



BIDDING DOCUMENTS
FOR
REPAIR/MAINTENANCE OF PRINTERS,
LAPTOPS/DESKTOPS/SCANNERS/LCD

UNDER FRAMEWORK CONTRACT
(RUDA PROCUREMENT REGULATIONS 2022 (REGULATION-15))

RAVI URBAN DEVELOPMENT AUTHORITY
Government of the Punjab



DISCLAIMER

This bidding document has been prepared and is being floated under RUDA Procurement Regulations, 2022 (amended) for inviting bids for **“Repair / maintenance of Printers, Laptop, Scanners and LCD etc. under Framework Contract modality”** for Ravi Urban Development Authority (RUDA).

2. The bidding document information, evaluation criteria and draft contract shall be used for selection of the most responsive bidder. RUDA employees, personnel, agents, consultants, advisors, and bidders etc. shall not be liable to reimburse or compensate the recipient of the document and prospective bidder participating in the bidding process for costs, fees, damages or expenses incurred by the recipient of the document or the prospective bidder in evaluating or acting upon this document or otherwise in connection with the assignment as contemplated herein after.
3. The submission of bids by the prospective bidder shall be deemed to be upon full comprehension and agreement if any or all terms of the document and such solicitations shall be deemed as an acceptance to all the terms and conditions stated in this document.
4. Bids submitted by prospective bidder in response to the Invitation to Bid (ITB) shall be construed to be based on full understanding and comprehension of each clause of the document after due diligence and carefully verifying and examining the information, data, criteria, terms and conditions mentioned in the document. Mere obtaining the document and participation in the bidding process shall neither constitute a solicitation to invest nor termed as a guarantee or commitment of any manner on the part of Ravi Urban Development Authority (RUDA) that the contract shall be awarded. RUDA reserves the rights in its full discretion to modify the document or the assignment at any time prior to the award of contract and shall not be liable to reimburse or compensate the bidders for any cost, taxes, expenses or damage incurred by the bidders during their participation in the bids.
5. RUDA in terms of Regulation 37 of RUDA Procurement Regulations, 2022 (amended) reserves the right in its full discretion to revoke the bidding process and reject all the bids or proposals at any time prior to the acceptance of a bid or proposal and shall incur no liability solely by virtue of its invoking ibid rule towards the bidders.
6. Mere submission of bids does not generate or create the right of the bidders to selection.



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Part-I

Section I. Instructions to Bidders

A. Introduction

1. Invitation to Bid	1.1 Ravi Urban Development Authority (hereinafter referred as Procuring Agency) Government of the Punjab intends for the Repair and maintenance of (Printers/ Laptops/ Desktops/ Scanners/ LCD under Framework Contract) hereinafter referred as services.
2. Eligible Bidders	2.1 This invitation for Bids is open to all service providers, except as provided hereinafter. 2.2 Government-owned enterprises may participate only if they are legally and financially autonomous, if they operate under commercial law, and if they are not a dependent agency of the Government. 2.3 Bidder should be registered as an active taxpayer with the Sales Tax & Income Tax Department. 2.4 Bidders shall not be under a declaration of blacklisting by any Government department or Punjab Procurement Regulatory Authority (PPRA) and has not gone in the Court of Law against any such order.
3. Eligible Services	3.1 All services to be supplied under the contract and all expenditures made under the contract will be limited to such services only.
4. Cost of Bidding	4.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Procuring Agency named in the Bid Data Sheet, hereinafter referred to as "Procuring Agency," will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

B. The Bidding Documents

5. Content of Bidding Documents	5.1 The services required, bidding procedures, and contract terms are prescribed in the bidding documents. In addition to the Invitation for Bids, the bidding documents include: a) Instructions to Bidders (ITB) b) Bid Data Sheet c) Schedule of Requirements d) Technical Specifications e) Bid Submission Form f) Manufacturer's Authorization Form g) Price Schedule h) Contract Form i) Performance Security Form j) General Conditions of Contract (GCC) k) Special Conditions of Contract (SCC) 5.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid
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	not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.
6. Clarification of Bidding Documents	6.1 Any prospective Bidder requiring any clarification on any of the content of bidding documents may request the Procuring Agency in writing or by email at the Procuring Agency address indicated in Bid Data Sheet. The Procuring Agency will respond in writing to any request for clarification on any content of the bid documents which it receives up to maximum 3 days prior to the cutoff date for the submission of bid as prescribed in the Bid Data Sheet. Written copies of the Procuring Agency response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders that have received the bidding document.
7. Amendment of Bidding Documents	7.1 At any time prior to the deadline for submission of bids, the Procuring Agency, for any reason, whether at its own initiative or in response to a clarification sought by any prospective Bidder, may modify the bidding documents 7.2 In terms of Rules <i>ibid</i> , in order to provide all the prospective bidders reasonable time on equal opportunity basis after effecting modification (if any) in the bidding document, the Procuring Agency, at its discretion, may extend the deadline for the submission of bids.

C. Preparation of Bids

8. Language of Bid	8.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Procuring Agency shall be written in the language specified in the Bid Data Sheet. Supporting documents and printed literature furnished by the Bidder may be in the same language.
9. Documents Comprising the Bids	9.1 The bid shall comprise of the following components: a) Bid Form and Price Schedule completed in accordance with ITB Clauses 10, 11, and 12. b) documentary evidence established in accordance with ITB Clause 13 that the Bidder is eligible to bid and is qualified to perform the contract if its bid is accepted. c) documentary evidence established in accordance with ITB Clause 14 that the services to be supplied by the Bidder conform to the bidding documents; and d) bid security furnished in accordance with ITB Clause 15.
10. Bid Form	10.1 The Bidder shall complete the Bid Form, and the appropriate Price Schedule furnished in the bidding documents, indicating. a) the services to be supplied, b) brief description of the services, c) prices.
11. Bid Prices	11.1 The Bidder shall indicate on the appropriate price schedule the unit prices (where applicable) and the total bid price of the services it offers to supply under the contract.



	11.2 Prices indicated on the Price Schedule shall be inclusive of all applicable taxes.
	11.3 The Bidder's separation of price components in accordance with ITB Clause 11.2 above will be solely for the purpose of facilitating the comparison of bids by the Procuring Agency and will not in any way limit the Procuring Agency right to contract on any of the terms offered.
	11.4 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and will not be subject to variation on any account, unless otherwise specified in the Bid Data Sheet. A bid submitted with an adjustable price or conditional bid will be treated as nonresponsive and will be rejected, pursuant to ITB Clause 24.
12. Bid Currencies	12.1 Prices shall be quoted in Pak Rupees unless otherwise specified in the Bid Data Sheet.
13. Documents Establishing Bidder's Eligibility and Qualification	13.1 Pursuant to ITB Clause 9, the Bidder shall furnish, as part of its bid, documents establishing the Bidder's eligibility to bid and its capacities (managerial as well as financial) to perform the contract if its bid is accepted.
	13.2 The documentary evidence of the Bidder's eligibility to bid shall be to Procuring Agency's satisfaction that the Bidder, at the time of submission of its bid, is eligible as defined under ITB Clause 2.
	13.3 The documentary evidence of the Bidder's qualifications to fulfil the contract if its bid is accepted shall be established to the Procuring Agency's satisfaction:
	(a) that, in the case of a bidder offering to supply the services under the contract which the Bidder did not manufacture or otherwise produce, the Bidder has been duly authorized by the goods' Manufacturer or producer to supply the same in Pakistan. (b) that the Bidder has the financial, technical, and/or production capability necessary to perform the contract. (c) that, in the case of a Bidder not doing business within Pakistan, the Bidder is or will be (if awarded the contract) represented by an Agent in that country equipped, and able to carry out the Supplies maintenance, repair, and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications; and (d) that the Bidder meets the qualification criteria listed in the Bid Data sheet.
14. Document Establishing Eligibility and Conformity to Bidding Documents	14.1 Pursuant to ITB Clause 9, the Bidder shall furnish, as part of its bid, all concerned documents establishing eligibility and conformity to the bidding documents which the Bidder proposes to supply under the contract.
15. Bid Security	15.1 Pursuant to ITB Clause 9, the Bidder shall furnish, as part of its bid, a bid security as per required %age of estimated cost specified in the Bid Data Sheet.



	15.2	The bid security is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security forfeiture, pursuant to ITB Clause 15.7.
	15.3	The bid security shall be in Pak. Rupees and shall be in one of the following forms: (a) CDR, Demand Draft (DD), Pay Order (PO) valid for thirty (30) days beyond the validity of bid.
	15.4	Pursuant to ITB Clause 24, any bid not secured in accordance with ITB Clauses 15.1 and 15.3 will be rejected by the Procuring Agency being nonresponsive.
	15.5	Unsuccessful bidders' bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the award of contract to the successful lowest evaluated bidder.
	15.6	The successful Bidder's bid security will be discharged upon the Bidder signing the contract, pursuant to ITB Clause 32, and furnishing the performance security, pursuant to ITB Clause 33.
	15.7	The bid security may be forfeited: (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or (b) in the case of a successful Bidder, if the Bidder fails: (i) to sign the contract in accordance with ITB Clause 32. OR (ii) to furnish performance security in accordance with ITB Clause 33.
	15.8	Performance security will be required as given in Bid Data Sheet (BDS).
	15.8	Performance security will be required as given in Bid Data Sheet (BDS).
16. Period of Validity of Bids	16.1	Bid shall remain valid for the period specified in the Bid Data Sheet after the date of bid opening prescribed by the Procuring Agency, pursuant to ITB Clause 19. A bid valid for a shorter period shall be rejected by the Procuring Agency as nonresponsive.
	16.2	In exceptional circumstances, the Procuring Agency may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (or by email). The bid security provided under ITB Clause 15 shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid, except as provided in ITB Clause 16.3.
	16.3	In the case of fixed price contracts, if the award is delayed by a period exceeding sixty (60) days beyond the expiry of the initial bid validity, the contract price will be adjusted by a factor specified in the request for extension.
17. Format and Signing of Bid	17.1	The Bidder shall prepare an original and the number of copies of the bid indicated in the Bid Data Sheet, clearly marking each "ORIGINAL BID" and "COPY OF BID," as appropriate. In the event of any discrepancy between them, the original shall govern.
	17.2	The original and the copy or copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. All



	pages of the bid, except for unamended printed literature, shall be initialed /signed by the bidder or person authorized by the bidder on his behalf.
17.3	Any interlineation, erasures, or overwriting shall be valid only if they are initialized by the person or persons signing the bid.
17.4	The Bidder shall furnish information as described in the Form of Bid on commissions or gratuities, if any, paid or to be paid to agents relating to the Bid, and to contract execution if the Bidder is awarded the contract.

D. Submission of Bids

18. Sealing and Marking of Bids	18.1	The Bidder shall seal the original and each copy of the bid in separate envelopes, duly marking the envelopes as "ORIGINAL" and "COPY." The envelopes shall then be sealed in an outer envelope.
	18.2	The inner and outer envelopes Shall: a) be addressed to the Procuring Agency at the address given in the Bid Data Sheet; and b) bear the title of procurement Activity indicated in the Bid Data Sheet, the Invitation for Bids (IFB) title and number indicated in the Bid Data Sheet, and a statement: "DO NOT OPEN BEFORE-(mentioning the bid opening time and date),".
	18.3	The inner envelopes shall also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late".
	18.4	If the outer envelope is not sealed and marked as required by ITB Clause 18.2, the Procuring Agency will assume no responsibility for the bid's misplacement or premature opening.
19. Deadline for Submission of Bids	19.1	Bids must be received by the Procuring Agency at the address specified under ITB Clause 18.2 no later than the time and date specified in the Bid Data Sheet.
	19.2	The Procuring Agency may, at its discretion, extend the deadline for the submission of bids by amending the bidding documents in accordance with ITB Clause 7, in which case all rights and obligations of the Procuring Agency and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
20. Late Bids	20.1	Pursuant to ITB Clause 19 any Bid submitted or received by the Procuring Agency after the deadline for submission of bids prescribed by the Procuring Agency will be rejected and returned unopened to the Bidder.
21. Modification and Withdrawal of Bids	21.1	The Bidder may modify or withdraw its bid after the bid' s submission, provided that written notice of the modification, including substitution or withdrawal of the bids, is received by the Procuring Agency prior to the deadline prescribed for submission of bids.
	21.2	The Bidder' s modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions



	of ITB Clause 18. A withdrawal notice may also be sent by email, but followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids.
21.3	No bid may be modified after the deadline for submission of bids.
21.4	Pursuant to the ITB Clause 15.7, no bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during the interval may result in the Bidder's forfeiture of its bid security.

E. Opening and Evaluation of Bids

22. Opening of Bids by the Procuring Agency	22.1	The Procuring Agency will open all bids in the presence of bidders' representatives who choose to be present at the given date, time and venue specified in the Bid Data Sheet. The bidders' representatives who are present shall sign an attendance sheet establishing their presence.
	22.2	The bidders' names, bid modifications or withdrawals, bid prices, discounts, and the submission or absence of requisite bid security and such other details as the Procuring Agency, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder pursuant to ITB Clause 20.
	22.3	Bids (and modifications sent pursuant to ITB Clause 21.2) that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidder.
	22.4	The Procuring Agency will prepare minutes of the bid opening.
23. Clarification of Bids	23.1	During evaluation of the bids, the Procuring Agency may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.
24. Preliminary Examination	24.1	The Procuring Agency will examine the bids to determine its responsiveness as per the requirement detailed in the bid data sheet and whether the documents have been properly signed, and whether the bids are generally in order.
	24.2	Arithmetical errors will be rectified if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Service provider does not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
	24.3	The Procuring Agency may waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.



25. Qualification & Evaluation of Bids	24.4	Prior to the detailed evaluation, pursuant to ITB Clause 25 the Procuring Agency will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security (ITB. Clause 15), Applicable Law (GCC Clause 30), and Taxes and Duties (GCC Clause 32), will be deemed to be a material deviation. The Procuring Agency's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic.
	24.5	If a bid is not substantially responsive, it will be rejected by the Procuring Agency and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
	25.1	In the absence of prequalification, the Procuring Agency will determine to its satisfaction whether the Bidder qualifies to perform the contract satisfactorily, in accordance with the criteria listed in ITB Clause 13.3.
	25.2	Pursuant to ITB Clause 13.3 to determine responsiveness of the bidder, the procuring agency will consider Bidder's financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, as well as such other information as the Procuring Agency deems necessary and appropriate.
	25.3	Pursuant to ITB Clause 24 the Procuring Agency through the evaluation committee will technically evaluate and compare the bids which have been determined to be substantially responsive, as per the Technical Specifications required.
	25.4	Financial evaluation of a bid will include delivered duty paid (DDP) price inclusive of prevailing taxes and duties.
	25.5	Selection Procedure: The following parameters shall be evolved to quantify the standing of bidders with respect to their technical and financial standing if specified in the Bid Data Sheet. The weightage of each parameter shall be specified in the Bid Data Sheet. (i) The Bidder must be an Authorized Dealer for the LOT # he is participating continuously from last one-year. (ii) An undertaking and evidence that the services will be performed with goodwill, to the highest standards, and with a positive attitude. (iii) The average annual sales for the last 3 years shall not be less than twice the number of similar types of units required (year-wise detail of sale required). (iv) Audited financial statements for the last Three (03) years. (v) Authority Letter from the Bidder Company authorizing the relevant person to represent the company.



26. Contacting the Procuring Agency

- 26.1 Subject to ITB Clause 23, no Bidder shall contact the Procuring Agency on any matter relating to its bid, from the time of the bid opening to the time evaluation report is made public i.e., 10 days before the contract is awarded. If the Bidder wishes to bring additional information or has grievance to the notice of the Procuring Agency, it should do so in writing.
- 26.2 Any effort by a Bidder to influence the Procuring Agency during bid evaluation or bid comparison may result in the rejection of the Bidder's bid.

F. Award of Contract

27. Award Criteria

- 27.1 Subject to ITB Clause 30, the Procuring Agency will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily. In case the lowest evaluated bidder refuses to execute the contract or respond to the procurement order his bid security be immediately forfeited. In such eventuality the procuring agency shall divert to the second lowest bidder after carefully analyzing the difference between the financial quantum of bid security submitted by the defaulting bidder and the difference between the financial bids first and second lowest bidder.
- 27.2 This Procurement will be carried out under **Framework contract** and will be for the time duration mentioned in Bid Data Sheet, starting from agreement signing date and 'framework contract' means a contract whereby the procurement is made for a certain volume or quantity of a particular good, a set of Services, Services or works over a specific period against an agreed sum or rate per item or lump sum.

28. Procuring Agency's Right to Vary Quantities at Time of Award

- 28.1 The Procuring Agency reserves the right at the time of the contract award to increase or decrease, by the percentage indicated in the Bid Data Sheet, which shall not be more than **15%** of the quoted quantities of equipment to be serviced originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.

29. Procuring Agency's Right to Accept or Reject All Bids

- 29.1 The Procuring Agency reserves the right to accept or reject all bids, and to annul the bidding process at any time prior to acceptance of the bid or proposal, without incurring any liability to the Bidder or bidders or any obligation to inform the Bidder or bidders of the grounds for the Procuring Agency's action.

30. Announce of Evaluation Report

- 30.1 The result of bid evaluation in the form of a report giving justification for acceptance or rejection of the bids shall be announced and will be uploaded on Procuring Agency's website at least 10 days prior to the award of procurement contract.

31. Notification of Award

- 31.1 Prior to the expiration of the period of bid validity, the Procuring Agency will notify the successful Bidder in writing by registered



	letter or by email, to be confirmed in writing by registered letter, that its bid has been accepted.
	31.2 The notification of award will constitute the formation of the contract.
	31.3 Upon the successful Bidder's furnishing of the performance security pursuant to ITB Clause 33, the Procuring Agency will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 15.
32. Signing of Contract	32.1 At the same time as the Procuring Agency notifies the successful Bidder that its bid has been accepted, the Procuring Agency will send the Bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties and asking for submission of performance guarantee of the contract price as per the %age mentioned in clause 7 of GCC read with clause 3 of SCC. 32.2 Within ten (10) days of receipt of the Contract Form, the successful Bidder shall sign and date the contract and return it to the Procuring Agency along with the performance guarantee in the form already specified in the bidding document.
33. Performance Security	33.1 The bidder may, if agreed by the Procuring Agency, submit the performance guarantee after signing the contract but in such case the dispensation shall not be more than 10 days after the signing of contract. 33.2 Failure of the successful Bidder to comply with the requirement of ITB Clause 32.2 or ITB Clause 33.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Procuring Agency as mentioned in clause 27 may make the award to the next lowest evaluated Bidder or call for new bids
34. Corrupt or Fraudulent Practices	34.1 The Procuring Agency requires that Bidders, Service providers, and Contractors observe the highest standard of ethics during the procurement and execution of contracts. For the purposes of this provision, the terms set forth below are defined as follows: (i) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and (ii) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Procuring Agency, (iii) "Collusive practice" is an arrangement among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non- competitive levels for any wrongful gains, and to deprive the Procuring Agency of the benefits of free and open competition. (a) The Procuring Agency will reject a proposal for the award if it determines that the Bidder recommended for the award has engaged in corrupt or fraudulent practices in competing for the



contract in question.

- (b) The Procuring Agency in terms of Rule 23 of Rules ibid will sanction a firm, in accordance with prevailing Blacklisting procedures, if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a Bank-financed contract.

34.2 Furthermore Bidders shall be aware of the provision stated in sub-clause 5.4 and sub-clause 24.1 of the General Conditions of Contract.



Part-I

Section-II. Bid Data Sheet

The following specific data for the services to be acquired shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB) Part One. Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

INTRODUCTION	
ITB 1.1	Name of Procuring Agency: Ravi Urban Development Authority, Government of Punjab
ITB 1.1	Name of Project: Repair / Maintenance of Printers, Laptops / Desktops / Scanners / LCD etc.
ITB 1.1	Name of Contract: Repair / Maintenance of Printers, Laptops / Desktops / Scanners / LCD etc.
ITB 4.1	Name of Procuring Agency: As mentioned in ITB 1.1 above
ITB 6.1	For clarification purposes, the Procuring Agency's address is: 151, Abu Bakar Block, Garden Town, Lahore Requests for clarification shall be received by the Procuring Agency no later than 07 days prior to the deadline for submission of the bids.
ITB 8.1	Language of the bid - English

BID PRICE AND CURRENCY	
ITB 11.2	Inclusive of all applicable taxes & transportation charges in Pak Rupees

PREPARATION AND SUBMISSION OF BIDS	
ITB 13.2	a) The bidder must submit National Tax No., Sales Tax No. certificates and Professional Tax Certificates as well as certificate of incorporation/registration of the firm (if applicable). b) The bidders must be Authorized Dealer. (Certificate of Authorization/Dealership must be attached) c) The bidder must be on the Active Taxpayers List of FBR. d) Affidavit to the extent conveying that the bidder has not been blacklisted by any procuring agency.
ITB 13.3 (d)	Qualification requirements: The bids shall be evaluated on "Single Stage Two Envelope Procedure" in accordance with Regulation 41 (b) of RUDA Regulations 2022(amended).
ITB 14.3 (b)	A certificate from the dealer that all spare parts of the equipment to be supplied are easily available in Pakistan in the local market or from company owned outlets.



ITB 15.1	Bid Security: PKR 100,000/- against each lot in the form of Bank Draft/ Pay Order/bank guarantee in favor of " Ravi Urban Development Authority "
ITB 15.2	(i) The tenders found deficient of the amount as bid security will not be considered. (ii) No personal cheques will be acceptable at any cost.
ITB 15.8	The successful bidder shall furnish 10% of the contract price in the form of a performance guarantee, to be discharged after completion of the contract period. It will be in the form of a Bank Draft/ Pay order/Bank Guarantee.
ITB 16.1	Bid Validity Period: 90 days after the date of opening of bid.
ITB 17.1	Number of Copies: One (1) Original. Bids must be accompanied by unit price and total price.
ITB 19.1	Deadline for Bid Submission: 11:00 AM on 22 January 2025
ITB 22.1	Date, Time and Place for Bid Opening: 0 11:30 AM Conference Room of Ravi Urban Development Authority, 151, Abu Bakar Block, Garden Town, Lahore.

BID EVALUATION	
ITB 25.4	Criteria for bid evaluation: Lowest Evaluated Bid inclusive of all applicable taxes
ITB 25.5	"Single Stage Two Envelope Method"

CONTRACT AWARD	
ITB 27.2	This framework contract will be valid for up to 01 year from signing of contract.
ITB 28.1	Percentage for quantity increase or decrease: 15% of total contract value



Part-I

Section-III. Evaluation Criteria

TECHNICAL EVALUATION CRITERIA:

Legal (Mandatory)

- (i) Valid Income Tax Registration *Registered for at least last two (02) years.
- (ii) Valid Sales Tax Registration (Status = Active with FBR)
- (iii) Single Undertaking covering following aspects:
 - a. Submission of undertaking that the firm is not blacklisted by any of Provincial or Federal Government Department, anywhere in Pakistan.
 - b. Compliance to the technical specifications (all items and terms) mentioned vide "Section-IV. Technical Specifications" of this document.
- (iv) Local setup/Office/repair lab in Lahore.
- (v) Each firm participating in any LOT must be an authorized representative of the respective brand and possess a local workshop or laboratory for the repair work of that specific brand.

Past Experience (Mandatory)

- (vi) The firm should have at least 5 similar contracts signed with other companies/authorities in the last 3 years for the execution of similar repair jobs.

Note:

- (vii) The verifiable documentary proof/evidence of all the above requirements. The bidder must include a checklist for the above requirements in their bid.

FINANCIAL EVALUATION CRITERIA

- (viii) Technically qualified/successful bidder(s) shall be called for opening of the Financial Proposal(s). The Financial Proposals will be opened in the presence of the Bidders at the time and venue indicated by RUDA accordingly. The technically Eligible/Successful Bidder(s) or their authorized representatives shall be allowed to take part in the Financial Proposal(s) opening.
- (ix) Financial Proposal evaluation will be conducted under the RUDA Procurement Regulations, 2022 (amended). The Price evaluation will include all duties, taxes and expenses etc. In case of any exemption of duties and taxes made by the Government in favor of RUDA, the service provider shall be bound to adjust the same in the Financial Proposal.
- (x) In cases of discrepancy between the cost/price quoted in Words and in Figures, the lower of the two will be considered.
 - a. In evaluation of the price of an imported item, the price will be determined and considered inclusive of the customs and other import duties etc.
 - b. In evaluation of the price of articles/goods which are subject to excise duty, sales tax, income tax or any other tax or duty levied by the Government, the price will be determined and considered inclusive of such duties and taxes.
- (xi) RUDA will not be responsible for any erroneous calculation of taxes and all differences arising out as above shall be fully borne by the Successful Bidder. All payments shall be subject to any and all taxes, duties and levies applicable under the laws of Pakistan for the whole period starting from issuance of Letter of Intent (LOI) till termination of the signed contract in this regard.



Part-I

Section-IV. Technical Specifications/Requirements

LOT-1

HP Products

Printer	Quantity
COLOR LASER JET PRO MFP M479FDW	8
COLOR LASER JET PRO MFP M26NW	1
HP MFP 178NW	2
HP DESIGNER T630 (PLOTTER)	1
HP COLOR LASER CP5225	1
HP LASER M404DN	3
HP Laser MFP 135W	2
HP M40DW	1
HP5500 (EMP Card Printer)	1
HP COLOR LASER JET MFP M283fdw	1
HP Laser Jet PRO M402dN	1
HP Laser Jet M28w	1

Scanners

HP SCAN JET F1 2500	1
HP SCAN JET 4500	1
SCANJET PRO HP 3600 F1	1

Laptops

I-5	14
Envy	1
Spectre X360	8

Desktops

Z800 Workstation	1
All in One	1

LCD

E221	1
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LOT-2

Lenovo Products

Laptops

IDEAPAD INTEL CORE I3-1215U 1.20GHZ	20
IDEAPAD INTEL CORE I5-1235U 1.30GHZ	66
Legion	32

Desktops

Lenovo Think Center	30
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LCD

D-1910	30
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**LOT-3****Dell Products****Laptops**

Inspiron	27
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Desktop

Optiplex (Server)	2
Dell Vostro 3888	4
Dell Optiplex 7090	3

LCD

DELL E1916 HE	4
DELL 1916HV	4
DELL E2020H	1

LOT-4**ASUS Products****Laptops**

TUF DASH F-15	5
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Desktops

TUF Gaming X570-Pro WIFI II	2
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LCD

AUSU VG289Q1A	2
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LOT-5**CANON****Scanner**

CANON FUS 102	1
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Note:

- Since the products under LOT-4 and LOT-5 are in low quantity, any participating bidder for the other LOTs who can offer a good repair facility for these brands may submit their bid for these two LOTs as well.



Part-I Section-V. Bidding Forms

1. Technical Proposal Submission Form

[Location, Date]

To: Executive Director Procurement
Ravi Urban Development Authority

Dear Sir,

We, the undersigned, offer to provide the (insert title of assignment) for LOT # : _____ in accordance with your Request for Proposal/Tender Document No. (insert number) dated (insert date) and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and the Financial Proposal sealed in two separate envelopes.

We undertake, if our Proposal is accepted, to provide (insert procurement title) related to the assignment.

We also confirm that the Government of Pakistan / Punjab has not declared us, or any Sub-Contractors for any part of the Contract, ineligible on charges of engaging in corrupt, fraudulent, collusive or coercive practices. We, furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and we are aware of the relevant provisions of the Proposal Document.

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

Yours sincerely,

Authorized Signature (Original)
(In full and initials)
Name and Designation of Signatory
Name of Firm
Address



2. Financial Proposal Submission Form (PART OF FINANCIAL BID ENVELOPE)

To: *[name of the Procuring Agency]*

Dear Sir,

We, the undersigned, offer to provide the (insert title of assignment) in accordance with your Request for Proposal/Tender Document No. (insert number) dated (insert date) and our Proposal. Our attached Financial Proposal is for the sum of (insert amount in words and figures) against LOT #: _____. This amount is inclusive of all taxes.

Our Financial Proposal shall be binding upon us up to the expiration of the validity period of the Proposal, i.e., before the date indicated in (insert clause No.) of the Proposal Data Sheet.

We also declare that the Government of Pakistan / Punjab has not declared us or any Sub-Contractors for any part of the Contract, ineligible on charges of engaging in corrupt, fraudulent, collusive, or coercive practices. We, furthermore, pledge not to indulge in such practices in competing for or in executing the Contract and are aware of the relevant provisions of the Proposal Document.

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

Yours sincerely,

Authorized Signature (Original)
(In full and initials)
Name and Designation of Signatory
Name of Firm
Address



3. Price Schedules

LOT- #	
Product Name	
Printers	Service charges (per case) in PKR
Color Printers	
B&W Printers	
Scanners	
Flatbed Scanners	
All in One Scanners	
Laptops	
Core i-3, i-5 and i-7 Laptops	
Desktops	
Desktops & Workstations	
LCD	
Display Monitor / LCD Devices	
Sub Total	

Note:

1. In case of discrepancy between unit price and total, the unit price shall prevail.
2. The financial proposals will be evaluated on the basis of cumulative rates.
3. Prices must be quoted for all items.
4. **Repair or replacement of any item shall be charged at actual cost. The vendor must provide a reasonability certificate to confirm that the costs are in line with market rates.**
5. The Framework Contract duration shall be for the period of one (01) year, starting from the date of the issuance of Letter of Intent.

Total Cost Rs. _____ (in words) _____

Signature of Authorized person

Name:

In the capacity of Duly authorized by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.



4. FORMAT FOR COVER LETTER

To

(Name and address of Purchaser)

Sub: _____.

Dear Sir,

- a) Having examined the tender document and Appendixes we, the undersigned, in conformity with the said document, offer to provide the said items / Services on terms of reference to be signed upon the award of contract for the sum indicated as per financial bid.
- b) We undertake, if our proposal is accepted, to provide the items/services comprised in the contract within time frame specified, starting from the date of receipt of notification of award from the client Department / Office.
- c) We agree to abide by this proposal for the period of ____ days (as per requirement of the project) from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
- d) We agree to execute a contract in the form to be communicated by the (insert name of the Purchaser), incorporating all agreements with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard.
- e) Unless and until a formal agreement is prepared and executed this proposal together with your written acceptance thereof shall constitute a binding contract agreement.
- f) We understand that you are not bound to accept a lowest or any bid you may receive, not to give any reason for rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Authorized Signatures with Official Seal



5. FORMAT OF POWER-OF-ATTORNEY

POWER OF ATTORNEY

(On Stamp Paper of relevant value)

Know all men by these presents, we (name of the company and address of the registered office) do hereby appoint and authorize Mr. / Ms. (full name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for (name of the project) in response to the tenders invited by the (name of the Purchaser) including signing and submission of all documents and providing information/responses to (name of the Purchaser) in all matters in connection with our Bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____ day of _____ 20__

For _____

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:



6. UNDERTAKING

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and are liable for any punitive action for furnishing false information / documents.

Dated this _____ day of _____ 20__

Signature

(Company Seal)

In the capacity of

Duly authorized to sign bids for and on behalf of:



7. (INTEGRITY PACT)

(To be submitted on legal stamp paper)

We (Name of the bidder / service provider / service provider) being the first duly sworn on oath submit, that Mr. / Ms. (if participating through agent / representative) is the agent / representative duly authorized by (Name of the bidder company), hereinafter called the Contractor to submit the attached bid to the (Name of the Purchaser).

Affiant further states that the said M/s (Bidding Firm/Company Name) has not paid, given or donate or agreed to pay, given or donate to any line officer or employee of the (Name of the Purchaser) any money or thing of value, either directly or indirectly, for special consideration in the letting of the contract, or for giving undue advantage to any of the bidder in the bidding and in the evaluation and selection of the bidder for contract or for refraining from properly and thoroughly maintaining projects implementations, reporting violation of the contract specification or other forms of non-compliance.

[The Seller/Service provider/Contractor] 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 the Purchaser and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[The Seller/Service provider/Contractor] 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 the Purchaser under any law, contract or other instrument, be voidable at the option of the Purchaser.

Notwithstanding any rights and remedies exercised by the Purchaser in this regard, [the Seller/Service provider/Contractor] agrees to indemnify the Purchaser for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to the Purchaser in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [the Seller/Service provider/Contractor] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other

obligation or benefit in whatsoever form from the Purchaser.

Signature & Stamp

Subscribed and sworn to me this _____ day of _____ 20__

Notary Public



Form of Contract Agreement

This agreement made on _____ day of _____
2025 between Ravi Urban Development Authority Government of the Punjab (Herein after
called RUDA) of the one part and _____ of
_____ (herein after called Bidder) **NOW THIS AGREEMENT**

WITNESSTH AS FOLLOWS:

1. In this agreement words and expressions shall have the same meanings as are respectively assigned to them in the condition of contract herein after referred to.
2. The following documents shall be deemed to form and be read and construed as part of this agreement, was:
 - (a) The RUDA notification to the bidder of award of contract (Letter of Acceptance);
 - (b) The form of bid and the price schedules submitted by the bidders;
 - (c) The General conditions of contract;
 - (d) Specifications;.

This contract shall take precedence over all other contract documents. In the event of any discrepancy or inconsistency within the contract document, then the documents shall prevail in the order listed above.

In consideration of the payments to be made by RUDA to the bidder as indicated in this agreement, the bidder hereby covenants with RUDA to provide the “**SERVICES**” and to remedy the facts therein conformity in all respects with the provision of the contract.

This contract agreement is for reference only; format, and terms and conditions of finally executed contract agreement are subject to change.

The RUDA covenants to pay the bidder in consideration of the provision of “Satisfactory Services” and remedy the defects therein, the contract price or such other sum as may become payable under the provisions of the contract at the time and in the manner prescribed any the bidder.

IN WITNESS the parties hereto have caused this agreement to be executed in accordance with the laws of Pakistan on the day, month and year indicated above.

Signature of the Bidder

Signature of the Authorized person of RUDA

Signed, Sealed and Delivered in the presence of:

Witness

Witness

(Name, Title and Address)

(Name, Title and Address)



PART II

1. General Conditions of Contract

1.1 Definitions	1.1 Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings: a) "Contract" means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract; b) "Contract Price" means the price to be paid for the performance of the Services, in accordance with Clause 6; c) "Government" means the Government of Pakistan; d) "GCC" means the General Conditions of Contract contained in this section. e) "SCC" means the Special Conditions of Contract. f) "Party" means the RUDA or the Service provider, as the case may be, and "Parties" means both of them; g) "Personnel" means persons hired by the Service provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof; h) RUDA means "As specified in SCC" i) "Service provider" means Service provided for repair and maintenance of printers, laptops, desktops scanners etc. j) "Service provider's Bid" means the complete Bidding Document submitted by the Service provider to RUDA; k) "The Procuring Agency's Country" is Islamic Republic of Pakistan. l) "Day" means calendar day.
1.2 Applicable Law	The Contract shall be interpreted in accordance with the laws of the Islamic Republic of Pakistan.
1.3 Language	This Contract has been executed in English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
1.4 Notices	Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail or facsimile to such Party at the address specified in the SCC.
1.5 Location	The Services shall be performed across Pakistan as are specified and at such locations as the RUDA may approve.
1.6 Authorized Representatives	Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the



	RUDA or the Service provider may be taken or executed by the officials specified in the SCC.
1.7 Inspection and Audit by RUDA	The Company shall permit, the persons appointed by RUDA to inspect the Offices, Company Centers, Materials and/or the accounts and records relating to the performance of the Contract and the submission of the Bid, and to have such accounts and records audited by auditors appointed by RUDA.
1.8 Taxes and Duties	The Company and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.
2.1 Effectiveness of Contract	This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be stated in the SCC.
2.2 Commencement of Services	The Commencement of the Contract Services shall be from the date of signing of contract by both parties.
2.3 Contract Completion Date	Unless terminated earlier pursuant to Sub-Clause 2.6, the Contract shall be valid for the period of one year from the date of signing of the Contract. However, yearly renewal is required on the basis of the satisfactory performance of the Company by the Client.
2.4 Modification	Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.
2.5 Force Majeure	2.5.1 Definition For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
	2.5.2 No Breach of Contract The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
	2.5.3 Extension of Time



	Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
2.6.1 Termination	RUDA may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Service provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (c) of this Clause 2.6.1: a) if the Service provider does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as RUDA may have subsequently approved in writing; b) if the Service provider become insolvent or bankrupt; c) if, as the result of Force Majeure, the Service provider is unable to perform a material portion of the Services for a period of not less than thirty (30) days; or d) if the Service provider, in the judgment of RUDA has engaged in Fraud and Corruption in competing for or in executing the Contract. Then, RUDA shall terminate the contract immediately and shall take all necessary legal actions as may be required under the situation.
2.6.2 Payment upon Termination	Upon termination of this Contract pursuant to Sub-Clauses 2.6.1, RUDA shall make the following payments to the Service provider: a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination; b) Except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel.
3.1 General	The Service provider shall perform the Services in accordance with the descriptions provided at (Scope of Work/TORs) and the Services Provider's Bid to carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to RUDA, and shall at all times support and safeguard RUDA's legitimate interests.
3.2 Conflict of Interests	3.2.1 Service provider Not to Benefit from Commissions and Discounts.



	The remuneration of the Service provider pursuant to Clause 6 shall constitute the Service provider's sole remuneration in connection with this Contract or the Services, and the Service provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service provider shall use their best efforts to ensure that the Personnel and agents of either of them similarly shall not receive any such additional remuneration.
	3.2.2 Service provider and Affiliates Not to be Otherwise Interested in Project The Service provider agree that, during the term of this Contract the Service provider and its affiliates, shall be disqualified for participating in another contract which creates a Conflict-of-Interest situation.
	3.2.3 Prohibition of Conflicting Activities Neither the Service provider nor the Personnel shall engage, either directly or indirectly, in the activities during the term of this Contract, any business or professional activities in Pakistan which would conflict with the activities assigned to them under this Contract;
3.3 Confidentiality	The Service provider and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or RUDA's business or operations without the prior written consent of RUDA.
3.4 Insurance to be Taken Out by the Service provider	The Service provider shall take out and maintain, and shall cause its affiliates to take out and maintain (as the case may be) at their own cost insurance against the risks including third party motor vehicle, third party liability, RUDA's liability and workers' compensation, 100 % professional liability and loss or damage to equipment and property.
3.5 Service provider's Actions Requiring RUDA's Prior Approval	The Service provider shall obtain RUDA's prior approval in writing before taking any of the following actions: a) entering into a subcontract for the performance of any part of the Services, b) changing the Program of activities; c) Changing any written instructions or the procedures set out in this contract.
3.6 Reporting Obligations	The Service provider shall submit to RUDA the reports and documents specified in Appendix A in the form, in the numbers,



	and within the periods set forth in the said Appendix.
3.7 Documents Prepared by the Service provider to Be the Property of RUDA	All plans, reports, and other documents submitted by the Service provider in accordance with Sub-Clause 3.6 shall become and remain the property of RUDA, and the Service provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and reports to RUDA, together with a detailed inventory thereof. The Service provider may retain a copy of such documents and reports. Restrictions about the future use of these documents, if any, shall be specified in the SCC.
3.8 Liquidated Damages	The Service provider shall pay liquidated damages to RUDA at the rate per day stated in the SCC for each day beyond the Claim Settlement Period.
	3.8.1 Payments of Liquidated Damages The Service provider shall pay liquidated damages to RUDA at the rate per day stated in the SCC for each day beyond the agreed claim settlement period. The total amount of liquidated damages shall not exceed the amount defined in the SCC. The payment of the liquidated damages shall be deducted from the Performance Guarantee of the Service provider or at the clearance of Performance Guarantee. Payment of liquidated damages shall not affect the Service provider's liabilities.
3.9 Performance Security	The Service provider shall provide the Performance Security to RUDA no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and acceptable to RUDA. The details are specified in the SCC.
3.10 Fraud and Corruption	RUDA requires compliance with the Public Procurement Regulatory Authority definition of Corruption and Fraudulent as set forth in Public Procurement Rules, 2004 issued by the Pakistan Procurement Regulatory Authority. RUDA requires the Supplier to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the bidding process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.
4.1 Change in the Applicable Law	If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service provider, then the Contract Price shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts



	referred to in Sub-Clause 5.2 (a).
4.2 Services and Facilities	RUDA shall make available to the Service provider the Services and Facilities if such are listed under Appendix A (Scope of Services).
5.1 Lump-Sum Remuneration	The Service provider's premium shall not exceed the Contract Price and shall be a fixed lump-sum including all costs, overhead/profits and all applicable indirect taxes incurred by the Service provider in carrying out the Services described in Appendix A.
5.2 Contract Price	(a) The price payable is set forth in the SCC.
5.3 Terms and Conditions of Payment	Payments will be made to the Service provider according to the payment schedule stated in the SCC.
6.1 Identifying Defects	The principle and modalities of Inspection of the Services by RUDA shall be as indicated in the Appendix A (Scope of Services). RUDA shall check the Service provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service provider's responsibilities. RUDA may instruct the Service provider to search for a Defect and to uncover and test any service that RUDA considers may have a Defect.
7.1 Amicable Settlement	The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation. In the case of a dispute between RUDA and the Supplier, the dispute shall be addressed and settled in accordance with the Standard Operating Procedures devised by RUDA to this effect besides invoking provision of RUDA Procurement Regulations 2022 (Amended) and the relevant laws of the Islamic Republic of Pakistan.



2. Special Conditions of Contract

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(a)	The contract name is “Hiring of firm for providing repair / maintenance of printers, laptops / desktops / scanners / LCD etc.”
1.1(h)	“Ravi Urban Development Authority Government of Punjab”.
1.1(i)	The Service provider is _____
1.2	The Applicable Law is: Islamic Republic of Pakistan
1.4	The addresses are: RUDA: 151, Abu Bakar Block, Garden Town Lahore Attention: Tel: +92-42-99333531-6 Service provider: Attention: Telex: Facsimile:
1.6	The Authorized Representatives are: For RUDA: For the Service provider:
2.1	The date on which this Contract shall come into effect is “the date of signing of the contract by both the parties”.
2.2	The Contract Completion Period is one year from the date of signing of the Contract however, yearly renewal is required on the basis of satisfactory performance of the service provider. The Starting Date for the commencement of Services is seven (07) days of issuance of instruction from RUDA.
3.7	The proprietary will rest with RUDA. Both parties will keep the record/data strictly confidential. If a service provider is found involved in malpractice regarding secrecy during the paper making, conducting test, misconduct and damage suffered by the Services Provider, in case of such incident the Service provider will be liable to penalty with heavy cost and forfeiture of the performance guarantee and any other legal action prescribed under law.
3.8.1	The Service provider shall pay liquidated damages to RUDA at the rate defined under the Insurance Ordinance 2000 and such other instructions of the Insurance Regulator in Pakistan per day beyond the claim settlement period. The maximum number of liquidated damages for the whole contract is 10% (percent) of the total Contract Price.



3.9	1) The Service provider shall furnish Performance Security amounting to 10% of the value of the contract / bid in shape of unconditional Bank Guarantee as per the format provided in the bidding document, from any schedule Bank of Pakistan. 2) The Bid Security submitted by the Service provider shall be returned to the Service provider upon submission of Performance Guarantee and upon confirmation (in writing) of genuineness of the same from the issuing bank. 3) Failure to provide a Performance Guarantee by the Service provider is sufficient ground for annulment of the award and forfeiture of Bid Security.
5.2	The Contract Price is:
5.3	Payments shall be made according to the following method: Upon satisfactorily completing the required repair or service work, the service provider will submit an invoice in line with the agreed contract amount. This will be paid within 30 days, in accordance with RUDA Procurement Regulations 2022 (amended). If the repair or servicing work requires the replacement of a part or item, the vendor must provide a reasonability certificate to confirm that the cost of the replaced or repaired item is in line with market rates.
6.1	The principle and modalities of inspection of the Services by RUDA are as specified above.