



**Government of Pakistan  
Pakistan Railways  
Directorate of Information Technology**

**PURCHASE OF ALL IN ONE DESKTOP COMPUTERS AND LAPTOPS  
Tender No. IT-09-I/IT/Hardware/2025-26**

Pakistan Railways invites sealed bids from registered with Securities and Exchange Commission of Pakistan (SECP) / registrar of the firms, original manufacture/ authorized distributors/ supplier having at least 2 years (after registration) experience.

Company must also be registered with Income Tax and Sales Tax Department. PPRA Rules 2004 (including all notifications to date) Single Stage – Two Envelope bidding procedure will be followed. Bidder must submit five hundred thousand rupees (1,000,000) as a bid security (CDR).

- Only bids through E-Pak Acquisition and Disposal system (EPADS) ([www.eprocure.gov.pk](http://www.eprocure.gov.pk)) will be entertained. No bid other than EPADS will be accepted. The bidder shall submit hard copy of the bid along with Bid security before closing of tender physically in the office of Directorate of IT, Railway Headquarters, Lahore. Bidder will upload the complete scanned copy along with bid security of their bid in EPADS. Note: EPADS Tender No. F-26011582987.
- Bidding documents, containing detailed terms and conditions, can be downloaded from <https://eprocure.gov.pk> free of cost.
- The Bids prepared in accordance with the instruction in the bidding document, must be submitted via EPAD on or before **23-01-2026 at 11:00 AM**. The bid will be opened in the same day publically at 11:30 AM in conference room, Directorate of I.T, Pakistan Railways Headquarters Office, Empress Road, Lahore.

This advertisement is also available on Pakistan Railways website [www.pakrail.gov.pk](http://www.pakrail.gov.pk)

**Director Information Technology  
Directorate of Information Technology, Pakistan Railways Headquarters Office,  
Empress Road, Lahore. Phone No. 042-99201638; [abdul.qayyum@pakrail.gov.pk](mailto:abdul.qayyum@pakrail.gov.pk);**

# PAKISTAN RAILWAYS



## DIRECTORATE OF INFORMATION TECHNOLOGY

### BID DOCUMENT

**Bid No. IT-09-I/IT/Hardware/2025-26**  
**Procurement of All-in-one Desktop Computers & Laptops =**  
**02 items.**

PR; Headquarters Office, Empress Road, Lahore.

Email: [info@pakrail.gov.pk](mailto:info@pakrail.gov.pk)

Phone: 042-99201638

## **TABLE OF CONTENT**

1.	SECTION-I: INVITATION TO BIDS .....	3
2.	SECTION-II: INSTRUCTION TO BIDDERS .....	5
3.	SECTION-III: BID DATA SHEET .....	7
4.	SECTION-IV: SCHECULE OF REQUIREMENT .....	10
	MANADATORY REQUIREMENTS .....	14
	TECHNICAL EVALUATION CRITERIA.....	15
5.	SECTION-V: STANDARD FORMS .....	19
	ANNEXURE-A: TECHNICAL PROPOSAL SUBMISSION FORM.....	19
	ANNEXURE-B: FINANCIAL PROPOSAL SUBMISSION FORM.....	23
	ANNEXURE-C: SLA .....	25

## **SECTION-I: INVITATION TO BIDS**

### **THE SINGLE STAGE TWO ENVELOPE PROCEDURE**

Sealed Bid/Tender are invited in accordance with Public Procurement Rules-2004 (all notification till date) in accordance with PPRA rules Single Stage - Two Envelope procedure, as detailed below:

The Single Stage Two Envelope Procedure is a method of procurement used under the Public Procurement Regulatory Authority (PPRA) Rules in Pakistan, specifically outlined in Rule 36(b) of the Public Procurement Rules, 2004. This procedure is typically employed when both technical and financial evaluations are necessary to determine the best bid. Here's how it works.

The Single Stage Two Envelope (SSTE) procedure with least-cost selection involves bidders submitting separate Technical and Financial Proposals in two sealed envelopes; the Technical Bid is evaluated first for compliance, qualifications, and experience (often with a point system), and only technically responsive bidders have their Financial Bids opened and compared, with the contract usually awarded to the lowest responsive, technically qualified bidder meeting all requirements, ensuring value for money.

# PAKISTAN RAILWAYS



## Government of Pakistan Pakistan Railways Directorate of Information Technology

### PURCHASE OF ALL IN ONE DESKTOP COMPUTERS AND LAPTOPS

Tender No. IT-09-I/IT/Hardware/2025-26

Pakistan Railways invites sealed bids from registered with Securities and Exchange Commission of Pakistan (SECP) / registrar of the firms, original manufacture/ authorized distributors/ supplier having at least 10 years (after registration) experience.

Company must also be registered with Income Tax and Sales Tax Department. PPRA Rules 2004 (including all notifications to date) Single Stage – Two Envelope bidding procedure will be followed. Bidder must submit five hundred thousand rupees (1,000,000) as a bid security (CDR).

- Only bids through E-Pak Acquisition and Disposal system (EPADS) ([www.eprocure.gov.pk](http://www.eprocure.gov.pk)) will be entertained. No bid other than EPADS will be accepted. The bidder shall submit hard copy of the bid along with Bid security before closing of tender physically in the office of Directorate of IT, Railway Headquarters, Lahore. Bidder will upload the complete scanned copy along with bid security of their bid in EPADS. Note: EPADS Tender No. F-xxxxxxx.
- Bidding documents, containing detailed terms and conditions, can be downloaded from <https://eprocure.gov.pk> free of cost.
- The Bids prepared in accordance with the instruction in the bidding document, must be submitted via EPAD on or before **23-01-2026 at 11:00 AM**. The bid will be opened in the same day publically at 11:30 AM in conference room, Directorate of I.T, Pakistan Railways Headquarters Office, Empress Road, Lahore.

This advertisement is also available on Pakistan Railways website [www.pakrail.gov.pk](http://www.pakrail.gov.pk)

Director Information Technology  
Directorate of Information Technology, Pakistan Railways Headquarters Office,  
Empress Road, Lahore. Phone No. 042-99201638; [abdul.qayyum@pakrail.gov.pk](mailto:abdul.qayyum@pakrail.gov.pk)

## SECTION-II: INSTRUCTION TO BIDDERS

### 1. Submission of Bids:

The bidder shall submit their bid in accordance with Single Stage- Two Envelop procedure. The submission will only be accepted through E-Pak Acquisition and Disposal system (EPADS) ([www.eprocure.gov.pk](http://www.eprocure.gov.pk)). No bid other than EPADS will be accepted. The bidder shall submit hard copy of the bid along with Bid security before closing of tender physically in the office of Director IT. Bidders will upload the complete scanned copy of their bid in EPADS.

**Technical Proposal:** This E file contains the technical details of the bid, including the bidder's qualifications, technical specifications, methodology, and any other information required to demonstrate their capability to meet the technical requirements of the project.

**Financial Proposal:** This E file contains the financial offer, including pricing, payment terms, and any financial guarantees.

Both E files are submitted together, but they are sealed separately to ensure confidentiality and impartiality during the evaluation process.

### 2. Opening of Technical Proposals:

**Public Opening:** The technical proposals are opened first in the presence of the bidders or their representatives. The purpose of this step is to ensure transparency and that all bids are treated fairly.

**Evaluation of Technical Proposals:** The technical proposals shall be evaluated by a committee according to the criteria specified in the tender documents. This evaluation determines whether the bids meet the required technical standards and specifications.

### 3. Notification of Results:

**Technical Evaluation Outcome:** After the technical evaluation, the procuring agency notifies the bidders about the results. Only those bidders whose technical proposals meet the required standards are considered for the next stage.

### 4. Opening of Financial Proposals:

**Qualified Bidders:** Only the financial proposals of the technically qualified bidders shall be opened. The financial proposals of the non-qualified bidders remain sealed and shall be returned to them unopened.

**Public Opening:** The financial proposals shall be opened in a public session, typically in the presence of the qualified bidders or their representatives.

### 5. Evaluation of Financial Proposals:

The financial proposals shall be evaluated to determine the lowest cost bid among the technically qualified proposals.

The contract shall be awarded to the bidder with the lowest financial bid, provided that their technical proposal met all the necessary criteria.

### 6. Contract Award:

Best Evaluated Bid: The contract is awarded to the bidder whose proposal has been determined to be the most advantageous, considering both technical compliance and cost-effectiveness.

Announcement: The procuring agencies then announce the award of the contract to the successful lowest bidder.

**2. BID SECURITY (EARNEST MONEY)**

- i. One Million (Rs. 1,000,000) PKR Earnest money must be deposited in shape of Call Deposit Receipt (CDR) or Bank Guarantee issued by any Scheduled Bank of Pakistan in the favor of PR.
- ii. I/We shall not claim any interest on bid security while it is in PR custody and which shall be returned if tender is not accepted.
- iii. I/We understand that if:  
I/We fail to submit the performance guarantee @Ten percent (10%) of total quoted bid price within 14 days or any extended time, after written acceptance of tender is communicated to me / us, the earnest money / bid security will be forfeited.
- iv. I/We further agree to comply with all orders placed on me/us by the Pakistan Railway after written notice of acceptance of my/ our tender has been posted to me/ us and the order so placed shall be governed by all the terms and conditions of the contract.
- v. Any amount recoverable from me/ us in addition to the standing security deposited already with the Pakistan Railways, may be deducted from any amount lying at my/ our credit, or the same will be remitted by me/us in cash on demand.
- vi. I/We accept to abide by all the tender conditions enclosed with this tender.
- vii. The offer hold good for One Twenty days (120) days after the due date of tender opening (technical bid). I/ We further agree that an acceptance issued by letter, fax or messenger within this validity period would be bidding on me/ us regardless of the date of its actual receipt by me/us.

**CERTIFICATE REGARDING CONFIRMATION OF PAKISTAN RAILWAYS SPECIFICATIONS/ REQUIREMENT.**

- I. I/We hereby confirm that we have read the specifications / requirements / description of the equipment/ goods/ services floated / mentioned in this tender and after having understood them fully, undertake as under:
  - a) To supply equipment/ goods/ service exactly (100% Compliance, Clause to Clause) or higher better as per Railway Specification /Requirement / Description of this tender.
  - b) That equipment will be brand new.
  - c) Bidder is advised to participate in complete BOQ. Partial participation/ missing of any equipment/ BOQ item will be led by disqualification.
  - d) Directorate of IT may ask OEM authorization letter of any equipment / BoQ from supplier / successful bidder.

**Directorate of Information Technology  
Pakistan Railways Headquarter Office Lahore**

**SECTION-III: BID DATA SHEET**

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITBs). Whenever there is a conflict, the provisions herein shall prevail over those in ITBs.

1	<p><b>Name of Procuring Agency:</b> Directorate of Information Technology, Pakistan Railways Headquarters Office, Lahore.</p> <p><b>The subject of Procurement is:</b> Procurement of <b>All-in-one Desktop Computer &amp; Laptop = 02 items.</b></p>
2	<p><b>Financial year for the operations of the Procuring Agency:</b> 2025-26</p> <p><b>Name of Project:</b> Supply of All-in-one Desktop Computers &amp; Laptops = 02 items</p> <p><b>Name of financing institution:</b> Pakistan Railways, Ministry of Railways</p> <p><b>Name and identification number of the Contract:</b> IT-09-I/IT/Hardware/2025-26</p>
2	<p><b><u>BID VALIDITY</u></b></p> <p>Validity of the offer should not be less than 120 days (extendable on request, as per PPRA rules).</p>
3	<p><b><u>BID EVALUATION</u></b></p> <p>Successful bidder will be selected on the basis of lowest financial bid if technically responsive with qualifying marks of 65% of the total marks given in the technical evaluation criteria.</p>
4	<p><b><u>DELIVERY PERIOD / SCHEDULE</u></b></p> <p>Bidders are required to quote delivery period as maximum forty-five (45) days from the date of issuance of Purchase Order (PO), failing which the offer will be rejected straightway. In case of late delivery due to reasons attributed to the bidder "LD" charges will be deducted according to Pakistan Railways Policy.</p>
5	<p><b><u>PAYMENT</u></b></p> <p>Payment of equipment will be made to the bidder in Pak Rupees by the Accounts Officer, Pakistan Railways, Headquarter Offices Lahore on presentation of bill accompanied with acceptance and delivery certificate according to P.R. requirement to be issued by the committee from Directorate of Information Technology, Pakistan Railways, Headquarters Office, Lahore.</p>
6	<p><b><u>BID SECURITY</u></b></p> <p>i) Bidder must attach/ submit bid security @ One Millions (1,000,000) PKR with Technical Bid in the shape of Bank Guarantee / Call Deposit Receipt (CDR)/ Deposit at Call (DAC)/ Pay Order/ Bank Demand Draft from a scheduled Bank of Pakistan in the name of FA &amp; CAO, Pakistan Railways, Headquarter Office, Lahore.</p> <p>ii) Bid without earnest money/ CDR shall be ignored and rejected straightway.</p> <p>iii) Bid security / earnest money / CDR will be forfeited, if in case successful bidder is unable to submit, performances guarantee within stipulated time period/ sign the contract/receiving</p>



	the PO.
7	<b><u>Performance Guarantee</u></b> Bidder must submit performance guarantee @ Ten percent (10%) of total bid price within 14 days, after written acceptance of tender. The performance guarantee will hold by Pakistan Railways till the completion of warrantee period.
8	Bidders shall certify (on Pakistan Railways request) that cost of the goods/services given in the offer is realistic, calculated and based on current market price, failing which the offer will be ignored.
9	The delivery will be made at IT Directorate of Pakistan Railways, Headquarter office, Lahore. However, installation of equipment will be made on site. The bidders are required to quote their prices in Pak Rupees only.
10	<b><u>INSPECTION OF MATERIAL</u></b> Inspection of the material will be carried out by committee from Directorate of IT, Pakistan Railways, Headquarters office, Lahore. All the Items will have to be delivered by the supplier at his own arrangements and expenses at location.
11	No import will be permissible from Israel and goods of this origin from any country will not be considered.
12	<b><u>PACKING MATERIALS</u></b> i) All packing cases, containers and other similar material unless otherwise agreed shall be supplied by the seller free of charge and will not be returned. Every package/ packing shall be clearly marked with seller's name, consignee's name and address and gross weight and shall contain a packing note showing its content in detail. The seller will be held responsible for the stores being sufficiently and properly packed so as to ensure their safe arrival at destination.  ii) Suppliers are required to ensure adequate packing of the material/ shipment strictly in accordance with the packing list/ invoices, failing which they will be responsible for the consequential extra duties and charges on that account. The protection against attack by sea water and also to withstand rough handling during sea or rail road transit is to be ensured by the seller through adequate packing of the material/ shipment. (FOB basis only)
13	Bidders are required to offer rates inclusive of all applicable taxes/charges.
14	Bidders are required to quote for full tender quantity. Quantity variation by the bidder will make the offer liable to be ignored. Authority has a right to change the quantity up to +-15% as per PPRA Rule 42-C(iv) repeat orders.
15	Only GST and Income Tax Registered Firms/bidders and active tax payer are eligible to take part in this tender.
16	<b><u>WARRANTY CERTIFICATE / AND AGREEMENT DURATION.</u></b> Bidders are required to submit 12 Month standard warranty certificate for Laptops and 36 Months Warranty certificate for All-in-one Desktop Computers of each and every item on behalf of OEM, which must be duly signed by the supplier while submitting quotation. The warrantee period will start from the date of successful inspection issued by Directorate of IT, P.R. HQ, Office, Lahore.

	In case of any warranty claim the bidder must provide the replacement of equipment within 24 hours
17	<p><b><u>PAYMENT OF TAXES</u></b></p> <p>The bidder shall provide a certificate regarding Active Tax Payer. Payment shall be made on presentation of Sales Tax Registration No. as well as proof of payment of sale tax to the Sale Tax Department.</p> <p><b>Note:</b> -The payment to the suppliers is linked with the active taxpayer status of the suppliers as per FBR database. If any registered supplier is not in ATL, his payment shall be stopped till the supplier files his mandatory returns and appears on ATL of FBR.</p>
18	The Bid Security shall be in the form of Pay Order, Call Deposit Receipt, Bank Guarantee, Banker's Cheque and Demand Draft from a schedule bank of Pakistan in the favor of FACAO /PR:
19	Alternative Bids to the requirements of the Bidding Documents NOT permitted
20	<p><b><u>INTEGRITY PACT</u></b></p> <p>Procurements exceeding Rs.10 million shall be subject to integrity pact (<b>as per specimen at Page -12</b>), which must be duly signed by the supplier while submitting quotation</p>
21	All the bids shall be evaluated as per following criteria in line with Rule 23(2) of the Public Procurement Rules 2004.
22	Delivery schedule. 45 Days after placement of order and on the basis of as and when required fully meet the demand of Pakistan Railways)

## **SECTION-IV: SCHECULE OF REQUIREMENT**

**TENDER NO. IT-09-I/IT/Hardware/2025-26**

**OPENING DATE: 23-01-2026**

1. No joint venture is allowed in this tender.
2. Certificate on stamp / affidavit that the Firm is not blacklisted by any government department / authority.
3. Active National Income Tax number (NTN).
4. The firm must be registered with Security Exchange Commission of Pakistan or Registrar of Firms (please attach copies of valid registration certificates.)
5. Company must have at least 10 years of relevant experience (after registration).
6. Last three years Audited (financial statement) Reports / Tax Returns of the firm/company.
7. Power of attorney to sign the proposal.
8. Sales Tax & National Income Tax Number must be indicated.
9. The bidders are required to quote their prices in Pak Rupees only including all applicable taxes.
10. All rules and regulations prevailing in the PPRA will be applicable on this tender and subsequent processing.
11. Railway reserves the rights to ask for any additional clarification before deciding the tender.
12. Bidders are required to quote their rates against each item as this tender enquiry will be decided on "Overall totality Basis" otherwise offer can be ignored.
13. Bidders should submit Authorization Certificate from OEM/ Principal with Technical Proposal.
14. The company office must be in Lahore and the details must be attached with the proposal.
15. No attachment linkage or integration of any module i.e. RAM, Processor, required Storage etc of any other brands shall not be allowed.

## SPECIMEN FORM OF GUARANTEE BOND FOR BID SECURITY

**The Director IT,**  
Pakistan Railways,  
P.R. Headquarters,  
Empress Road,  
Lahore.

In consideration of your having waived the deposit by M/s. \_\_\_\_\_ of Rs. \_\_\_\_\_ as Bid Security (earnest money) which they are required to make with their tender against your tender / enquiry No. \_\_\_\_\_ Due on \_\_\_\_\_ for the supply of \_\_\_\_\_. We hereby undertake on behalf the said firm to pay on demand the sum of Rs. \_\_\_\_\_ in case they subsequently withdraw or modify their offer after the tender is opened and before expiry of the validity period. In case their tender is accepted by you and the failed to make the security deposit as mentioned clause 3 of the Pakistan Railways, Standard Conditions of the Contract (No A-3-90) within fourteen days after written acceptance of tender has been communicated to them or fail to accept the order containing terms and conditions of the contract within seven days after being called upon to do so, such a failure shall constitute a breach of the contract and you shall be entitled to purchase the stores elsewhere at their risk and expenses, which we hereby undertake to indemnify on behalf of the said firm up to the extent of the aforesaid amount in part payment of the total additional expenditure incurred by the Railway administration on account of repurchase without any question or objection. We further agree to pay the aforesaid amount on demand at any stage the currency of this guarantee for adjustment against payment due to your firm from the said firm. This guarantee is valid up to \_\_\_\_\_.

\* Here fill in the date which should be six months from the date of issue of this Guarantee Bond.

THE GUARANTEE MUST BE FROM A SCHEDULE BANK ON NON-JUDICIAL STAMP OF REQUISITE VALUE.

## INTEGRITY PACT

### **Declaration of Fees, Commission & Brokerage etc.: Payable by the suppliers of goods, Services & Works in Contract worth Rs. 10 million or more**

Contract No. \_\_\_\_\_ Dated \_\_\_\_\_ Contract Value \_\_\_\_\_ Contract Title \_\_\_\_\_  
\_\_\_\_\_ (Name of Supplier) 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 or any administrative sub-division or agency thereof or any other entity owned or controlled by it (Government of Pakistan) through any corrupt business practice.

Without limiting the generality of the foregoing, \_\_\_\_\_ (Name of supplier) 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 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 including the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever from Government of Pakistan, except that has been expressly declared pursuant hereto.

\_\_\_\_\_ (Name of Supplier) 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 Government of Pakistan and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

\_\_\_\_\_ (Name of Supplier) 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 Government of Pakistan under any law, contract or other instrument, be voidable at the option of Government of Pakistan.

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

\_\_\_\_\_  
Buyer

\_\_\_\_\_  
Seller / Supplier

**Annexures Detail**

<b>Item No</b>	<b>Proforma</b>	<b>Detail</b>
<b>1</b>	Technical Bid Proforma attached as Annexure - A	I. The bidders must attach copies of all documents mentioned in checklist as part of Technical bid. II. In case of any “No”, company / bidder will be declared as non-responsive in technical proposal.
<b>2</b>	Financial Bid Proforma attached as Annexure – B	I. Bidder must fill individual cost of each and every item, as required in financial proposal. II. Conditional offer shall not be accepted
<b>3</b>	Service Level Agreement attached as Annexure-C	SLA will be signed for successful bidder both in technical and financial evaluation.

### MANADATORY REQUIREMENTS

Sr. No.	Description	Status
1	The firm must be registered with Security Exchange Commission of Pakistan or Registrar of Firms	Yes / No
2	Certificate on stamp / affidavit that the Firm is not blacklisted by any Government Department / Authority.	Yes / No
3	Bid Money of Rs. 1,000,000/- (One Million PKR) is provided with the Technical Proposal	Yes/ No
4	Last three years Audited (financial statement) Reports / Tax Returns of the firm/company.	Yes / No
5	Authorization Certificate from OEM/ Principal/ Distributer	Yes / No

**Note:**

- i) The bidder must attach copies of all above documents as part of technical bid.
- ii) In case of any “No” in above status, company / bidder will be declared as non-responsive in technical proposal.
- iii) All other term and condition as mentioned in this tender document are applicable.

## TECHNICAL EVALUATION CRITERIA

The bidders shall be evaluated on the basis of their technical capability, experience, financial strength, OEM authorization, and service delivery capacity. Only technically qualified firms shall be considered for financial evaluation.

### 1. Firm Registration & Legal Status (Mandatory)

(Pass / Fail Basis)

Sub-Criteria	Requirement
Legal Status	Registered with SECP / Registrar of Firms
Tax Registration	Active NTN & Sales Tax Registration
Blacklisting	Affidavit that the firm is not blacklisted by any Government / Semi-Government organization
Nature of Business	Firm must be engaged in IT hardware support, maintenance, and OEM extended warranty services

### 2. OEM Authorization & Warranty Capability (Mandatory)

(Pass / Fail Basis)

Sub-Criteria	Requirement
OEM Authorization	Valid authorization / partnership letter from OEM(s) of Desktop PCs & Laptops
Scope of Authorization	Authorization must explicitly cover extended warranty / post-sale maintenance
Validity	Authorization must be valid for the bid period and SLA duration
OEM Escalation	Defined OEM escalation and parts replacement mechanism

### 3. Relevant Experience in OEM Extended Maintenance (25 Marks)

Sub-Criteria	Requirement	Marks
Overall Experience	Minimum 5 years' experience in IT hardware maintenance	5
OEM Extended Warranty	Experience of providing OEM extended warranty / SLA services	10
Public Sector Experience	Experience with Government / Autonomous / PSU organizations	5
Similar Projects	At least 3 similar contracts (Desktop/Laptop SLA) in last 2 Years	5

#### Evidence Required:

- Copies of work orders / contracts
- Completion certificates / client references



#### 4. Financial Strength & Stability (15 Marks)

Sub-Criteria	Requirement	Marks
Annual Turnover	Minimum average annual turnover (last 2 years) PKR. 10 million	7
Audited Accounts	Audited financial statements of last 2 years	5
Financial Solvency	Positive net worth / no bankruptcy history	3

#### 5. Local Presence & Infrastructure (15 Marks)

Sub-Criteria	Requirement	Marks
Lahore Office	Fully functional office/service center in Lahore	7
Other Main cities	Office in Karachi, Rawalpindi & Peshawar	3
Spare Parts Inventory	Availability of common spare parts / buffer stock	5

##### Evidence Required:

- Office address proof
- Utility bill / lease deed
- Inventory declaration

#### 6. Technical Human Resource Capacity (25 Marks)

Sub-Criteria	Requirement	Marks
Technical Staff Strength	Minimum 5 qualified hardware graduate engineers	10
OEM Certified Engineers	OEM certifications for Desktop & Laptop hardware	10
On-Site Support Capability	Dedicated team for Pakistan Railways	5

##### Evidence Required:

- CVs of engineers
- Copies of certifications

#### 7. SLA & Service Delivery Mechanism (20 Marks)

Sub-Criteria	Requirement	Marks
Call Logging System	Centralized complaint / ticketing system	5
Response Time	Compliance to SLA Defined Response Time	5
Resolution Time	Compliance to SLA Defined Resolution Time	5
Preventive Maintenance	Periodic preventive maintenance plan	5

#### TECHNICAL QUALIFICATION THRESHOLD

- Minimum Qualifying Marks: 65%
- Bidders scoring less than the qualifying marks shall be declared technically non-responsive.
- Financial proposals of only technically qualified bidders shall be opened.

**ALL IN ONE DESKTOP SPECIFICATION EQUIVALENT OR HIGHER  
QUANTITY = 167 NO.**

<b>Processor</b>	Intel® Core i5
<b>Generation</b>	13 <sup>th</sup> or above
<b>Chipset</b>	Intel® Chipset with integrated intel GPU
<b>RAM</b>	16GB DDR4/5
<b>Storage</b>	512 GB NVME or higher
<b>Screen Size</b>	23.8" FHD Display
<b>Audio</b>	High Definition (HD) Audio
<b>Speaker</b>	Yes
<b>Accessories</b>	Same Brand Keyboard & Mouse along with necessary Cables
<b>Warranty</b>	03 Year Warranty
<b>Operating System</b>	Pre-installed Licensed OS Windows 10/11 Pro OEM or above
<b>Productivity Software</b>	Microsoft office 2016 i.e. Word, Excel, Power Point, Project (OEM)

**LAPTOP SPECIFICATION EQUIVALENT OR HIGHER  
QUANTITY = 73 NO.**

<b>Processor</b>	Intel® Core i7
<b>Generation</b>	13 <sup>th</sup> or above
<b>Chipset</b>	Intel® Chipset with integrated intel GPU
<b>RAM</b>	16GB DDR4/5
<b>Storage</b>	512 GB NVME or higher
<b>Screen Size</b>	14" WUXGA
<b>Audio</b>	High Definition (HD) Audio
<b>LAN</b>	RJ-45 Gigabit LAN
<b>Keyboard</b>	Backlit keyboard
<b>Warranty</b>	01 Year Warranty
<b>Operating System</b>	Pre-installed Licensed OS Windows 11 Pro OEM or above
<b>Case</b>	Quoted Brand Carry case
<b>Productivity Software</b>	Microsoft office 2016 i.e. Word, Excel, Power Point, Project (OEM)

## SECTION-V: STANDARD FORMS

### Annexure-A: Technical Proposal Submission Form

*(Please submit on Company's Letter Head)*

To,

**The Director IT**

IT Directorate, 2<sup>nd</sup> Floor

Pakistan Railways Headquarter offices

Empress Road, Lahore

**SUBJECT: INVITATION FOR PURCHASE OF ALL-IN-ONE DESKTOP COMPUTERS AND LAPTOPS**

We, the undersigned, offer to provide the complete Support/ maintenance for the subject assignment in accordance with your Request for Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under separate envelopes.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiation on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Agreement negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting related to the assignment not later than the date indicated in the Data Sheet of the proposal.

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature *[In full and initials]*: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

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

To,

**The Director IT**

IT Directorate, 2<sup>nd</sup> Floor  
Pakistan Railways Headquarter offices  
Empress Road, Lahore

**SUBJECT: WARRANTY UNDERTAKING FOR SUPPLY OF ALL-IN-ONE SMART DESKTOP  
COMPUTERS & LAPTOPS**

We, \_\_\_\_\_ hereby provide this Warranty Certificate in connection with our bid for the above-mentioned tender.

We confirm and undertake that:

1. All supplied All-in-One Smart Desktop Terminals and Laptops will be brand new, genuine, and as per the technical specifications mentioned in the tender.
2. Each item will be covered by a comprehensive warranty, ensuring free replacement, repair, or service against any manufacturing defects or hardware/software faults during the warranty period.
3. The warranty period shall be as follows:
  - All-in-One Smart Desktop Terminals: Three (03) Years Comprehensive Warranty (Parts & Labor)
  - Laptops: One (01) Year Comprehensive Warranty (Parts & Labor)
4. Warranty services will be provided through authorized OEM service centers and onsite support wherever required by Pakistan Railways.
5. SLA of 24 hours replacement will be met.
6. Comprehensive after-sales support of hardware & Software, warranty, training, helpdesk.
7. After expiry of the warranty period, post-warranty maintenance support will be available on mutually agreed terms.

We assure full compliance with the warranty requirements of the tender and confirm that this undertaking shall remain valid and binding upon us until the expiry of the warranty period for all supplied equipment.

For and on behalf of: \_\_\_\_\_

Signature & Company Stamp: \_\_\_\_\_

Name & Designation: \_\_\_\_\_

## **FAIR PRICE CERTIFICATE**

We hereby certify that the prices quoted by us in the Financial Bid for Tender No. IT-09-I/IT/Hardware/2025-26 for Purchase of All-in-one Desktop Computers and Laptops are fair, reasonable, and competitive, and are based on the prevailing market rates at the time of bidding.

We further confirm that:

1. No undue or excessive profit has been included in the quoted prices.
2. The quoted rates are not higher than those charged by us to any other Government, Semi-Government, or private organization for similar goods/works/services.
3. No cartelization, collusive bidding, or misleading information is involved.
4. All applicable taxes, duties, and charges have been clearly indicated in the Financial Bid.

We understand that in case of any incorrect statement or concealment of facts, the Procuring Agency may take action under **PPRA Rules, 2004**, including rejection of bid, forfeiture of bid security, or blacklisting.

**Authorized Signatory:** \_\_\_\_\_

**Name & Designation:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Signature & Official Stamp:** \_\_\_\_\_

**Date:** \_\_\_\_\_

(To Be provided on company letter head duly signed & Stamped)

<b><u>Check List</u></b>		
<b>S. No.</b>		<b>Yes/ No</b>
1	Has the bidder confirmed Railway specification/requirements/ Descriptions as stipulated in this tender?	
2	Is the bid validity according to the tender clause 4 of general terms and conditions i.e. One Twenty (120) days from the date of opening of tender? (i.e. from the date of opening of technical proposal)?	
3	Has the bidder confirmed delivery period/schedule and delivery terms as stipulated in this tender?	
4	Has the bidder confirmed single place of delivery as stipulated in this tender?	
5	Is the offer un-conditional?	
6	Has the bidder indicated its sales Tax Registration number and National Tax Number?	
7	Is the bidder on active tax payer list (ATL) of FBR?	
8	Has the bidder signed and stamped the forms of tender?	
9	Has the bidder quoted for full tendered quantity?	
10	Has the bidder attached the warranty certificate (in original) from their manufacturer (with technical proposal) against this tender?	
11	Has the bidder submitted brand name, manufacturer name and country of origin?	
12	Has the bidder deposited bid money?	

## Annexure-B: Financial Proposal Submission Form

Date: \_\_\_\_\_

To,

**The Director IT**

IT Directorate, 2<sup>nd</sup> Floor  
Pakistan Railways Headquarter offices  
Empress Road, Lahore

**SUBJECT: - INVITATION FOR PURCHAE OF ALL-IN-ONE DESKTOP COMPUETRS AND LAPTOPS**

We, the undersigned, offer to provide the hardware and software services for the subject assignment in accordance with your Request for Proposal and our Technical Proposal. Our attached Financial Proposal is Rs. [Insert amount(s) in words and figures]. This amount is inclusive of all taxes.

Our Financial Proposal shall be binding up on us subject to the modifications resulting from Agreement negotiations, up to expiration of the validity period of the Proposal.

No commissions or gratuities have been or are to be paid by us to agents relating to this Proposal and Agreement execution.

We understand you are not bound to accept any Proposal you receive.

We remain, Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

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



### **FINANCIAL PROPOSAL**

**(TO BE FILLED, SIGNED, STAMPED AND SEALED IN SEPARATE ENVELOP, CLEARLY MARKED AS FINANCIAL PROPOSAL AT TOP RIGHT CORNER IN CAPITAL LETTERS OF THE ENVELOPE BY THE BIDDER)**

- i. Bidders are advised to fill the below mentioned BOQ table/ Performa with required items, unit price and total cost in PKR inclusive of all applicable taxes based on the scope mentioned in TOR.
- ii. In case of noncompliance/ partial compliance/ any missing price of BOQ, the bid will be rejected straight away.

		Bill of Quantity			
		Hardware			
No.	Items Description	Qty (No.)	Unit Price (PKR)	GST in (PKR)	Cost (PKR)
1	All in One Desktops ( As per the specification mentioned in the tender document)	167			
2	Laptops ( As per the specification mentioned in the tender document)	73			
Total Cost					
Total Price In Figure:					

(On Stamp Paper)

Annexure-C: SLA

No. IT-09-I/IT/Hardware/2025-26

Date: dd-mm-yyyy

### **SERVICE LEVEL AGREEMENT (SLA)**

**For**

**Tender Name:** PURCHASE OF ALL-IN-ONE DESKTOP COMPUTERS & LAPTOPS

**Procuring Agency:** Directorate of IT, PR Headquarters Office, Lahore.

**Warranty & After-Sales Support**

This Service Level Agreement ("SLA") is made on \_\_\_\_ day of \_\_\_\_\_ 2025,

**BETWEEN**

**Pakistan Railways,**

Director IT

Directorate of IT

PR Headquarters Office,

Lahore

(hereinafter referred to as **"the Purchaser"**)

**AND**

**[Name of Successful Bidder / Supplier],**

(hereinafter referred to as **"the Supplier"**)

#### **1. PURPOSE**

This SLA defines the warranty coverage, service levels, response times, replacement obligations, and after-sales support for the supply of All-in-One Desktop Computers and Laptops under Tender No. IT-09-I/IT/Hardware/2025-26.

#### **2. SCOPE**

This SLA covers:

- 167 No. of All-in-One Desktop Computers
- 73 No. of Laptops

Supplied items shall be brand new, genuine, unused, and OEM-certified, fully compliant with the specifications mentioned in the Tender documents.

#### **3. WARRANTY PERIOD**

**Item**

**Warranty Duration**

All-in-One Desktop Computers

Three (03) Years Comprehensive

Laptops

One (01) Year Comprehensive

- Warranty shall commence from the date of delivery, installation, and acceptance by Pakistan Railways.

#### 4. WARRANTY COVERAGE

The warranty shall be comprehensive (Parts & Labor) and include hardware, firmware, operating system, and OEM-licensed productivity software.

Covered components include but are not limited to:

- Processor, motherboard, chipset
- RAM, storage (NVMe SSD)
- Display panels
- Power supply and adapters
- Keyboard, mouse, speakers
- Network interfaces (LAN / Wi-Fi)
- Pre-installed Licensed OS Windows 11 Pro OEM or above
- Microsoft office 2016 i.e. Word, Excel, Power Point, Project (OEM)

No cost shall be charged for parts, labor, transportation, onsite visits, or taxes during warranty.

#### 5. SERVICE DELIVERY MODEL

- Warranty support shall be provided through:
  - Authorized OEM Service Centers
  - Onsite support at Pakistan Railways offices, where required
- Supplier shall ensure OEM authorization letters are valid throughout warranty.

#### 6. SERVICE LEVEL COMMITMENTS (SLA)

Activity	SLA Requirement
Complaint Logging	Within 2 working hours
Initial Response	Within 8 working hours
Onsite Visit	Within 24 hours
Fault Resolution	Within 48 hours
Replacement	Within 24 hours (Mandatory)

#### 7. 24-HOUR REPLACEMENT CLAUSE (CRITICAL)

- If a system or major component is not repairable within 24 hours, the Supplier shall:
  - Replace the defective unit with a new or equivalent/higher specification unit
- Replacement unit must be OEM certified and carry remaining warranty.

#### 8. REPEAT FAILURE & DOA POLICY

- Any component failing three (03) times during warranty shall be permanently replaced.
- Dead-on-Arrival (DOA) units shall be replaced within 24 hours without dispute.

#### 9. PREVENTIVE MAINTENANCE

- Supplier shall conduct:
  - One (01) preventive maintenance visit per year

- Maintenance shall include:
  - Hardware diagnostics
  - OS & driver health check
  - Firmware updates (OEM approved)
- Maintenance reports shall be submitted to Pakistan Railways.

## **10. HELP DESK & SUPPORT**

- Supplier shall provide:
  - Dedicated Helpdesk (Phone + Email)
  - Complaint tracking system
  - Escalation matrix up to OEM level
  - Remote troubleshooting support where applicable

## **11. TRAINING & KNOWLEDGE SUPPORT**

- Supplier shall provide:
  - Basic user orientation
  - IT staff briefing on warranty claim procedures
  - Documentation & OEM manuals

## **12. EXCLUSIONS**

Warranty shall not cover damages due to:

- Physical misuse or negligence
- Unauthorized repair/modification
- Fire, flood, earthquake, or force majeure
- Intentional damage

## **13. PENALTIES & ENFORCEMENT**

- Failure to meet SLA timelines may result in:
  - Penalties Rs.1000 per day will be charges and record of such penalties will maintained and shall be deducted from vender account.
  - Contract termination after three consecutive displeasure notices as per PPRA rule.
  - Blacklisting under PPRA Rules, 2004

## **14. POST-WARRANTY SUPPORT**

- After expiry of warranty:
  - Post-warranty maintenance and Annual Maintenance Contract shall be available on mutually agreed terms
  - Rates shall be competitive and OEM-backed

## **15. COMPLIANCE & AUDIT**

- Supplier shall maintain:
  - Service logs
  - Replacement records
  - OEM warranty confirmations
- Records shall be available for audit and inspection.

## **16. GOVERNING LAW**

This SLA shall be governed under:

- PPRA Rules, 2004
- Laws of the Islamic Republic of Pakistan

## **17. VALIDITY**

This SLA shall remain valid:

- Three (03) Years for All-in-One Desktops
  - One (01) Year for Laptops
- from the date of acceptance.

### **For Pakistan Railways**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Signature: \_\_\_\_\_

Date & Stamp: \_\_\_\_\_

### **For Supplier**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Signature: \_\_\_\_\_

Date & Stamp: \_\_\_\_\_



Money sent successfully.

Transaction ID

17132098966

Transaction Date & Time

1/5/2026 4:24:02 PM

Transaction Amount

15,000

From Account Title

M LATIF AKRAM

Beneficiary Name

PUBLIC PROCUREMENT

Beneficiary Account/ IBAN

\*0701

Purpose

Others