



Higher Education Commission, H-9, Islamabad.
www.hec.gov.pk

Invitation to Bid

Purchase of Document Scanners

Sealed bids are invited by the Higher Education Commission from reputed and authorized Firms/Suppliers registered with FBR for the Higher Education Commission for following item:

Item	Qty.
1. Document Scanner ADF-Sheet Feed (legal)	21

Detail specifications of Documents Scanners and quantity are mentioned in the detail tender document. In order to participate in tender process after paying an payment of Rs. 500/- deposit in HEC HBL Bank No. 17427900133401 (non refundable) as tender document fee. Bidding documents can be downloaded from <http://www.hec.gov.pk>. Last date for submission is 22nd December, 2020 at 1330 hours and Bids will be opened on the same day at 1400 hours at Auditorium Building No.4 H-9 Islamabad in the presence of the bidders or their authorized representatives who chose to attend.

This tender is being executed using PPRA Rule 36(a) “Single Stage – One Envelope”. Bid Security 2% of the total bid value (refundable) in the shape of bank Draft / Pay order in favour of Director General (Finance), HEC must be attached with the bid document.

Ch. Abdulla Fayyaz Chattha
Director Operation (PERN)/Incharge IT
Phone 051-90402213, 90402224, Email: achattha@hec.gov.pk

Request for Proposal (RFP)

For

Purchase of Document Scanner ADF-Sheet Feed (legal)

Last Date for Submission: 22nd December, 2020 at 1:30 p.m.

Bid Opening Date: 22nd December, 2020 at 2:00 p.m.



**HIGHER EDUCATION COMMISSION
H-9, ISLAMABAD**

Websites: www.hec.gov.pk

Tele No. 051-90402224, 90402218 Fax no. 051-90401345

(Rs. 500/-)



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1. DEFINITIONS

- 1.1. HEC: Higher Education Commission.
- 1.2. SLA: Service Level Agreement.
- 1.3. RFP: Request for Proposals.
- 1.4. BOQ: Bill of Quantity
- 1.5. BOC: Bill of Cost
- 1.6. Total Bid Value: Cost of Scanner.
- 1.7. Total Contract Value: Cost of Equipment as per BOC.
- 1.8. Bidder: Firms who have submitted the proposals.
- 1.9. Selected Bidder: Firms selected for the award of tender.
- 1.10. First Party : Higher Education Commission
- 1.11. Second Party: Selected Bidder.
- 1.12. Service Level Agreement: The level of service which HEC purchases from vendor in respect of the service.
- 1.13. Trouble Ticket: A File that identified the fault, the technical detail.
- 1.14. Call-out Interval: The time between HEC issuing complain to the concerned vendor engineer and confirming that complain is received and accepted by the vendor.
- 1.15. Restoration Time: Time measured between a trouble ticket being received and accepted by the vendor and restoration of the system(s)/service(s)/functionality (ies) in subject to operation condition.
- 1.16. Resolve: To restore the system(s)/services(s)/functionality (ies) about which a trouble ticket was issued and complete all further activates necessary to close the trouble ticket.
- 1.17. Resolution Time: The time measured between a Trouble ticket being received and accepted by the vendor and the answer to / completion of the trouble ticket.
- 1.18. Violation: Breach of Warranty Services against activities will be considered as one violation and in case for further delay every subsequent interval equal maximum resolution time will be count as double of previous violation.



2. INTRODUCTION

Higher Education Commission, established with the aim of facilitating the higher education sector to serve as Socio-Economic Engines for the development of Pakistan. To augment its vision, HEC has always believed and encouraged technology as a tool for the higher education sector to leap-frog and catch up with the pace of socio-economic development of the developed world. HEC has always given special focus to Information Technology for the enablement and empowerment of higher education sector. With the increasing proportion of knowledge workers, there is increasing concern for improving the work environment. The productivity of knowledge workers can be improved by providing secretarial help and better communication facilities.

To achieve this HEC has taken a strategic decision to implement E-office in its premises so that efficiency, accuracy and efficient data management can be achieved along with saving of time and cost.

3. SCOPE OF WORK

Following requirements define the scope of work of this tender:

1. The scope of the Procurement is to supply of **Document Scanner ADF-Sheet Feed (legal)** requested in BoQ at Higher Education Commission Islamabad/Lahore/Karachi/Peshawar & Quetta offices by the reputed registered Firms/Vendors duly authorized distributor reseller of manufacturer with valid certificate.
2. The Selected Bidder will be responsible for the supply of Scanners at Higher Education Commission, Islamabad and HEC Regional Centers Lahore, Karachi, Peshawar and Quetta on their own resources no payment shall be made for mobilization of equipment.
3. The Selected Bidder will responsible for 3 year warranty service of provided document scanner and the duration of contract agreement will be 3 Years.
4. The Selected bidder must have 2 Minimum Support Engineer for Installation of Scanner at HEC Islamabad Office and its regional centers i.e Lahore, Karachi, Quetta and Peshawar.
5. The selected bidder will be responsible to respond to complaints as per warranty Services mention in this RFP.

6. BIDS SUBMISSION REQUIREMENTS

The objective of bid submission requirement is to provide bidders the information to submit their bid in response of this RFP according to the specifications defined in this RFP and in order/sequence as set forth in this document. Bidders must follow following requirements for their proposals/bids:

1. The Selected bidder submit their bid as per PPRA rule 36(a) Single Stage- One Envelope.
2. The bidder is required to submit **“one single envelope containing, separately, financial proposal and technical proposal (if any)”**. All bids received shall be opened and evaluated in the manner prescribed in the bidding document. Envelope should also be labeled with the name, address and contact number of the bidding firms.



3. Bidders shall submit brochures/data sheets explaining of the items quoted.
4. Bidders shall submit a signed letter with Official stamp affixed on it as per the format given in **Annex-I** as a cover letter to the Bid/Proposal. Bids/Proposals submitted without this cover letter will not be accepted and bids will likely be rejected straightaway.
5. Bidders are required to fill and sign the Technical compliance Form I as provided in this RFP and must submit it along with Proposal.
6. Bidders are required to fill and sign all pages of the **Annex-III "Bill of Cost"** while following the format given and submit it as Financial Proposal. Financial Proposals not following the given format may lead to the rejection of bid.
7. Bidders are required to submit their financial proposals in PAK Rupees. Bank draft equal to 2% of the Total Bid Value should accompany the bid as part of financial proposal as earnest money drawn in favor of D.G. (Finance), Higher Education Commission, Islamabad.
8. The bid shall not be considered without earnest money.
9. Bidders are required to quote the unit price of each item inclusive of all the taxes applicable by the Federal / Provincial Government with breakup.
10. In case of sudden leave on the bid opening date tender will be opened on the next working day.

7. SELECTION PROCEDURE

1. For this tender PPRA's Rule number **36(a) 'Single stage – One Envelope Procedure'** for open competitive and the tender will be awarded to the lowest evaluated bidder.
2. HEC's intent in issuing this Tender Document is to award a contract to the lowest evaluated and best responsive bidder who meets specifications as laid out in Technical compliance Form I and who fulfill all Mandatory Requirements mentioned in General Terms and Conditions. If any of the requirements or equipment specifications is not met by the bidder, the bid will be considered as non-responsive, and the bid of the next bidder will be considered.
3. After the approval of contract award, a contract agreement on the stamp paper worth Rs. 100/- shall be executed by the firm with selected bidder within 15 days from the date of issuance of Letter of Intent.



8. Mandatory Requirement

Mandatory Requirements			
Sr. No		Document References	Bid Page No.
1.	Firms with Income Tax Certificate / GST Certificate	Copies of Certificates	
2	Location of Offices/Service Centers	Documentary Proof Required on company letter head	
3	Firms should have manufacture authorized dealer/reseller certificate	Documentary Proof Required	
4	Company must be in operations from last 3 Years	Documentary Proof Required	
5	An affidavit on legal stamp paper worth Rs. 100 to the effect that the firm has not been blacklisted by any Government/semi Government organization.	legal stamp Paper	

9. TERMS OF PAYMENT

1. No payment shall be made in advance to the selected bidder as mobilization advance.
2. Hundred percent (100%) cost of equipment shall be payable to the selected bidder upon successful delivery as per requirement of HEC Islamabad.
3. Ten Percent (10%) of the payable amount against invoice/payment will be retained as security/retention money. 10% retained money which will be released after expiry of the warranty.
4. All payments shall be made through cross cheque in the Pak Rupees.
5. Taxes will be deducted at source as per government rules at the time of payment.
6. The 2% earnest money of the successful bidder will be returned with the first payment after retaining 10% of the invoiced amount.

10. Risk & Cost:

- a. If the progress for the work of supply is not according to the stranded in the tender document the commission has the right to cancel the contract/order, get the work done from third party selected in accordance with the PPRA rules subject to the condition that if the first party has to pay any amount in excess of the agreed amount, the difference will be recovered from the second party.



11. LIQUIDATED DAMAGES

1. Delay Penalty

- a. In case of delay, the Executive Director, HEC reserves the right to impose a penalty not exceeding 10% of the total amount of the contract at the rate of 1% of the bill for each week of delay.
- b. If the work is not executed according to the satisfaction of the Executive Director, the Executive Director reserves the right to reject it altogether or impose a penalty not exceeding 50% of the contract amount.
- c. In case of services delay or unsatisfactory service deliver non-complying the terms of the comprehensive warranty services, Contractor performance Bank Guarantee / Retention Money will be forfeited.

12. General Terms & Conditions

10. The Commission reserves the right to accept/reject wholly or partially any tender at any stage of the tender process under PPRA rule.
11. Validity period of the bids shall be 5 months (150 days) and the prices shall be valid for one year for the ordering of same equipment.
12. Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this RFP.
13. During the examination, evaluation and comparison of the bids, the HEC at its sole discretion may ask the bidder for clarifications of its bid.
14. The request for clarification and the response shall be in writing/email. However, no change in the price or substance of the bid shall be sought, offered or permitted after bid submission.
15. Total Bid Value shall cover cost of scanners and optional items. And shall account for financial evaluation and so shall be included in Total Bid Value.
16. The amount submitted as Earnest Money shall be refunded to the unsuccessful bidders after signing of the contract agreement award for the tender to successful bidder.
17. If there is a discrepancy between unit price and total price in the submitted bid which is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between the words and figures, the amount in words shall prevail. If there is a mistake in addition/ totaling, that shall be corrected. If the bidder does not accept the corrected amount of bid, his bid shall be rejected and his bid security forfeited.
18. Incomplete and conditional Bids will not be entertained.
19. For this tender all updates/changes shall be communicated through email and also be posted on HEC website.



20. In case of any dispute between the two parties of any matter arising out of after signing the contract agreement, the case shall be referred to Executive Director, HEC whose decision shall be final and binding on both parties.
21. Maximum delivery time for scanners are 4-6 weeks.
22. Bids submitted via email or fax will not be entertained.
23. Bidders indemnify HEC against all third party claims of infringement of patent trade mark, industrial design rights arising from use of the goods of any part thereof in Pakistan.
24. Warranty period of the equipment shall start from delivery of Scanner in HEC and its regional centers.

13. REQUIREMENTS FOR Warranty Services

Following requirements for SLA apply to this RFP for this project:

1. Selected Bidder shall provide onsite Warranty & Support and Bidder shall ensure that all equipment are free from any sort of defects for the warranty period.
2. Comprehensive Warranty must be provided for a period of Three years.
3. Response time of the successful bidder in the context of warranted services at all days, 24 X 7, shall be 1 hour from the reporting of the fault.
4. The Bidders must ensure the escalation response time through their engineer's in business hours, the escalation time shall be 30 minutes in working hours and 1.5 hours in non-working hours. Maximum restoration time allowed shall be NBD (Next Business Day).
5. In case of services delay or unsatisfactory service deliver non-complying the terms of the comprehensive warranty services, the following liquidate damages will be in force.
 - i. For each violation 2% of delayed unit will be adjusted from retention money up to maximum 10 % of contract value.

14. MEET OR EXCEED SPECIFICATIONS

The specifications provided in this RFP are the minimum requirements of HEC. The vendors must meet or may exceed these specifications to meet the actual requirements of this Project and its successful practical implementation. But in such a case additionally proposed or altered specifications should clearly be highlighted to enable HEC to clearly identify modified specifications.



15. CLARIFICATIONS

Queries regarding this RFP shall be submitted in writing to:

<p><u>Saria Saleem Malik</u> Network Manager Higher Education Commission H – 9, Islamabad. Phone: +92 (051)90402224 E-mail: ssaleem@hec.gov.pk</p>	<p><u>Zain Ul Wahab</u> Deputy Director Higher Education Commission H-9, Islamabad Phone: +92 (51) 90402218 <u>E-mail: zwahab@hec.gov.pk</u></p>
<p><u>Ch. Abdulla Fayyaz Chattha</u> Director Operation. (PERN) / In charge IT Higher Education Commission H-9, Islamabad Phone: +92 (51) 90402213 Fax: +92 (51) 90402202 <u>E-mail: achattha@hec.gov.pk</u></p>	



Form I: Technical Compliance

S. No	Item	Description	Compliance Yes/No	Remarks																								
1.	Scanner	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Feature</th> <th style="text-align: left;">Details</th> </tr> </thead> <tbody> <tr> <td>Type</td> <td>ADF-Sheet Feed (Legal)</td> </tr> <tr> <td>Scan Speed</td> <td>Minimum 30ppm or Higher and 60 ipm with 200 or higher dpi.(color/Black/Gray Scale)</td> </tr> <tr> <td>Paper thickness Support</td> <td>40 gsm to 200 gsm</td> </tr> <tr> <td>Daily Volume</td> <td>3000 to 4000 pages/day.</td> </tr> <tr> <td>Feed Capacity</td> <td>50-70 sheets (70-90 gsm) Support for ID Cards, Business Cards, certificates etc.</td> </tr> <tr> <td>Connectivity</td> <td>USB 2.0 or higher.</td> </tr> <tr> <td>File Formats</td> <td>JPEG, TIFF, PDF (Searchable), BMP, PNG,</td> </tr> <tr> <td>O.S</td> <td>Windows 7, 8, 10, or higher</td> </tr> <tr> <td>OEM/Brand</td> <td>Kodak/HP/Canon or Equivalent</td> </tr> <tr> <td>Warranty and Maintenance</td> <td>3 Year comprehensive warranty with parts and labor</td> </tr> <tr> <td>Additional features</td> <td>Crop, Auto Orientation, Border Removal, Punch-hole detection. Scan Both side on the Go (ADF). Send to email/file.</td> </tr> </tbody> </table>	Feature	Details	Type	ADF-Sheet Feed (Legal)	Scan Speed	Minimum 30ppm or Higher and 60 ipm with 200 or higher dpi.(color/Black/Gray Scale)	Paper thickness Support	40 gsm to 200 gsm	Daily Volume	3000 to 4000 pages/day.	Feed Capacity	50-70 sheets (70-90 gsm) Support for ID Cards, Business Cards, certificates etc.	Connectivity	USB 2.0 or higher.	File Formats	JPEG, TIFF, PDF (Searchable), BMP, PNG,	O.S	Windows 7, 8, 10, or higher	OEM/Brand	Kodak/HP/Canon or Equivalent	Warranty and Maintenance	3 Year comprehensive warranty with parts and labor	Additional features	Crop, Auto Orientation, Border Removal, Punch-hole detection. Scan Both side on the Go (ADF). Send to email/file.		
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Annex I: Proposal Submission Form.

PROPOSAL SUBMISSION FORM

The Director Operations (PERN /Incharge IT
Higher Education Commission,
H-9, Islamabad

Sir,

We, the undersigned, offer to provide services for “_____” and in accordance with your Request for Proposal dated _____, and our Proposal. We are hereby submitting our Financial Proposal along with Technical compliance, sealed in envelope.

We understand you are not bound to accept any Proposal you receive and reserves the right to accept or reject any offer and to annul the bidding process and reject all proposals without assigning any reason or having to owe any explanation whatsoever.

The decision of evaluating committee shall be final and cannot be challenged on any ground at any forum and the evaluating committee will not be liable for any loss or damage to any party acting in reliance thereon.

We remain,

Yours' sincerely

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:



Annex II: Firm's References

Relevant Services carried out in the Last three Years That Best Illustrate Qualifications

Using the format below, provide information on each reference assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Key Professional Staff Provided by Your Firm/ entity(profiles):
Name of Client:		NO. of Staff:
Address:		NO. of Staff-Months; duration of assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current):
Name of Associated Consultants, if any:		NO of Months of Professional Staff Provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Firm's Name: _____



Annex III: Bill of Cost

(To be filled by the bidder as part of Financial Proposal)

Item No.	Item Name	Description (As per requirement mentioned in Technical compliance Form I Item)		Qty (a)	Unit Cost with Three (3) Year Warranty Services as per RFP clause 9 and Taxes (b)	Total Charges e=a*b
1	Document Scanner	Feature	Details	21		
		Scan Type	ADF-Sheet Feed (Legal)			
		Scan Speed	Minimum 30ppm or Higher and 60 ipm with 200 or higher dpi.(color/Black/Gray Scale)			
		Paper thickness Support	40 gsm to 200 gsm			
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		Warranty and Maintenance	3 Year comprehensive warranty with parts and labor			
		Additional Features	Crop, Auto Orientation, Border Removal, Punch-hole detection. Scan Both side on the Go (ADF). Send to email/file.			

Total Price in PKR:

Total Price in Words:

Total Bid Value:



Annex IV: Technical Compliance Certificates/Compliance Undertaking

(To be filled by the bidder as part of technical proposal)

I, (Name); (CNIC#); (Designation), (Company Name) have gone through the Terms/Conditions of this RFP and have found the document in whole as non-biased to any particular vendor or product/brand. I hereby undertake and firmly bound myself to abide by/ comply all sections of this RFP except for those items noted below.

1

2

3

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Signature _____

Name _____

Designation _____

Company _____

Date _____