.	
	(Performance Guarantee is required at the time of signing of contract).	
SCC 3.	Inspections and Tests	GCC Clause 8.6
	Appropriate tests and verifications to sign off Operational Acceptance as per the criteria mentioned in the Technical Specifications to ensure the consistency of product with the specifications laid down in the bidding documents.	
SCC 4.	Delivery and Documents	GCC Clause 10
	If applicable upon shipment, the Supplier shall notify the Purchaser the full details of the shipment, including Contract number, description of Goods, quantity and usual transport document. The delivery will be signed off by the concerned Technical Department of the Purchaser after due verification of Item supplies, Country of Origin and Quantity.	
	The transportation for the delivery of all supplies up to the Bank's Premises is the responsibility of Supplier. The Supplier shall transport and deliver the consignment at SBP BSC–Sialkot or such other site across the country as decided by the Purchaser in terms of item GCC 1.1(k).	
	The Supplier shall mail the following documents to the Purchaser:	
	i. Supplier's invoice showing Goods' description, quantity, unit price, and total amount;	
	ii. Packing List identifying the contents of each package;	
	iii. Delivery note, railway receipt, or truck receipt (if required);	
	iv. Insurance certificate when Supplier is responsible for transportation;	
	v. Warranty and guarantee certificate;	
	vi. Certificate from the Supplier that the supplied Goods are exactly in accordance with the specifications those have been provided.	
	vii. Certificate of origin (if required)	



SCC 5. Insurance	GCC Clause 11
Without limiting his obligations and responsibilities, in so far as practicable, the Supplier shall insure in the joint names of the Purchaser and the Supplier to an amount equal to 110% of the delivered duty paid (DDP) value of the goods from "warehouse to warehouse" on "All Risk" basis including War Risks and Strikes.	

SCC 6. Warranty	GCC Clause 15
01 (one) years onsite comprehensive warranty (with free parts and labor) of complete solution will commence from the date of Operational Acceptance	

Service Level Agreement (SLA):

04 Years SLA	04 Years SLA after expiry of 01 Year Warranty periods for Maintenance and technical Support.	Warranty period will commence from the date of Operational Acceptance Certificate.
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SCC 7. Payment	GCC Clause 16
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The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:

Payment after Operational Acceptance :

Fifty percent (50%) of One Time Cost (OTC) of supplies shall be paid after Delivery Completion Certificate of total supplies.

Payment after Operational Acceptance:

Fifty percent (50%) of One Time Cost (OTC) of supplies shall be paid after Operational Acceptance of total supplies duly signed by authorized representative of the bank.

The method and conditions of payment to be made to the supplier under this contract shall only be in Pak Rupees in the following manners:

SLA Payment:

Annual SLA payments shall be paid at the end of each six month period subject to satisfactory performance confirmed by concerned technical team.

SCC 8. Prices	GCC Clause 17
Prices payable to the Supplier as stated in the Contract are not subject to any adjustment during performance of the contract. However, any subsequent legislation enacted, changes in the rate of any tax, levy of additional tax or duty during the currency of contract that impacts the contract price would be duly accounted for by both the parties of the contract i.e. in case of increase or decrease in the rates of the said taxes and duties or levy of any new tax or duty, the contract price would be adjusted accordingly.	

The quoted rates should be inclusive of all taxes including GST, Income Tax, Professional Tax, overheads, transportation charges etc applicable at the time of bid opening. The



exemption in taxes will only be allowed against the Exemption Certificates issued by the Income Tax Department. The bidders should be registered with all applicable tax departments.

SCC 9.	Subcontracts	GCC Clause 21
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The supplier will be essentially required to provide necessary CNIC of the Contract Manager, Engineers, Technicians, labors, subcontractors and other logistic resources etc.

The supplier will be responsible for the supervision, safety and discipline of their own staff and the subcontractors working within the Purchaser's premises during the course of the project.

The staff and labors of the supplier and its subcontractors should be well equipped with the safety gears while working in SBP during the period of the contract.

The supplier must adhere to the rules, discipline and practices of SBP, during the entire course of project

SCC 10.	Liquidated Damages	GCC Clause 23
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If the Supplier fails to complete the delivery on the agreed timelines the Purchaser may deduct from the invoice payables for the One-time cost of the equipment as liquidated damages, a sum equivalent to 0.5 percent of the Contract Price for each week of delay until actual delivery is made, up to a maximum deduction of 10% of the Contract Price. After which the purchaser may consider termination of the contract pursuant to GCC 24.

If the supplier fails to meet the maintenance and support SLA requirements the Purchaser shall deduct from the invoice payables for SLA charges as liquidated damages, a sum equivalent to 0.02 percent per day of the maintenance and support charges of the corresponding year.

SCC 11.	Resolution of Disputes	GCC Clause 27
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In the case of a dispute between the Purchaser and the Supplier, the dispute shall be referred to arbitration in accordance with Arbitration Act of 1940.

SCC 12.	Applicable Law	GCC Clause 31
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Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

SCC 13.	Notices	GCC Clause 32
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Purchaser's address for notice purposes:

Chief Manager,
State Bank of Pakistan, Banking Service Corporation
Kutchehri Road, Sialkot



Section XI. Appendices (Contract)

- Appendix -1 Notification of Award
- Appendix -2 Acceptance Letter
- Appendix-3 Supplier's Representative
- Appendix-4 Technical Specifications
- Appendix-5 Delivery & Implementation Schedule
- Appendix-6 Price Schedule
- Appendix-7 Payment Schedule
- Appendix-8 Supplier Account Form (S2)
- Appendix -9 Performance Guarantee (Bank Guarantee)
- Appendix -10 Integrity Pact
- Appendix -11 Sample Forms of the Contract Agreement
 - I. Sample Approval Certificate
 - II. Delivery Confirmation Certificate
 - III. Installation Certificate Form
 - IV. Operational Acceptance Certificate Form
- Appendix-12. The Supplier's Bid



Appendix -1 Notification of Award



SBP Banking Services Corporation
General Services Department
Head Office

[Ref. No.]

[Date]

IFB No: SKT/Admin(GSU))/32974/2022

Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office

To:

[insert: *name and address of Supplier*]

Notification of Award for “Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office”

Dear Sir or Madam,

It is hereby informed that [Name of Bidding Firm]'s bid for “*Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office*” has been accepted for a sum of [contract price in words and figures].

Please acknowledge with your Letter of Acceptance.

Yours Sincerely

[Procurement Officer]

For SBP BSC Sialkot



Bidder

Appendix -2 Acceptance Letter

<i>[Ref. No.]</i>	<i>[Date]</i>
IFB No: SKT/Admin(GSU))/32974/2022	
Title: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office	
Supplier: [Name of Bidding Firm]	

To:

Chief Manager
SBP Banking Services Corporation
Kutchehri Road, Sialkot –Pakistan

Letter of Acceptance for “Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office”

Dear Sir,

We hereby Confirm and Accept the Notification of Award (*Insert Ref. No. of NoA*) for “*Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office*” for a sum of *[contract price in words and figures]*.

We will submit requisite Performance Guarantee within twenty one (21) days and sign & return the Contract within twenty four (24) days from receipt of the Contract Form as per the terms of the Bidding Documents.

Yours Sincerely

Name

Designation

[Name of Bidding Firm]

Date:

For SBP BSC Sialkot



Bidder

Appendix-3 Supplier's Representative

No:	SKT/Admin(GSU))/32974/2022
Title:	Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
Supplier:	[Name of Bidding Firm]

Supplier's appointed Representatives are:

Name:

Designation:

Contact Details

Land line:

Cell:

Email:

Address:

Name:

Designation:

Contact Details

Land line:

Cell:

Email:

Address:

For SBP BSC Sialkot



Bidder

Appendix-4 Technical Specifications

No:	SKT/Admin(GSU)/32974/2022
Title:	Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
Supplier:	<i>[Name of Bidding Firm]</i>

To be included at the time of signing of contract

For SBP BSC Sialkot



Bidder

Appendix-5 Delivery & Implementation Schedule

No:	SKT/Admin(GSU)/32974/2022
Title:	Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
Supplier:	[Name of Bidding Firm]

To be included at the time of signing of contract

For SBP BSC Sialkot



Bidder

Appendix-6 Price Schedule

No:	SKT/Admin(GSU))/32974/2022
Title:	Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
Supplier:	[Name of Bidding Firm]

To be included at the time of signing of contract

For SBP BSC Sialkot



Bidder

Appendix-7 Payment Schedule

No:	SKT/Admin(GSU))/32974/2022
Title:	Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
Supplier:	[Name of Bidding Firm]

To be included at the time of signing of contract

For SBP BSC Sialkot



Bidder

Appendix-8 Supplier Account Form (S2)

SBP Banking Services Corporation
Accounts Department
Supplier Bank Account Details Form

S-2

1. For OFFICE use: (Please Check)

Office: **SBP** ☐ **BSC** ☐Department: **General Services Department**Create New Supplier: ☐Create New Site: ☐Update Supplier Info: ☐

Supplier Number: _____

2. Supplier Information

Supplier Name [Name of Bidding Firm]

Supplier NTN

(9 digits)

CNIC No.

-

-

(15 digit) If NTN Not available

Supplier Address

Supplier City

Contact No.

Mobile No.

E-mail Address

Fax No.

3. Bank Account Information

Bank Name

Branch Name

Branch Address

Account No. (IBAN)

PK

Branch Type

Commercial ☐Islamic ☐

Branch License No.

Account No. (17 digits)

Account Type:

Title of Account

(Signature & Stamp of Supplier)

Note:

- Information without complete Bank Account Details & NTN/ CNIC will not be accepted.
- All Payments will be made to suppliers through Bank Account.
- Any change in Bank Account should be conveyed immediately to SBP. Otherwise SBP will not be responsible for credit into wrong account of supplier due to change in bank account details.

For SBP BSC Sialkot



Bidder



SBP Banking Services Corporation Supplier Management Module Supplier Creation Form

Annexure-I

1.	Supplier Name	[Name of Bidding Firm]																															
2.	Supplier Number																																
3.	Complete address of the Supplier																																
4.	Supplier NTN (9 digits)																																
	CNIC No. (15 digit)	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> (If NTN Not available)																															
5.	Supplier Type																																
6.	With Holding Tax Rate																																
7.	Contact Number	Telephone:																															
		Fax Number:																															
8.	E-mail address																																
9.	Bank Details	Bank Name																															
		Branch Name																															
		Address																															
10.	Branch License Number																																
11.	Bank Account Number																																
12.	Title of Account																																
13.	Account Type																																
14.	Branch Code No.																																



Appendix -9 Performance Guarantee (Bank Guarantee)

No:	SKT/Admin(GSU))/32974/2022
Title:	Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
Supplier:	[Name of Bidding Firm]

Date: _____
 No. _____
 Amount: _____
 Validity: _____

To:
 Chief Manager
 SBP Banking Services Corporation
 Kutchehri Road, Sialkot –Pakistan

WHEREAS [Name of Bidding Firm](hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No. SKT/Admin(GSU))/32974/2022[reference number of the contract] to “**Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office**” (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a bank guarantee by a reputable bank for the sum specified therein as security for compliance with the Supplier’s performance obligations in accordance with the Contract

AND WHEREAS we have agreed to give the Supplier a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of [amount of the guarantee in words and figures], and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of [amount of guarantee] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ____ day of _____ 202__.

Signature and seal of the Guarantors

 [name of bank or financial institution]

 [address]

For SBP BSC Sialkot



Bidder

Appendix -10 Integrity Pact



SBP Banking Services Corporation

**Declaration of Fees, Commissions and Brokerage etc
Payable by the Suppliers of Goods, Services & Works**
Integrity Pact pursuant to Rule 7 Public Procurement Rules 2004

No:	SKT/Admin(GSU))/32974/2022
Title:	Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office
Supplier:	[Name of Bidding Firm]

[Name of Bidding Firm] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [Name of Bidding Firm] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[Name of Bidding Firm] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[Name of Bidding Firm] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Bidding Firm] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Bidding Firm] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

For SBP BSC Sialkot



Bidder

Appendix -11 Sample Forms of the Contract

- I. Sample Approval Certificate
- II. Delivery Confirmation Certificate
- III. Installation Certificate Form
- IV. Operational Acceptance Certificate Form



I. Sample Approval Certificate

Date: [insert: date]
 IFB: SKT/Admin(GSU)/32974/2022
 Contract: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office

To:

[insert: name and address of Supplier]

Dear Sir or Madam:

Pursuant to Contract entered into between *[Name of Bidding Firm]* and **SBP Banking Services Corporation** (hereinafter the “Purchaser”) dated *[insert: date of Contract]*, relating to the “**Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office**”, we hereby notify you that the sample of Goods (or parts) have been approved for delivery and installation on the date specified below.

1. Description of the Sample of Goods (or relevant or parts or major component thereof): “**Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office**”
2. Date of Sample Verification: *[insert: date]*

Notwithstanding the above, you are required to complete the delivery of outstanding items listed in Contract as per sample approved. This letter shall not relieve you of your obligation to deliver, install, configure, integrate (as applicable) and achieve Operational Acceptance of the entire System (if applicable) in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed: _____

Date: _____

in the capacity of: Director or nominee thereof

For SBP BSC Sialkot



Bidder

II. Delivery Confirmation Certificate

Date: [insert: date]
 IFB: SKT/Admin(GSU)/32974/2022
 Contract: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office

To:

[insert: name and address of Supplier]

Dear Sir or Madam:

Pursuant to Contract entered into between *[Name of Bidding Firm]* and **SBP Banking Services Corporation** (hereinafter the “Purchaser”) dated *[insert: date of Contract]*, relating to the “**Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office**”, we hereby notify you that the Goods (or parts or major component thereof) was deemed to have been delivered as per the technical requirement and specification of the bidding documents/contract the date specified below.

1. Description of the Goods (or relevant or parts or major component thereof): “**Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office**”
2. Date of Delivery: *[insert: date]*

Notwithstanding the above, you are required to complete the outstanding items listed in Contract as soon as practicable. This letter shall not relieve you of your obligation to install, configure, integrate (as applicable) and achieve Operational Acceptance of the entire System (if applicable) in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed: _____

Date: _____

in the capacity of: Director or nominee thereof

For SBP BSC Sialkot



Bidder

III. Installation Certificate Form

Date: [insert: date]
 IFB: SKT/Admin(GSU)/32974/2022
 Contract: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office

To:

[insert: name and address of Supplier]

Dear Sir or Madam:

Pursuant to Contract entered into between *[Name of Bidding Firm]* and **SBP Banking Services Corporation** (hereinafter the “Purchaser”) dated *[insert: date of Contract]*, relating to the “**Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office**”, we hereby notify you that the System (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the System (or relevant Subsystem or major component: “**Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office**”
2. Date of Installation: *[insert: date]*

Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This letter shall not relieve you of your obligation to achieve Operational Acceptance of the System in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed: _____

Date: _____

in the capacity of: Director or nominee thereof

For SBP BSC Sialkot



Bidder

IV. Operational Acceptance Certificate Form

Date: [insert: date]
 IFB: SKT/Admin(GSU)/32974/2022
 Contract: Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office

To:

[insert: name and address of Supplier]

Dear Sir or Madam:

Pursuant to Contract entered into between *[Name of Bidding Firm]* and **SBP Banking Services Corporation** (hereinafter the “Purchaser”) dated *[insert: date of Contract]*, relating to the “**Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office**”, we hereby notify you the System (or the Subsystem or major component identified below) successfully completed the Operational Acceptance Tests specified in the Contract. In accordance with the terms of the Contract, the Purchaser hereby takes over the System (or the Subsystem or major component identified below), together with the responsibility for care and custody and the risk of loss thereof on the date mentioned below.

1. Description of the System (or Subsystem or major component): “**Supply, Installation, Testing and Commissioning of Electronic Queue Management System at SBP Banking Services Corporation at Sialkot Office**”

2. Date of Operational Acceptance: *[insert: date]*

This letter shall not relieve you of your remaining performance obligations under the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed: _____

Date: _____

in the capacity of: Director or nominee thereof

For SBP BSC Sialkot



Bidder

Appendix-12. The Supplier's Bid

For SBP BSC Sialkot



Bidder