Standard Bidding Document

Repair of Hardware, Software and I.T Equipment (Non-Consultancy Services)

National

November 20, 2026

National Cyber Crimes Investigation Agency, G-10 Office (National Cyber Crime Investigation Agency (NCCIA)),Superintendent
Sector G-10/4., Islamabad Capital Territory
Phone: +92-335-113-6666, Email: arqam.mehmood@nccia.gov.pk

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INVITATION FOR PREQUALIFICATION FOR OPEN FRAMEWORK AGREEMENT

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **National Cyber Crimes Investigation Agency, G-10 Office (National Cyber Crime Investigation Agency (NCCIA))** has sufficient / has received / intends to apply for funds from **Non-ADP** and intends to apply part of such funds toward payments under the Framework Agreement for **Repair of Hardware, Software and I.T Equipment** having reference number **FFW11262**.

2. The **National Cyber Crimes Investigation Agency, G-10 Office (National Cyber Crime Investigation Agency (NCCIA))** intends to prequalify suppliers for subsequent Invitation to Bid(s) and to sign a Open Framework Agreement with the successful bidder(s) following completion of the bidding process.

3. The objective of the intended Open Framework Agreement is the on-demand supply of **Repair of Hardware, Software and I.T Equipment** through subsequent Call-Off Contract(s) during the Framework Agreement period. The purpose of this Prequalification Notice is to provide basic information to enable potential applicants to decide whether to respond to this Prequalification Notice.

4. Only the prequalified applicants shall be entitled to participate in the subsequent procurement proceedings. It is expected that Invitations to Bid will be issued to the Prequalified Applicants in **Friday, December 4, 2026**. The Open Framework Agreement is expected to be signed with the successful bidder(s) in **Monday, December 7, 2026** for a period of **36 Months**.

5. The Prequalification process is open to all **National** Applicants subject to fulfilling the eligibility requirements specified in the Prequalification Documents. Interested Applicants may obtain further information from **National Cyber Crimes Investigation Agency, G-10 Office (National Cyber Crime Investigation Agency (NCCIA))** through **EPADS v2.0** during office hours. A complete set of Prequalification Documents may be accessed by interested Applicants through **EPADS v2.0** at

https://epads.gov.pk/opportunities/federal/framework-agreements/11262.

6. The application, prepared in accordance with the instructions contained in the Prequalification Documents, must be submitted through **EPADS v2.0** on or before **Tuesday, December 1, 2026 11:00 AM**. Applications will be opened electronically through **EPADS v2.0** on the same day at **Tuesday, December 1, 2026 11:45 AM**. Manual submission of applications shall not be entertained.

7. Vendors who have not yet registered on **EPADS v2.0** may complete their registration at **https://vendors.epads.gov.pk/**. Guidance regarding registration and bid submission is available on the portal.

In terms of Rule 65 of Public Procurement Rules, 2026, the Grievance Redressal Committee (GRC) has been notified for the subject procurement. The notification is available on the Procuring Agency's website and on PPRA's website.

National Cyber Crimes Investigation Agency, G-10 Office (National Cyber Crime Investigation Agency (NCCIA))
Superintendent
Sector G-10/4., Islamabad Capital Territory
+92-335-113-6666
arqam.mehmood@nccia.gov.pk

Instructions to Applicants

A. General

1. **Scope of Application**

1.1. In connection with the "**Invitation for Prequalification**", the Procuring Agency, as defined in Section II (Prequalification Data Sheet abbreviated as PDS), issues this set of Prequalification Documents (PD) to prospective applicants (also hereinafter referred as Applicants) interested in submitting applications (also hereinafter referred as Applications) to determine the capacity and capability of the Applicant(s) for supply of Goods and Related Services incidental thereto as specified in Section VII (Schedule of Requirements).

2. **Source of Funds**

2.1. Source of funds is same as referred in Invitation for Prequalification.

3. **Fraud and Corruption**

3.1. The Procuring Agency requires that the Applicants /Bidders/ Suppliers/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such agreements and contracts.

3.2. The Applicants/Bidders shall permit and shall cause their agents (whether declared or not), sub-contractors, sub-consultants, service providers, suppliers, and their personnel, to permit the Procuring Agency to inspect all accounts, records and other documents relating to any, Application/Bid submission, Primary Procurement process, Framework Agreement performance, Secondary Procurement process, and/or Call-off Contract performance (in the case of award of a Call-off Contract), and to have them audited by auditors appointed by the Procuring Agency.

3.3. Any communications between the Applicant and the Procuring Agency related to matters of alleged corrupt and fraudulent practices must be made in writing or in electronic forms that provide record of the content of communication.

3.4. Procuring Agency will reject an application or bid or proposal, if it is established that the Applicant or the Bidder or Prosper was engaged in corrupt and fraudulent practices in competing for the contract.

3.5. Procuring Agency will also declare the Applicant as blacklisted in accordance with Public Procurement Rule 19 and predefined standard mechanism.

4. **Eligible Applicants**

4.1. An Applicant may be a private entity, a state-owned enterprise or institution subject to ITB 4.6, or any combination of such entities in the form of a joint venture (JV) under an existing JV agreement or with the intent to enter into such an agreement supported by a letter of intent.
In case of single (private or state-owned entity), it shall be liable for execution of all the provisions of the Framework Agreement (if signed b/w the Procuring Agency and the entity), the execution of any Call-off Contract(s) awarded (to the entity) under the Framework Agreement in accordance with the Call-off Contract conditions that apply.
In the case of a joint venture, all members shall be jointly and severally liable for the execution of all the provisions of the Framework Agreement (if signed b/w the Procuring Agency and the JV), the execution of any Call-off Contract(s) awarded (to the JV) under the Framework Agreement in accordance with the Call-off Contract conditions that apply.
The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the Prequalification process, Bidding process (in the event the prequalified JV submits a Bid) and during the period of framework agreement and contract execution (in the event the JV is awarded the Contract). Unless specified in the PDS, there is no limit on the number of members in a JV.

4.2. An Applicant may apply for Prequalification both individually, and as part of a joint venture, or participate as a subcontractor. If prequalified as a JV only, it will not be permitted to bid for the same contract as an individual entity. Bids submitted in violation of this provision will be rejected.

4.3. An Applicant and any of its affiliates (that directly or indirectly control, are controlled by or are under common control with that entity) may submit its Application for Prequalification either individually, as joint venture or as a sub-contractor among them for the same contract. However, if prequalified only one prequalified Applicant will be allowed to bid for the same contract. All Bids submitted in violation of this provision will be rejected.

4.4. Applicants shall be considered to have a conflict of interest, if they participated as a consultant in the preparation of the design or technical specifications or have been hired or proposed to be hired by the Procuring Agency for execution of subsequent Framework Agreement(s) or Call-off Contract(s). In addition, Applicants may be considered to have a conflict of interest if they have a close business or family relationship with such professional staff of the Procuring Agency (or a recipient of a part of the funds) who:

4.4.1. are directly or indirectly involved in the preparation of the Prequalification Documents or Bidding Documents or specifications of the Framework Agreement or Call-off Contract and/or the Prequalification or Bid evaluation process of such Contract; or

4.4.2. would be involved in the implementation or supervision of such Framework Agreement or Call-off Contract, unless the conflict stemming from such relationship has been resolved throughout the Procurement Process, Bidding process during the execution of the Framework Agreement and/or Call-off Contract.

4.5. An Applicant that has been declared debarred or blacklisted shall be ineligible to be prequalified to bid or enter into any Framework Agreement or Call-off Contract for such period of time and for such type of procurement for which he has been declared debarred or blacklisted. The list of debarred firms and individuals is available at PPRA’s website.

4.6. An Applicant shall provide such documentary evidence for determining the eligibility of the Applicant to the reasonable satisfaction of the Procuring Agency.

5. **Eligibility (in terms of Nationality)**

5.1. Applicants may be ineligible if they are nationals of ineligible countries as indicated in Section V.

B. Contents of the Prequalification Documents

6. **Sections of Prequalification Documents**

6.1. This set of Prequalification Documents consists of Parts 1 and 2 which comprise all the sections indicated below, and which should be read in conjunction with any Addendum issued in accordance with ITA 8.

PART 1 Prequalification Procedures

6.2. Section I - Instructions to Applicants (ITA)

6.3. Section II - Prequalification Data Sheet (PDS)

6.4. Section III - Qualification Criteria and Requirements

6.5. Section IV - Application Forms

6.6. Section V - Eligible Countries

6.7. Section VI - Fraud and Corruption

PART 2 Supply Requirements

6.8. Section VII – Schedule of Requirements

6.9. The Procuring Agency accepts no responsibility for the completeness of the Prequalification documents, responses to requests for clarification, the minutes of the pre-Application meeting (if any), or Addenda to the Prequalification documents in accordance with ITA 8. In case of any discrepancies, documents issued directly through ePADS shall prevail.

6.10. The Applicant is expected to examine all instructions, forms, and terms in the Prequalification Documents and to furnish with its Application all information or documentation as is required by the Prequalification Documents.

7. **Clarification of Prequalification Documents and Pre-Application Meeting**

7.1. An Applicant requiring any clarification of the Prequalification Documents shall contact the Procuring Agency in writing through ePADS. The Procuring Agency will respond in writing through ePADS to any request for clarification provided that such request is received no later than three (03) days prior to the deadline for submission of the Applications. The Procuring Agency shall forward a copy of its response to all prospective Applicants through ePADS who have obtained the Prequalification Documents from ePADS, including a description of the inquiry but without identifying its source. If so indicated in the PDS, the Procuring Agency shall also promptly publish its response through ePADS. Should the Procuring Agency deem it necessary to amend the Prequalification Documents as a result of a clarification, it shall do so in accordance with the provisions of ITA 16.2.

7.2. If indicated in the PDS, the Applicant's designated representative is invited at the Applicant's cost to attend a pre-Application meeting through online platform / ePADS as per date and time mentioned in the PDS. During this Pre-Application meeting, prospective Applicants may request clarification of the schedule of requirement, the qualification criteria or any other aspects of the Prequalification Documents.

7.3. Minutes of the Pre-Application meeting, if applicable, including the text of the questions asked by Applicants, including those during the meeting (without identifying the source) and the responses given, together with any responses prepared after the meeting will be transmitted promptly through ePADS to all prospective Applicants who have obtained the Prequalification Documents. Any modification to the Prequalification Documents that may become necessary as a result of the pre-Application meeting shall be made by the Procuring Agency exclusively through the use of an Addendum pursuant to ITA 8 and through ePADS. Non-attendance at the pre-Application meeting will not be a cause for disqualification of an Applicant.

8. **Amendment of Prequalification Documents**

8.1. At any time prior to the deadline for submission of Applications, the Procuring Agency may amend the Prequalification Documents by issuing an Addendum through ePADS.

8.2. Any Addendum issued shall be part of the Prequalification Document and shall be communicated in writing through ePADS to all Applicants who have obtained the Prequalification Documents from the Procuring Agency. The Procuring Agency shall promptly publish the Addendum at the Procuring Agency's web page and ePADS.
Provided that an Applicant who had already submitted their Applications prior to the issuance of any such addendum shall have the right to withdraw his already submitted Application and submit the revised Application prior to the original or extended Application submission deadline through ePADS.

8.3. To give Applicants reasonable time to take an Addendum into account in preparing their Applications, the Procuring Agency may at its discretion, extend the deadline for the submission of Applications in accordance with ITA 16.2:
Provided that the Procuring Agency shall extend the deadline for submission of Applications, if such an addendum is issued within last three (03) days of the Application submission deadline.

C. Preparation of Applications

9. **Cost of Applications**

9.1. The Applicant shall bear all costs associated with the preparation and submission of its Application. The Procuring Agency will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Prequalification process.

10. **Language of Application**

10.1. The Application as well as all correspondence and documents relating to the Prequalification exchanged by the Applicant and the Procuring Agency, shall be written in the language specified in the PDS. Supporting documents and printed literature that are part of the Application may be in

another language, provided they are accompanied by an accurate translation of the relevant passages in the language specified in the PDS, in which case, for purposes of interpretation of the Application, the translation shall govern.

11. **Documents Comprising the Application**

11.1. The Application shall comprise the following:

11.1.1. **Application Submission Letter**, in accordance with ITA 12.1;

11.1.2. **Eligibility**: documentary evidence establishing the Applicant's eligibility, in accordance with ITA 13.1;

11.1.3. **Qualifications**: documentary evidence establishing the Applicant's qualifications, in accordance with ITA 14; and

11.1.4. any other document required as specified in the PDS.

12. **Application Submission Letter**

12.1. The Applicant shall complete an Application Submission Letter as provided in Section IV (Application Forms). This Form must be completed without any alteration to its format.

13. **Documents Establishing the Eligibility of the Applicant**

13.1. To establish its eligibility in accordance with ITA 4, the Applicant shall complete the eligibility declarations in the Application Submission Letter and Form ELI-1.1 (eligibility), included in Section IV (Application Forms).

14. **Documents Establishing the Qualifications of the Applicant**

14.1. To establish its qualifications to perform the contract(s) in accordance with Section III (**Qualification Criteria and Requirements**), the Applicant shall provide the information requested in the corresponding Information Sheets included in **Section IV (Application Forms)**.

14.2. Wherever an Application Form requires an Applicant to state a monetary amount, Applicants should indicate the Pak Rupee equivalent using the rate of exchange determined as follows:

14.2.1. for turnover or financial data required for each year - Exchange rate prevailing on the last day of the respective calendar year (in which the amounts for that year is to be converted).

14.2.2. value of single contract - Exchange rate prevailing on the date of the contract.

14.3. Exchange rates shall be taken from the publicly available source identified in the PDS. Any error in determining the exchange rates in the Application may be corrected by the Procuring Agency.

14.4. The documentary evidence of the Applicant’s qualifications to conclude a Framework Agreement, and/or to perform any Call-off Contract(s) if awarded, shall establish to the Procuring Agency’s satisfaction:

14.4.1. that, if required in the BDS, an Applicant that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer’s Authorization using the form included in Section IV A (Bidding Forms) to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods in the Procuring Agency’s Country;

14.4.2. that, if required in the BDS, in case of an Applicant not doing business within Islamic Republic of Pakistan (or the country where the procurement is being made), the Applicant is, or will be, (if awarded the call off contract) represented by an Agent in the country, equipped and able to carry out the Supplier’s maintenance, repair, and spare parts stocking obligations in respect of the Goods.

D. Submission of Applications

15. **Submission of the Applications through ePADS**

15.1. The Bidder shall prepare and submit Bid with due diligence after carefully reading all the terms and condition before submission through ePADS in accordance with the procedures specified in the PDS.

15.2. In case the Applicant is a JV, the Application shall submit an authorized representative of the JV on behalf of the JV and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized signatories.

16. **Deadline for Submission of Applications**

16.1. Applicants shall be submitted through ePADS no later than the deadline indicated in the PDS.

16.2. If required in accordance with the provisions of ITA 8.3, the Procuring Agency will extend the deadline for the submission of Applications, in which case all rights and obligations of the Procuring Agency and the Applicants subject to the previous deadline shall thereafter be subject to the deadline as extended.

16.3. The deadline will be extended in the same manner as that of original Invitation for Prequalification (or the advertisement) through ePADS.

17. **Opening of Applications**

17.1. The Procuring Agency shall open all Applications on the date and time specified in the PDS through ePADS. Late Applications shall be treated in accordance with ITA 16.1.

E. Procedures for Evaluation of Applications

18. **Confidentiality**

18.1. Information relating to the Applications, their evaluation and results of the Prequalification shall not be disclosed to Applicants or any other persons not officially concerned with the Prequalification process until the notification of Prequalification results is made to all Applicants in accordance

with ITA 26 through ePADS.

18.2. From the deadline for submission of Applications to the time of notification of the results of the Prequalification in accordance with ITA 26, any Applicant that wishes to contact the Procuring Agency on any matter related to the Prequalification process may do so only in writing through ePADS.

19. **Clarification of Applications**

19.1. To assist in the evaluation of Applications, the Procuring Agency may, ask an Applicant for a clarification (including missing documents) of its Application, to be submitted within a stated reasonable period of time. Any request for clarification from the Procuring Agency and all clarifications from the Applicant shall be in writing through ePADS.

19.2. If an Applicant does not provide clarifications and/or documents requested by the date and time set in the Procuring Agency's request for clarification, its Application shall be evaluated based on the information and documents available at the time of evaluation of the Application.

20. **Responsiveness of Applications**

20.1. The Procuring Agency may reject any Application which is not responsive to the requirements of the Prequalification Documents. In case the information furnished by the Applicant is incomplete or otherwise requires clarification as per ITA 19.1, and the Applicant fails to provide satisfactory clarification and/or missing information within prescribed time, it may result in disqualification of the Applicant.

21. **Margin of Preference**

21.1. Unless otherwise specified in the PDS, a margin of preference shall not apply in the Bidding process resulting from this Prequalification.

22. **Sub-contractors**

22.1. Subcontractors' qualification and experience will not be considered for evaluation of the Applicant. The Applicant on its own (without taking into

account the qualification and experience of the Subcontractor) should meet the qualification criteria.

F. Evaluation of Applications and Prequalification of Applicants

23. **Evaluation of Applications**

23.1. The Procuring Agency shall use the factors, methods, criteria, and requirements defined in Section III, Qualification Criteria and Requirements, to evaluate the qualifications of the Applicants, and no other methods, criteria, or requirements shall be used. The Procuring Agency reserves the right to waive minor deviations from the qualification criteria if they do not materially affect the technical capability and financial resources of an Applicant to perform the contract, however subject to the provisions of ITA 25.

23.2. Subcontractors proposed by the Applicant shall be fully qualified for their parts of the Scope of Supply of the Goods and Allied Services.

23.3. In case of multiple contracts, Applicants should indicate in their Applications the individual contract or combination of contracts in which they are interested. The Procuring Agency shall prequalify each Applicant for the maximum combination of contracts for which the Applicant has thereby indicated its interest and for which the Applicant meets the appropriate aggregate requirements. The Qualification Criteria and Requirements are mentioned in Section III.

23.4. Only the qualifications of the Applicant shall be considered. The qualifications of other related entities such as the Applicant’s subsidiaries, parent entities, affiliates, subcontractors or any other firm(s) different from the Applicant shall not be taken into consideration in determining the qualifications of the Applicant.

24. **Procuring Agency’s Right to Accept or Reject Applications**

24.1. The Procuring Agency reserves the right to accept or reject all the Applications, and to annul the Prequalification process at any time, without

thereby incurring any liability to the Applicants. However, the procuring agency shall record its reasons and justifications on ePADS, duly approved by the Principal Accounting Officer or Head of Organization.

25. **Prequalification of Applicants**

25.1. All Applicants whose Applications substantially meet or exceed the specified qualification requirements will be prequalified by the Procuring Agency.

25.2. An Applicant may be “conditionally prequalified,” that is, qualified subject to the Applicant submitting or correcting certain specified nonmaterial documents or deficiencies to the satisfaction of the Procuring Agency.

25.3. Applicants that are conditionally prequalified will be so informed along with the statement of the condition(s) which must be met to the satisfaction of the Procuring Agency before or at the time of submitting their Bids.

26. **Notification of Prequalification**

26.1. The Procuring Agency shall notify all Applicants in writing through ePADS indicating the names of those Applicants who have been prequalified or conditionally prequalified. In addition, those Applicants who have been disqualified will be informed separately through ePADS.

26.2. The procuring agency shall communicate to those suppliers or contractors who have not been pre-qualified the reasons for not pre-qualifying them through ePADS.

27. **Request for Bids**

27.1. Promptly after the notification of the results of the Prequalification, the Procuring Agency will invite the Bids from all the Applicants that have been prequalified through ePADS.

28. **Changes in Qualifications of Applicants**

28.1. Any change in the structure or formation of an Applicant after being prequalified in accordance with ITA 25 and invited to bid (including, in the case of a JV, any change in the structure or formation of any member thereto) shall be subject to the written approval of the Procuring Agency prior to the deadline for submission of Bids. Such approval shall be denied if:

28.1.1. a prequalified Applicant proposes to associate with a disqualified Applicant or in case of a disqualified joint venture, any of its members;

28.1.2. as a consequence of the change, the Applicant no longer substantially meets the qualification criteria set forth in Section III, Qualification Criteria and Requirements; or

28.1.3. in the opinion of the Procuring Agency, the change may result in a substantial reduction in competition.

28.2. Any such change should be submitted to the Procuring Agency before the date of “Invitation to Bids”.

29. **Redressal of Grievances**

29.1. Procuring agency shall constitute a Grievance Redressal Committee (GRC) and proceed in accordance with the procedure and mechanism defined under Rule-65 of Public Procurement Rules, 2025.

29.2. The GRC shall not have any of the members of Procurement Evaluation Committee. The committee must have one subject specialist depending on the nature of the procurement.

30. **Mechanism of Blacklisting**

30.1. The procuring agency shall initiate blacklisting or debarment proceedings against any bidder, supplier or contractor in accordance with the mechanism prescribed under Rule-25 of Public Procurement Rules, 2025 read with “Mechanism for Blacklisting Regulations, 2024”.

Framework Data Sheet

Framework Data Sheet (FDS)

The following specific data for the Framework Agreement shall complement, supplement, or amend the provisions in the Instructions to Applicants/Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

FDS Clause Number
ITB Number

Amendments of, and Supplements to, Clauses in the Instructions to Applicants/Bidders

A. General

FDS Clause Number 1
ITB Number 1.1

Identification Number of the Framework Agreement: **FFW11262**
The Procuring Agency is: **National Cyber Crimes Investigation Agency, G-10 Office (National Cyber Crime Investigation Agency (NCCIA))**
Framework Agreement Title: **Repair of Hardware, Software and I.T Equipment**

FDS Clause Number 2
ITB Number 2.1

The name of Procuring Agency is: **National Cyber Crimes Investigation Agency, G-10 Office (National Cyber Crime Investigation Agency (NCCIA))**
The name of Framework Agreement is: **Repair of Hardware, Software and I.T Equipment**

FDS Clause Number 3
ITB Number 2.2

Participating / Authorized Procuring Agencies under this Framework Agreement:

ITA Number 4.2

Maximum number of members in a Joint Venture (JV): **Nil**

FDS Clause Number 4
ITB Number 3.1

Framework Type: **Open Framework Agreement**

FDS Clause Number 5
ITB Number 4.1

Framework Duration: **36 Months**
Commencement Date: **Expired after the framework duration of 36 months from the award date.**
Expiry Date: **Positions Without Lots :**

Position	Delivery Schedule	Quantity
Repair of Hardware	**Address:** Sector G-10/4., Islamabad Capital Territory **Schedule:** 360 Days **Quantity:** 500/job	500/job
Repair of Software	**Address:** Sector G-10/4., Islamabad Capital Territory **Schedule:** 360 Days **Quantity:** 500/job	500/job
Repair of I.T Equipment	**Address:** Sector G-10/4., Islamabad Capital Territory **Schedule:** 360 Days **Quantity:** 500/job	500/job

FDS Clause Number 6
ITB Number 5.1

A list of debarred firms and individuals is available on PPRA website: **https://ppra.gov.pk**

B. Contents of the Framework Document

FDS Clause Number 7
ITB Number 7.1

For clarification, the Applicant shall seek clarifications through: **EPADS v2.0**

FDS Clause Number 8
ITB Number 7.1 & 8.2

Information related to the Framework Agreement shall be published on: **EPADS v2.0**

FDS Clause Number 9
ITB Number 7.2

Pre-Bid Meeting: **Clarification Date:**

C. Preparation of Applications / Bids

FDS Clause Number 10
ITB Number 10.1

This Framework Agreement Document has been issued in the language: **English**

FDS Clause Number 11
ITB Number 11.1(d)

Additional documents to be submitted through {**SYSTEMSHORTTITLE**}:
No

FDS Clause Number 12
ITB Number 14.2

Source for determining exchange rates: **Not Applicable**

E. Submission of Applications / Bids

FDS Clause Number 18
ITB Number 16.1

Deadline for Bid Submission:
Day: ***Tuesday***
Date: ***Tuesday, December 1, 2026***
Time: ***11:00 AM***

FDS Clause Number 19
ITB Number 17.1

Opening of Bids shall be conducted through: **EPADS v2.0**
Day: ***Tuesday***
Date: ***Tuesday, December 1, 2026***
Time: ***11:45 AM***
Virtual participation link: **https://vendors.epads.gov.pk/**

F. Evaluation and Award

FDS Clause Number 20
ITB Number 21.1

Margin of Domestic Preference: **Not Applicable**

FDS Clause Number 21
ITB Number 22.1

Framework Award Basis: **Quality Based Selection (QBS)**

FDS Clause Number 22
ITB Number 23.1

Suppliers admitted to the Framework Agreement shall not be guaranteed any minimum quantity, value, or volume of business unless otherwise stated in the Framework Agreement.

FDS Clause Number 23
ITB Number 29.1

Framework-related complaints / grievances shall be submitted in writing through: **EPADS v2.0**
A complaint may challenge:

- The terms of the Framework Agreement Documents
- The Procuring Agency’s evaluation decision
- The Procuring Agency’s Framework Award decision

Scope of Work

Repair and Maintenance of Computer Hardware, Software and IT Equipment

1. ***Repair and Maintenance of Computers, Laptops, Printers, Scanner, Software, other Hardware and IT Equipment***

- The works may include repairing of Computers, Printers, Scanners, Laptops, installation of Windows, MS Office and other software’s.

- Repairing of printers, fax machines, scanners, CCTV cameras, servers, data bank and other IT and telecommunication equipment such as video conferencing systems, projectors, multimedia, routers, networking work, switches etc. and all other IT related work Networking etc.

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Framework Items / Lots

Brief Description

Repair & maintenace of Hardware, Software & I.T Equipment

Related Services of Consultancy Services:

No

Specification

Positions Without Lots :

Position: Repair of Hardware

Specifications / Requirements:

Repair of Hardware

Position: Repair of Software

Specifications / Requirements:

Repair of Software

Position: Repair of I.T Equipment

Specifications / Requirements:

Repair of I.T Equipment

Eligibility & Qualification Criteria

All Active Taxpayers shall be eligible to participate in the procurement process, unless expressly excluded or otherwise restricted under the Eligibility Criteria specified by the Procuring Agency.

Bidder's Type	Required Registration
Any	FBR (NTN) FBR (GSTN)

Eligibility Criteria	Document
Latest professional Tax Certificate, ETO Islamabad	Yes
Earnest Money Pay Order Rs. 500,000/-	Yes

Evaluation Criteria

Quality Based Selection (QBS)

Technical Marks	50
Passing Marks	**35**
Technical Evaluation Criteria	
Experience Company Establish date. 02 Marks for each year Max 10 Marks (Qualitative)(Doc Required)	10
Financial Capability Annual turnover for last years attached income tax return 2026 1. PKR 10–15 million = 5 2. PKR 15–25 million = 8 3. PKR 25–35 million = 10 (Qualitative)(Doc Required)	10
Human & Technical Resource Qualified technical staff. 01 Marks for each employee Max 10 Marks (Qualitative)(Doc Required)	10

Government Experience Prior experience with Government / Semi- Government / Autonomous Bodies. 02 Marks for each client Max 10 Marks (Qualitative)(Doc Required)	10
Tools & Equipment List of Available tools & equipment in the workshop & premises of the work shop, marks will be decided by the evaluation committee (Qualitative)(Doc Required)	10

Call-Off / Secondary Procurement Procedure

PUBLIC PROCUREMENT REGULATORY AUTHORITY
(PPRA)
EPADS

Annexure

Tender Documents

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Tender Documents** (page number: 35)

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Procurement Forms

PUBLIC PROCUREMENT REGULATORY AUTHORITY
(PPRA)
EPADS

PUBLIC PROCUREMENT REGULATORY AUTHORITY
(PPRA)
EPADS

Additional Forms and Documents

Government of Pakistan
National Cyber Crime Investigation Agency
NCCIA Headquarter (HQs), Islamabad
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PRE-QUALIFICATION OF FIRMS/VENDORS (OPEN FRAME WORK)

National Cyber Crime Investigation Agency, Islamabad invites sealed technical proposal from the firms/vendors, which have established their state-of-the-art workshops in Islamabad with dexterous manpower, for repair & maintenance of Hardware, Software & I.T Equipment. The detail of earnest money in shape of pay order is as under:-

Sr. No	Description	Amount
01	Repair of Hardware, Software and I.T Equipment	500,000

2. The interested firms/vendors/companies should submit their profile/consent for pre-qualification latest by 01.12.2026 till 11:00 Hrs.

3. The interested firms/vendors may obtain terms and conditions from the undersigned's office.

4. All the sealed profile/technical proposal for pre-qualification will be opened in this office in the presence of representatives of the participating firms/vendors on 01.12.2026 at 11:45 Hrs.

5. The pre-qualification process is open to the firms/vendors subject to fulfilling the eligibility requirements mentioned in the respective Pre-qualification Documents. Interested firms/vendors may obtain further information from the National Cyber Crime Investigation Agency, Islamabad through EPADS 2.0 during office hours. A complete set of Pre-qualification documents may be accessed by interested firms/vendors through EPADS.

6. The proposal, prepared in accordance with the instructions in the Pre-qualification documents, must be submitted both manual and through EPADS 2.0 on or before Tuesday, December 01, 2026 11:00 Hrs. Both manual and e-applications will be opened on the same day at Tuesday, December 01, 2026 11:45 Hrs.

5. This office has the right to accept or reject any or all proposal as per PPRA's Rules/regulations at any stage of the pre-qualification process.

DIRECTOR (ADMIN)
NCCIA (HQS), ISLAMABAD

TERMS AND CONDITIONS
FOR PRE-QUALIFICATION OF FIRMS/VENDORS

i. Firms/vendors should have their own office in Islamabad.

ii. Firms/vendors must have General Sales Tax Registration, National Tax Number and is on active taxpayer list (ALT) of FBR. The firm should have bank account and vendor number assigned by AGPR.

iii. For prequalification, firms/vendors having experience, capability and resources may apply along with the following information and documents: -

a) Name of the firm along with postal address, Phone & Fax numbers.
b) Copy of incorporation certificate & organizational structure.
c) Similar nature of works completed during last five years by government departments, auto & Simi auto organizations.
d) Similar nature of works in hand along with names and addressed of clients.
e) Pre-Qualified for similar nature of works with Govt., Semi Govt./Private Firm.
f) List of Key personal & detail of technical staff.
g) Affidavit for non-blacklisted/involved in arbitration/litigation with any client during last 5 year.
h) Proof of enlistment with other departments.
i) Professional Tax certificate, Islamabad.
j) in case the firm is registered as (General Order Suppliers/enterprises etc.)

iv. Firms/vendors shall provide the proof of supply/services provided to at-least five Ministries/Divisions along with certificate of satisfaction.

v. The firms/vendors will be shortlisted as per PPRA Rules 2026.

vi. Successful firms/vendors shall be responsible to provide its services after approval of their quotation.

vii. Pre-qualification of firms/vendors will be processed in light of clause 21 to 25 of PPRA Rules, 2026.

viii. Only pre-qualified firms/vendors/companies will be eligible to do business with this office.

ix. Sealed pre-qualification proposal should reach this office (during office hours) or by courier at the address of undersigned within the stipulated time otherwise pre-qualifications proposal will not be accepted.

* * * *

National Cyber Crime Investigation Agency, Islamabad

Prequalification Document

Open Framework Agreement

National Cyber Crime Investigation Agency,

NCCIA (HQS), Islamabad,

Pakistan.

Government of Pakistan
National Cyber Crime Investigation Agency
NCCIA Headquarter (HQs), Islamabad
****

PREQUALIFICATION OF FIRMS/VENDORS
FOR REPAIR OF HARDWARE, SOFTWARE & I.T EQUIPMENT
NATIONAL CYBER CRIME INVESTIGATION AGENCY
ISLAMABAD.

1. National Cyber Crime Investigation Agency, Islamabad invites proposal from professional supplier and services provider based in Islamabad for prequalification, under an open framework agreement.
2. The agreement will cover the financial year 2026-27 and may be extended for upto two years based on satisfactory performance. Services will be procured as and when required through requests for quotations (RFQ) or single quotation (as the case may be) through EPADS.
3. Interested vendors duly registered with FBR (Active of Sales tax & Income Tax List) and on PPRA's may submit their proposals along with a Rs. 500,000/- Security Deposit (Pay Order) in favor of National Cyber Crime Investigation Agency, Islamabad in a single envelope before closing of submission date and time in the office of the National Cyber Crime Investigation Agency, Islamabad and also upload on **EPADS 2.0**.
4. The tender document can be downloaded from **EPADS 2.0** Interested firms/vendors may submit their proposal and documents duly signed/stamped along with covering letter on firm/company's letter head in National Cyber Crime Investigation Agency, Islamabad on or before 01-12-2026, by 11:00 PM and also upload on **EPADS 2.0** positively. Technical proposal which is submitted in National Cyber Crime Investigation Agency, Islamabad and also upload on **EPADS 2.0** will be considered.
5. Blacklisted firms/vendors are not eligible to apply. Incomplete, partial, or conditional proposal shall not be accepted. Proposal received after due date and time shall not be accepted.
6. National Cyber Crime Investigation Agency, Islamabad may cancel prequalification process in accordance with PPRA rules without assigning any reason.

OPEN FRAMEWORK AGREEMENT

Date/Time of Submission: 01.12.2026 at 11:00 Hrs

Date/Time of Opening: 01.12.2026 at 11:45 Hrs

1. INVITATION FOR PREQUALIFICATION PROPOSALS FOR SERVICES.

National Cyber Crime Investigation Agency, Islamabad invites proposal from Islamabad based professional firms/vendors for prequalification for provision of supply/repair/maintenance services regarding "Repair of Hardware, Software & I.T Equipment" to this office through an open framework agreement for a period of one year and extendable up to two years (from the date of agreement). Single stage one envelope procedure shall be followed as per PPRA's Rule 27 (a). Services will be acquired as and when required through request for quotations/financial proposals quotation based (as the case may be). Interested firms/vendors, duly registered with FBR, may submit their proposals along with Bid Security of Rs. 500,000/- for repair & maintenance services in National Cyber Crime Investigation Agency, Islamabad in a single envelope before closing of submission date and time in the office of the National Cyber Crime Investigation Agency, Islamabad. The proposals and security must be submitted in hard at the given address before closing date and time.

2. INSTRUCTIONS FOR APPLICANTS

Open Framework Agreement:

An open framework agreement, which means an agreement with specified terms and conditions without an agreed price, will be signed with the shortlisted firms/vendors for a period of one year extendable for another two years on satisfactory performance. This contractual arrangement will allow this office to procure the repair & maintenance services that are needed continuously or repeatedly at agreed terms and conditions over three years through request for quotations or placement of orders. National Cyber Crime Investigation Agency, Islamabad shall shortlist at least three firms/vendors against this category for services required. If only one firm submit a proposal, the purchase committee will consider their nomination in line with PPRA guidelines and rules.

Whenever a service is required by National Cyber Crime Investigation Agency, the office shall request quotations/financial proposals from prequalified firms/vendors only. The shortlisted firms/vendors shall be bound to provide their quotations including all taxes. The request for quotations/financial proposals will be called on time to time basis whenever services are required by National Cyber Crime Investigation Agency, Islamabad.

3. SCOPE OF WORK

Repair and Maintenance of Computer Hardware, Software and IT Equipment

i. Repair and Maintenance of Computers, Laptops, Printers, Scanner, Software, other Hardware and IT Equipment

- The works may include repairing of Computers, Printers, Scanners, Laptops, installation of Windows, MS Office and other software's.
- Repairing of printers, fax machines, scanners, CCTV cameras, servers, data bank and other IT and telecommunication equipment such as video conferencing systems, projectors, multimedia, routers, networking work, switches etc. and all other IT related work Networking etc.

Eligible Firms/vendors

Firms/vendors must fulfill the below listed criteria:

i. Professional Service provider in Islamabad in the relevant business having specialized expertise to facilitate the department, as per requirement of the procuring agency shall submit their proposals for prequalification (documentary evidence to be provided as per technical evaluation criteria).

ii. The Firms/Vendors must be registered with FBR and possess a valid NTN number with active status of income tax and sales tax.

iii. Must have experience in providing similar services to federal government departments.

iv. Must have never been blacklisted by any government department.

v. Having Professional Tax Certificate, Islamabad.

Mandatory Documents:

Proposals shall comprise the following mandatory documents. Failure to submit the proposal without any document mentioned below will lead to rejection of complete bid.

i. Company Profile
ii. Active income tax and sales tax registration status on FBR.
iii. Details of services the company provides along with company employees who have qualification / experience in relevant field.
iv. Proof of office and a working landline number in Islamabad.
v. Financial strength proof (tax returns of 2026).
vi. Copies of contracts / work orders with federal government departments (minimum 03 years' experience is mandatory).
vii. Performance certificates from federal government departments (minimum 02).
viii. Undertaking on stamp paper confirming no blacklisting from any federal or provincial government department.
ix. Undertaking on company letter head by CEO / Director / Owner that they have read and agreed to terms and conditions of the bidding document.
x. Rs. 500,000/- Security Deposit (in shape of DD/P.O along with other documents) before the end of closing date & time.). If the potential bidder fails to submit security deposit, their proposal shall be rejected.
xi. The proposed firms/vendors must fill in forms attached at the end of the proposal along with their technical proposal (Application Form, Financial Strength, Experience, and Key Staff).
xii. The company must have their own dedicated office within the territorial jurisdiction of Islamabad or Rawalpindi. Which can be visited by the Technical Evaluation Committee.

SECURITY DEPOSIT

The proposal for prequalification of firm must be accompanied with Rs. 500,000/- Security Deposit in the form of Pay Order from any scheduled bank in favor of National Cyber Crime Investigation Agency, Islamabad. The security deposit shall be valid for the contract period. If the security deposit is not provided to this office in time, then the proposal shall be rejected by National Cyber Crime Investigation Agency as non-responsive. The security deposits of unsuccessful applicants will be returned after award of the contract to the shortlisted firms/vendors. Moreover, during the course of contract period, the security deposit will be liable to deduction / forfeit on account of loss to the

procuring agency due to inferior quality of services which shall be communicated in writing.

Submission of Proposals

The application along with relevant required document duly signed/stamped on company's letter head must be submitted before closing time. The original security deposit in form of bank draft must be submitted in the office of National Cyber Crime Investigation Agency, Islamabad on the prescribed time and date as given above. The proposals will be opened and evaluated as per technical evaluation criteria given below.

Prequalification Process

The proposal will be opened on given date, time & venue as per Single Stage-Single Envelope Bidding Procedure in accordance with Public Procurement Rules, therefore, each proposal shall be submitted containing all the required documents. The applications/proposal will be evaluated by the procurement committee as per below evaluation criteria with the documentary evidences provided by the firms/vendors. The procurement committee may call the firms/vendors for a meeting to discuss the requirements and terms and conditions. The firm shall be pre-qualified by the competent authority on fulfillment of mandatory requirements as laid down in the bidding document.

Evaluation Criteria:

The Proposal shall be evaluated on the basis of following criteria: -

Sr. No.	Description of Criteria	Criterion Likert scale	Marks Allocation
1	**Experience**	Company Establish date. 02 Marks for each year Max 10 Marks	10
2	**Financial Capability**	Annual turnover for last years attached income tax return 2026 1. PKR 10–15 million = 5 2. PKR 15–25 million = 8 3. PKR 25–35 million = 10	10
3	**Human & Technical Resource**	Qualified technical staff. 01 Marks for each employee Max 10 Marks	10
4	**Government Experience**	Prior experience with Government / Semi-Government / Autonomous Bodies. 02 Marks for each client Max 10 Marks	10
5	**Tools & Equipment**	List of Available tools & equipment in the workshop & premises of the work shop, marks will be decided by the evaluation committee	10
		Total Marks	**50 Marks**

Applicants must secure at least 35 marks out of 50 to be declared prequalified.

Note: Passing of Mandatory Criteria is a precondition.

Signing of Contract:

After nominating the qualified firms/vendors by the Procurement Purchase Committee, a Letter of Intent shall be issued to the firms/vendors wherein they will be directed to sign agreement within time period. If the qualified firms/vendors fail to sign agreement with National Cyber Crime Investigation Agency, Islamabad within specified date and time, his security deposit will be forfeited by the procuring agency and their pre-qualification will be cancelled. The successful firms/vendors shall not transfer the obligations of the contract to any other contractor or firms/vendors through sub-contracting. The contractor shall be bound to provide the required services to this office by himself as and when required during the contract period.

Rejection of Applications:

The National Cyber Crime Investigation Agency, Islamabad reserve the right to accept or reject any applications/proposals, and to annul the prequalification process and reject all applications/proposals, at any time prior to award of Contract, without thereby incurring any liability to the affected applicants or any obligation except that the grounds for rejection of all proposals shall upon request be communicated to any applicant who submitted a proposal and security deposit will be returned. Rejection of all applications shall be notified to all applicants promptly.

Redressed of Grievances by the NCCIA:

In case of grievances of the applicants, the Grievance Redressed Committee (GRC) shall address the complaints of applicants that may occur prior to the entry into force of the procurement contract. Any applicant feeling aggrieved by any act of National Cyber Crime Investigation Agency after the submission of his application may lodge a written complaint concerning his grievances. The committee shall investigate and decide upon the complaint within 30 days of the receipt of the complaint. Mere fact of lodging of a complaint shall not warrant suspension of the prequalification process.

Terms of Contract

i. The Firms/Vendors must provide services personally, without subcontracting.
ii. Only genuine and brand-new parts shall be installed upto the satisfaction of procuring agency.
iii. The Firms/Vendors must return old spare parts and provide warranties.
iv. Goods / Services must be delivered within one day or as specified in the work order.
v. The Firms/Vendors shall be responsible for all applicable taxes.
vi. Any defective or low-quality components shall be rejected and the contract may be terminated.
vii. Any Firms/Vendors failing to meet obligations will have their security deposit forfeited.

National Cyber Crime Investigation Agency, Islamabad reserve the right to accept or reject all proposals or annul the pre-qualification process without assigning any reason at any time.

APPLICATION FORM

(On Letterhead of Firm)

Supplier Details

Name of the Supplier: _____

CNIC Number: _____

Address of Office: _____

Business Information: _____

Status: ☐ General Traders ☐ Professional Traders

Date of Establishment: _____

Registration Authority: _____

NTN No. & Registration Date: _____

Experience:

☐ More than 3 years ☐ More than 5 years ☐ More than 10 years

Bank Details

Bank Name & Branch Code: _____

Bank Account Title: _____

IBAN Number: _____

Operational Details

Total Staff: _____

Covered Area of Office: _____

Available Facilities: _____

Declaration

I hereby confirm that the information provided is accurate and complete.

(NAME) _____

(Signature) _____

(Company Stamp) _____

(Date) _____

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

RELEVANT EXPERIENCE

(To be submitted on Applicant's Letterhead)

Note: Attach documentary evidence.

Sr. No.	Name of the Govt Department	Title & Ref. No of Contract	Period of the Contract	Total Worth	Status
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					

Declaration

I hereby confirm that the information provided is accurate and complete.

(NAME) _____

(Signature) _____

(Company Stamp) _____

(Date) _____

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

KEY STAFF OF FIRM

(To be submitted on Applicant's Letterhead)

Sr. No	Name of Staff	Designation	Area of Expertise	Experience
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

Declaration

I hereby confirm that the information provided is accurate and complete.

(NAME) _____

(Signature) _____

(Company Stamp) _____

(Date) _____

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS