

Bidding Document for

**PRE-QUALIFICATION OF FIRMS/SERVICE PROVIDERS ETC FOR
REPAIR/MAINTENANCE OF OFFICE EQUIPMENT LIKE COMPUTERS,
PRINTERS/PHOTOCOPIERS, FAX MACHINES, FURNITURE,
INSTALLATION OF SOFTWARE, LICENSE RENEWAL AND
TROUBLESHOOTING AND REPAIR AND MAINTENANCE OF OFFICIAL
VEHICLES.**

FOR

**DIGITAL COMMUNICATION
DEPARTMENT (DCD)**

PAK CHINA FRIENDSHIP CENTER, ISLAMABAD

**MINISTRY OF INFORMATION &
BROADCASTING**

GOVERNMENT OF PAKISTAN

**Financial year
2026-2027**

GOVERNMENT OF PAKISTAN
MINISTRY OF INFORMATION AND BROADCASTING
DIGITAL COMMUNICATION DEPARTMENT

INVITATION FOR PRE-QUALIFICATION

Digital Communication Department, Ministry of Information and Broadcasting, Government of Pakistan, Islamabad intends to pre-qualify Authorized service providers/workshops/firms/contractors, through PPRA for financial year 2026-2027, for the following LOT Wise services

- LOT-I (REPAIR MAINTENANCE OF OFFICE FURNITURE, OFFICE MACHINERY & EQUIPMENT AND IT EQUIPMENT, RENOVATION AND MODIFICATION OF OFFICE FACILITY)
 - LOT-II (INSTALLATION OF SOFTWARE, TROUBLESHOOTING, LICENSE RENEW AND CREDIT RENEWAL)
 - LOT-III REPAIR MAINTENANCE OF OFFICIAL VEHICLES AND EMERGENCY BREAKDOWN SERVICES (WITHIN CITY LIMITS)
2. The firms must be registered with Income Tax and Sales Tax Departments, having valid National Tax Number and on Active Taxpayers List (ATL) of FBR, and meet the criteria as given in Public Procurement Rules, 2004.
3. The firms may obtain the Tender documents, essential for pre- qualification, from the office of the undersigned on any working day on submission of written application after publication of this notice at a cost of Rs.2,000/- (non-refundable). Only those bids will be entertained or eligible which are submitted after submission of bid document fee of Rs.2,000 failing in this will disqualify the bid & firm in participating in the tender.
4. The bids prepared in accordance with the instructions in the bidding documents must reach the office of the undersigned on or before **16th September 2026 by 12:00 PM**. The bid will be opened on the same day at 2:30 pm. in the presence of the bidders or their representatives.
5. The Notice is also available on www.ppra.org.pk and www.moib.gov.pk

Assistant Director
(Digital Communication Department)
Ministry of Information & Broadcasting
1st Floor, Pak China Friendship Center, Islamabad.
Ph: **051-9252503 (Ext.107)**



SCOPE OF WORK (LOT WISE)

The scope of work described below is indicative of the nature and range of goods and services required under each lot. The precise quantities, technical specifications, **delivery schedules and locations shall be determined** by the Procuring Agency at the time of issuing the request for quotation or supply order, in accordance with the Public Procurement Rules, 2004

LOT-I (REPAIR MAINTENANCE OF OFFICE FURNITURE, OFFICE MACHINERY & EQUIPMENT AND IT EQUIPMENT, RENOVATION AND MODIFICATION OF OFFICE FACILITY)

1.	<u>Repair and Maintenance of Office Furniture:</u> Includes Executive Tables, Computer Tables, Revolving Chairs, Sofa Sets, Coat Hangers, Visitor Chairs, Cupboards, Almirah and other related repair services
2.	<u>Repair and Maintenance of Office Machinery:</u> Includes, ACs, Generators, Water Geyser, Water Dispenser, UPS, Fans, LED lights and other Related equipment.
3.	<u>Repair and Maintenance of IT Equipment:</u> Includes Optic Fiber Cables, Telephones, Telephone Exchanges, LAN Cables, Hard Drives, RAMs, Access points, Servers, and Synology, Wi-Fi routers, Cabling, Network Switches, Storage devices, CCTV System, Bio Metric System and other related repair services.
4.	<u>Office Infrastructure:</u> Includes Paint work, Electric Work, Renovation and Modification of Facility, Glass Works (Repair of Doors & Partitions), Sanitary Repairs and Maintenance and other related repair services.
5.	<u>Repair of Computer Hardware:</u> Photocopiers, Scanners, Printers Fax Machines, Desktop Computers, Laptops, Monitors, LED TVs, Printers/Scanners, Multimedia Projectors, Video Conferencing Systems and other related repair services

LOT-II (INSTALLATION OF SOFTWARE, TROUBLESHOOTING, LICENSE RENEW AND CREDIT RENEWAL)

1.	<u>Supply and Installation</u> Includes installation, configuration, updating, troubleshooting, and maintenance of various software solutions as required. Installation of operating systems (e.g., Windows), productivity software (e.g., MS Office), Antivirus Programs, and other relevant software applications
2.	<u>Troubleshooting, Technical Support & Maintenance</u> Provision of technical support for troubleshooting software-related issues. Diagnosis and resolution of software installation, activation, licensing, compatibility, and operational



	problems. Support shall be provided through telephone, email, remote access, and/or on-site visits as required.
3.	<u>License Renewal and Credits Renewal</u> Renewal of existing software licenses (e.g. Zoom Pro) and credits renewal (e.g. Higgsfield AI) for the required period as specified by the procuring agency as per Request for Quotations/Proposals

**LOT-III REPAIR MAINTENANCE OF OFFICIAL VEHICLES AND EMERGENCY
BREAKDOWN SERVICES (WITHIN CITY LIMITS)**

1.	Repair/maintenance of about 04 official vehicles, which includes, Suzuki Bolan (2), Suzuki Cultus (1), Honda City (1) and Honda CD 70 Bike (1) and any other Official Vehicles. The selected vendor shall be responsible for supply of genuine/new spare parts with standard quality and Emergency breakdown services (within city limits). 1. Repair & maintenance of Mechanical repairs (engine, brakes, suspension, shocks etc.), Routine servicing (oil, oil filters, air filters, plugs, etc.) or other related service. 2. Electrical repairs (battery, lights, wiring, alternator, etc.), Computerized Diagnosis or other related service. 3. Denting and painting, Interior maintenance or other related service. 4. Air conditioning system maintenance or other related service 5. Tyre Maintenance, replacement, wheel alignment and balancing.
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ELIGIBILITY CRITERIA FOR BIDDERS

1. The bidders shall be Capable of providing services on an urgent and priority basis.
2. To qualify for further evaluation, each bidder must meet all of the following mandatory requirements. *Only responsive bidders fulfilling all eligibility criteria will be eligible to proceed to further evaluation and firms fulfilling lot specific requirements will be encouraged.*

Sr. No.	Document	Description
1.	Firm Profile	A complete profile of the firm/service provider, including the address of the workshop, must be furnished.
2	Tax Registration	Valid NTN certification and Sales Tax Registration Certificate with active status on FBR's ATL. Professional Tax certificate is mandatory.
3	Experience	At least five (02) years of experience in Repair/Maintenance of Furniture, Machinery and Computers/printers etc. and can provide sanitation services in government organization. Documented and Attested proof is mandatory.
4	Affidavit of non-blacklisting	The firm should not be blacklisted by any of the Government Organization. Bidders should have affidavit of non-blacklist for past 3 years.
5	Affidavit of Authenticity of Information	An Affidavit duly attested, declaring that all information, documents, and particulars provided in the submitted bid are true, correct, and complete to the best of the bidder's knowledge and belief, and that no material information has been concealed.
6	Office Location	Functional office in Islamabad or Rawalpindi with verifiable address proof.
7	Bid Document Fee	Rs. 2,000/- non-refundable bid document fee receipt attached.
8	AGPR's Registration	Must register with AGPR (appearing active vendor number, IBAN & Other details.)
9	Bid Submission Format	Bids must be typed, signed, stamped and properly bound and flagged. Overwriting or incomplete documents lead to rejection.
10	Submission Deadline	Bids received after closing time/date are rejected unopened. The bid must be physically submitted to the office address before the deadline.

LOT SPECIFIC MINIMUM REQUIREMENTS	
1.	<u>LOT-I (REPAIR MAINTENANCE OF OFFICE FURNITURE, OFFICE MACHINERY & EQUIPMENT AND IT EQUIPMENT, RENOVATION AND MODIFICATION OF OFFICE FACILITY)</u> • Availability of skilled masons, carpenters, plumbers, electricians and painters, supported by a manpower schedule at least 10 Professionals. • Firm having Authorized dealership with companies for supply of machinery and spare parts such as (ACs, Geysers, Water Dispenser, UPS, Fans, LED lights and other Related equipment) and must ensure warranty provided by the respective company/provider. • Firm must provide company profile for the specific services such as Facility Maintenance, Renovation, and Civil Works, IT, Networking, Telecommunications, Security, and Infrastructure Services and Office Automation, IT Equipment, and Multimedia Services, including photocopiers, printers, scanners, fax machines, computers, laptops, monitors, LED TVs, multimedia projectors • Availability of IT professionals for services related to Optic Fiber Cables, Telephones, Telephone Exchanges, LAN Cables, Hard Drives, RAMs, Access points, Servers, and Synology, Wi-fi routers, Cabling, Network Switches, Storage devices, CCTV System, Bio Metric System Photocopiers, Scanners, Printers Fax Machines, Desktop Computers, Laptops, Monitors, LED TVs, Printers/Scanners, Multimedia Projectors, Video Conferencing Systems, Portfolio of at least 10 Professionals should be provided with proper professional biography. • Firm should be registered PEC.
2.	<u>LOT-II (INSTALLATION OF SOFTWARE, TROUBLESHOOTING, LICENSE RENEW AND CREDIT RENEWAL)</u> • Availability of trained Professionals for provision of Software Installation, Configuration and Troubleshooting related services, a Portfolio of at least 10 Professionals should be provided with proper professional biography. • Firm must provide company profile for the specific services required in the respective LOT.
3.	<u>LOT-III REPAIR MAINTENANCE OF OFFICIAL VEHICLES AND EMERGENCY BREAKDOWN SERVICES (WITHIN CITY LIMITS)</u> • Should be authorized dealer with Suzuki, Honda, Toyota and ensure provision of good quality spare parts. • Availability of trained Professionals for the specific services and Portfolio of at least 04 Professionals should be provided with proper professional biography. • Firm must provide company profile for the specific services required in the respective LOT

PERFORMA FOR TECHNICAL EVALUATION OF THE FIRMS

FIRM NAME: _____

NAME/DESCRIPTION OF SERVICE/CONTRACT ETC: _____

TOTAL: 50 MARKS

SR. NO.	CRITERIA	MARKS	TICK THE APPROPRIATE	REMARKS
1.	RELEVANT PROFESSIONAL EXPERIENCE (GOVT. AND PRIVATE BOTH)			
	>=5YEARS	10		Attach the requisite documents. Bid would be assessed on the provision of documented evidence of similar assignments completed in relevant field.
	>=3YEARS	08		
	>=2YEARS	06		
	>=1 YEARS	02		
2.	OFFICES/WORKSTATIONS ETC IN ISLAMABAD/ RAWALPINDI			
	>=2	10		Provide details address, contact etc.
	>=1	05		
3.	HUMAN RESOURCE (TECHNICAL/NON-TECHNICAL)			
	>=20	10		Names, Designations, Contact Numbers etc. of each HR on separate sheet.
	>=15	08		
	>=10	05		
	>=8	03		
4.	OVERALL FINANCIAL STATUS			
	>= 03 MILLION	10		Bank Statement Supporting the claim
	>=02 MILLION	08		
	>=01 MILLION	05		
	>=0.5 MILLION	02		
5.	PAST PERFORMANCE OR CLIENT SATISFACTION LETTER (PREFERABLY IN GOVT. ORGANIZATION)			
	>=2YEARS	10		Work Completion certificate or the verifiable documents along with details of Organizations
	>=1YEARS	05		

GENERAL INSTRUCTIONS:

- a) Bids must be submitted their Bids within the 15 days after the Publish of Advertisement,
- b) The DCD reserves the right to accept/reject the tender, the decision of the DCD on all matter relating to this tender shall be final.
- c) Bidding will be conducted through National Competitive Bidding procedures, Single-Stage One-Envelope method, in accordance with Rule 36(a) of the Public Procurement Rules, 2004.
- d) A prospective applicant requiring any clarification of this Prequalification Document shall communicate its query in writing before the deadline that is 05 before the closing date of Bid submission. Copies of the clarifications and response issued to all prospective applicants in writing and shall also be uploaded on the website of the Ministry of Information & Broadcasting, Islamabad.
- e) A complete set of bidding documents in English may be downloaded by interested bidders free of cost from PPRA website, and Ministry of Information and Broadcasting official website until the deadline for submission of bids. Bidder must submit Bid document fee Rs. 2000/- before submitting their bids
- f) Bids must be submitted physically on or before the deadline specified in the **Advertisement**. Bids will be opened as specified in the **Advertisement**, in the presence of bidders/Representatives and members of Procurement Committee.
- g) All firms will mention their relevant LOT as described in bidding document and must provide their portfolio with work experience for the relevant job.
- h) The firms obtaining **30 Marks** will be declared successful in pre-qualification, Subject to fulfillment of Eligibility criteria contained in Tender.
- i) All qualifying firms for a particular LOT, will be selected for provision of Services.
- j) The successful firms/service providers will be awarded work order on the basis of their lowest quotation for a particular job.
- k) The relevant documents supporting the LOT selected by the firm in the proforma must be attached with the tender document.
- l) The successful firms will enter into a formal contract/agreement on legal paper with this Department for carrying out the jobs during the current financial year-2026-2027.
- m) The pre-qualified firms will have to submit performance guarantee amounting to Rs.100,000/- per LOT in shape of Bank Draft/pay Order/Bank guarantee on the name of DDO Digital Communication Department M/o I&B.
- n) The Procuring Agency reserves the right to accept or reject any or all bids, and to annul the bidding process, at any time prior to contract award, without incurring liability to bidders, in accordance with Rule 33.
- o) Bids fulfilling the eligibility criteria will be further selected for Technical Evaluation.
- p) Pre-qualification doesn't constitute award of contract.



- q) The prequalification granted under this document shall remain valid for the Financial Year 2026-27, and may be extended by the Procuring Agency for one further financial year subject to satisfactory performance and continued compliance with the qualification criteria, in accordance with Rule 16 of the Public Procurement Rules, 2004.

The pre-qualification process will be conducted according to Public Procurement Rules, 2004 and according to terms & conditions applicable therein.

REDRESSAL OF GRIEVANCES

- The Procuring Agency shall constitute a Grievance Redressal Committee (GRC) comprising an odd number of persons with the requisite powers and authority to address complaints. The GRC shall not include any member of the Procurement Evaluation Committee.
- Any prospective applicant may file a written complaint against the eligibility parameters or any other term or condition prescribed in this Prequalification Document which is considered to be contrary to the provisions of the procurement regulatory framework. Such a complaint shall be submitted to grievance redressal committee within 05 days after the publishing of Final Evaluation Report with in the official timing of that day 16:30 Hrs, any grievance submitted after the deadline will not be entertained.
- Where a complaint is filed against the technical evaluation report, the GRC shall suspend the procurement proceedings until the complaint is decided.
- The GRC shall investigate and decide the complaint within ten (10) days of its receipt. All proceeding will be published on official website of Ministry of Information and Broadcasting Tender and Auction section.
- Any applicant or the Procuring Agency dissatisfied with the decision of the GRC may file an appeal before the Appellate Committee of the Public Procurement Regulatory Authority in the prescribed form, after depositing the fee prescribed under the Public Procurement Regulatory Authority (Redressal of Grievances) Regulations, 2021.
- The Appellate Committee, upon receipt of an appeal complete in all respects, shall serve notices in writing upon all parties to the appeal, shall call for the record from the Procuring Agency or the GRC as the case may be, and shall decide the appeal within fifteen (15) days of its receipt after examining the record and hearing all concerned parties. The decision of the Appellate Committee shall be recorded in writing and shall be signed by the Head and each Member of the Committee.