

# LAHORE TRANSPORT COMPANY



## BID DOCUMENT FOR THE I.T. EQUIPMENT (QUEUE MANAGEMENT SYSTEM & COMPUTERS)

**JUNE 09, 2010**

## INVITATION TO BID

1. Lahore Transport Company, Lahore, invites sealed bids from eligible bidders for the supply, delivery and installation of the Queue Management System and Computer Hardware.
2. Lahore Transport Company requests Tender Bids in sealed envelopes for the Lots mentioned in this document. Proponents applying for bids should submit **two separate bids/envelopes for Financial Proposal and Technical Proposal**.
3. The Technical Proposal should contain all the bid items without quoting the price and must list firm's clientele, details of past project and after-sales service. Financial bids of Firms not pre-qualified on Technical basis will not be opened. The selected firms would be responsible for complete execution of the equipment and would hand over it in satisfactory running state within stipulated time.
4. The bidding document will be given in the form of hard copy to the respective bidder. The document can also be downloaded from LTC web site <http://www.ltc.gop.pk>. Every bid should be accomplished by bid participation free for Rs. 500/-
5. The bidder should bid for complete Queue Management solution including all computer hardware used for Q-Management..
6. Bidders shall submit Bids, which comply with the Bidding Documents. Alternative Bids will not be considered.
7. LTC, Lahore will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
8. As authority competent to accept the tender, the Purchaser reserves the right to accept or reject one or all the tenders without assigning any reason thereof.
9. All prices quoted must include any Taxes applicable, such as GST, Income Tax, etc.
10. Failure to supply items within the stipulated time period will invoke penalty as specified in Schedule-A of this document. In addition to that, 02% Call Deposit (CDR) amount will be forfeited and the company will be blacklisted.
11. Execution/installation of the said tendered equipment will be carried out at following address:-

Lahore Transport Company  
4<sup>th</sup> Floor IEP Building, Liberty Roundabout, Gulberg III, Lahore.  
Phone # 042-35782764-66

## **OPENING AND EVALUATION OF BID**

### **1. Evaluation and Comparison of Bids**

The bids will be evaluated in two steps. The first step would ensure that technical requirements are met by the bidders as per the technical evaluation criteria. In the second step financial proposals of only those firms which meet the technical requirements will be evaluated. The bids would be evaluated according to the following percentages for technical and financial respectively:

**Technical Bid 70%**

**Financial Bid 30%**

#### **1.1. Technical Evaluation**

It will be examined in detail whether the Goods offered by the bidder comply with the Specifications of the bidding documents. To facilitate this, the Goods specification will be reviewed. Technical features/criteria of the Goods detailed in the Specifications will be compared with the bidder's Goods Data submitted with the bid. Other technical information submitted with the bid will also be reviewed.

#### **1.2. Commercial Evaluation**

It will be examined in detail whether the bid comply with the specified Conditions of Contract of the bidding documents. It is expected that no major deviation/stipulation shall be taken by the bidder.

#### **1.3 Parameters of Technical & Financial Evaluation**

The hardware bids will be evaluated according to the following percentages for the technical and financial bids respectively.

<b>Technical Bids</b>	<b>70%</b>
<b>Financial Bids</b>	<b>30 %</b>

***Only those bids will be considered which are 100% in-compliance with the tender specifications.***

### 1.3.1 Parameters of Technical & Financial Evaluation

Evaluation Parameter For Bids	Total Marks	Questionnaire
Company profile	200	<p>1). Number of deployments in last 2 years. 130 marks            i). sites deployed and the size of project in Rupees.            ii) List of completed projects with client name.</p> <p>2). Annual turnover in last 3 years. 30 marks            3). Number of technical employees and total size of company with organogram. 40 marks.</p> <p>The Computer Hardware companies would be qualified on the basis of proposals submitted against this particular tender. Proposal evaluation will be read with the details provided by the bidder company. The Technical evaluation will be Hardware specific and not only the generic capability of the bidder from across the board for Hardware procurement. Hence the weightage for each parameter may be fixed by the Senior Technical Officer as per requirement.</p>
<b>Technical Proposal (Qualification 600/700)</b>	<b>700</b>	Disqualification in any two parts will lead to over all disqualification.
<b>Conformance to Hardware Equipment Specifications (Qualification 500/500)</b>	<b>200</b>	Each hardware item must fulfill the specifications given in this bidding document. The mentioned specifications suggest minimum requirements. Bidders may propose improved/enhanced items.
	<b>300</b>	Demonstration & presentation.
<b>Response Time after sales (Qualification 30/50)</b>	<b>50</b>	Less than 2 hours response for support, then 50 marks, Less than 6 hours response for support, then 25 marks, Otherwise 0 marks.
<b>Backup Inventory (Qualification 40/50)</b>	<b>50</b>	If more than 15% items of each quoted item available, 50 marks, if more than 10% items of each quoted item available, 40 marks, if more than 5% items of each quoted item available, 25 marks, if less than 5% items of each quoted item available, 0 marks.
<b>GST and company registration Certificate (Qualification 100/100)</b>	<b>100</b>	If GST Certificate is provided, 50 marks. If Company Registration Certificate is provided, 50 marks. Otherwise 0 marks.
<b>Financial Proposal</b>	<b>300</b>	Formula for calculating marks:  $M = \text{Minimum Bid}$ $B = \text{The Bid}$  Then $\text{Score} = (M / B) \times \text{Weight}$

## 2. Purchaser's Right to Accept the Bid or Reject the Bid

2.1 The Purchaser reserves the right to accept or reject any bid at his sole discretion and to annul the bidding process at any time prior to award of Contract, without thereby incurring any liability to the bidder or any obligation to inform the bidder of the grounds for the Purchaser's action.

## AWARD OF CONTRACT

### 3. Purchaser's Right to Vary Quantities at Time of Award

- 3.1 The Purchaser reserves the right at the time of award of Contract to increase or decrease the quantity of Service specified in the Specifications, without any change in unit prices or other terms and conditions.

<b>QUEUE MANAGEMENT SYSTEM</b>					
<b>BRANDS</b>		Any renowned brand			
<b>Sr. #</b>	<b>ITEMS</b>	<b>DESCRIPTION</b>	<b>Qty</b>	<b>U/Price</b>	<b>T/Price</b>
<b>1</b>	<b>Display</b>	<b>Counter Display.</b> Show up to 3 characters each 30 cm tall. LED Matrix type counters display. Special characters (symbol). Scroll text in any direction. Use as Information Display or Counter Display. Show Ticket Numbers above the Workstation. Show numeric information such as Waiting Time and number of customers in line.	<b>6</b>		
		<b>Main Display</b> Main Display	<b>1</b>		
	<b>2.</b>	<b>Ticket Printer</b>	Thermal Print Head, or ink or toner. 1–5 Ticket Buttons. Flash memory Direct Connection with Network Print tickets with different text messages and logos. Inform customers about the services available Language support Urdu and English. Must print at least 2500 or more tickets in one roll. Support of multiple queues and categories.	<b>1</b>	
<b>3.</b>	<b>Q-Management Operating Software</b>	System should be support the following features i) Call the Customer ii) Move the customer to counterpart. iii) Park the customer. Web based view of prescribe reporting at least meet the following criteria:- i) Customer flow ii) Average transaction reports iii) Waiting time reports iv) Average waiting time reports v) Workstation performance  Should be compatible with windows environment.	<b>1</b>		

**SCHEDULE - B: PRICE SCHEDULE (Continued)**

<b>DESKTOP COMPUTER</b>					
<b>BRANDS</b>		Raffles/ Inbox /IBM/Lenovo, Compaq/HP, Dell, Acer Fujitsu/Siemens,			
<b>S.#</b>	<b>ITEM</b>	<b>DESCRIPTION</b>	<b>QTY</b>	<b>Unit Price</b>	<b>Total Price</b>
1	Processor	Intel Core 2 Duo 2.66 GHz (E7300) processor or higher with Built-in 3 MB L2 Cache, FSB 1066 or higher	3		
2	Mother Board	Intel Chipset Q35 / Q43 or higher			
3	Memory	2 GB DDR-2, SDRAM 667 MHz or higher			
4	Hard Disk Drive	Min 160 GB SATA-II with 7200 RPM or higher			
5	Super Drive Internal	CD+/-RW and 8X DVD RW 16X DVD R or higher, compatible with Microsoft Windows 2000/Xp/2003/Vista and Red Hat Linux.			
6	Display Card/Sound Card	Built-in Video Graphics Display and Sound Card			
7	Network Adapter	Built-in 10/100/1000 base-T Gigabit Ethernet card (Microsoft Windows 2000/XP/2003/Vista, Red Hat Linux Supportive) Wake on LAN (WOL) support			
8	Monitor	19" TFT Monitor, widescreen Low Radiation, 1366x768 or higher.			
9	Mouse & Key	Standard Keyboard and 2.0 USB 2-Button Optical Mouse with Scroll.			
10	Casing	Manufacturer Standard casing with standard Power Supply			
11	I/O Interfaces and Expansion Slots	Min six USB 2.0 ports, Min Two PCI slots, etc.			
12	Modem/Fax Card	Internal 56 Kbps, V.92 PCI Data/Fax Modem			
13	Operating System	DOS			
<b>NOTE:</b>					
1- 1 Year Parts and Labor warranty for all components on site					

2- Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province
3- The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period
4- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.
5- Please mention the country of origin / manufacturing / assembly of the quoted brand / model
6- Vendor / Assembler to provide verification of Serial numbers / AA numbers of Intel products.

**SCHEDULE - B: PRICE SCHEDULE (Continued)**

<b>PRINTERS</b>					
<b>BRANDS</b>		<b>Any renowned brand</b>			
<b>MONOCHROME LASERJET PRINTERS</b>					
<b>Sr. #</b>	<b>ITEMS</b>	<b>DESCRIPTION</b>	<b>Qty</b>	<b>U/Price</b>	<b>T/Price</b>
<b>1</b>	Light Duty Laser Printers	Minimum Print Speed: 17 PPM, Memory 8MB RAM or higher, Resolution: 600 by 600 dpi or higher/1200 Image quality. Paper Handling: Legal, A4 & letter size paper. Paper Tray(s): One paper tray minimum. Other standard features like print cancel button etc. Drivers: Microsoft windows Xp/Vista/2003/2007 and Red Hat Linux supportive. alongwith USB 2.0 cable	<b>4</b>		
<b>NOTE:</b>					
<b>1- 1 Year Parts and Labor warranty for all components on site</b>					
<b>2- Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province</b>					
<b>3- The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period</b>					
<b>4- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.</b>					
<b>5- The bidder is required to give details about:</b>					
<b>6- Please mention the country of origin / manufacturing / assembly of the quoted brand / model</b>					
a) Availability and Price of Toner Cartridges of quoted models/brands.					
b) Cost per page (Toner Output) on normal mode printing.					
c) Please also mention details such as monthly duty cycle.					
d) Details should be provided on Total Cost of Ownership/Return on Investment of the quoted models.					
e) The bidder is required to give details of software features provided along with printer.					
<b>6. The bidder is also required to quote price for a 100% (full capacity) toner cartridge along with the printer.</b>					



**SCHEDULE - B: PRICE SCHEDULE (Continued)**

<b>Uninterruptible Power Supply (UPS)</b>					
<b>BRANDS CATEGORY I</b>		<b>APC (MGE), TRIPLITE, RIELLO, LIEBERT, POWERWARE, TECHNOWARE (ITALY), OPTIPLUS (USA)</b>			
<b>S #</b>	<b>ITEM</b>	<b>DESCRIPTION</b>	<b>Qty</b>	<b>U/Price</b>	<b>T/Price</b>
<b>1</b>	<b>600 VA</b>	6000 VA with dry batteries, surge protection, processor control, <b>Line Interactive Technology</b> , at least 10 minutes backup time or higher on a single PC with 17" CRT Monitor, 2-4 hours recharge time, Serial/USB Port, Plug and Play, UPS Monitoring Software, with other standard features.	3		
<b>Note</b>					
1-	<b>1 Year Parts and Labor warranty for all components on site</b>				
2-	<b>Maximum of 48 hours down time for all components including replacement of the whole unit anywhere in the province</b>				
3-	<b>The bidders should clearly mention Terms and Conditions of service agreements for the supplied hardware equipment after the expiry of initial warranty period</b>				
4-	<b>In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.</b>				
5-	<b>Please mention the country of origin / manufacturing / assembly of the quoted brand / model</b>				

Signature of Bidder \_\_\_\_\_

Note:

Currencies should be used in accordance with Clause 12 of the Instructions to bidders. In case of locally produced Service, the price shall include all customs duties and sales and other taxes already paid or payable on the components and raw materials used in the manufacture or assembly of the item.

In case of Contract of imported Service offered Ex-Warehouse/Off-the-Shelf from within the Purchaser's country, the cost of import duties and sales and other taxes already paid shall be shown separately.