

S. No.	Tender Requirements	Qty	Compliance	Remarks / Reference
8.	SERVICE AND CONFIGURATION ACCESS:			
8.1.	The bidder shall provide PAA with all OEM-authorized service and configuration tools, including hardware security keys (where applicable), software utilities, licenses, access credentials and documentation required to configure, maintain, diagnose, calibrate, update and modify operational parameters of the equipment. The bidder shall ensure that PAA is not dependent on the OEM or bidder for routine service configuration and maintenance activities. All such tools shall be supplied as part of the contract without additional cost. All software and service tools shall be supplied with non-expiring licenses transferable to PAA and shall not require recurring subscription or annual renewal for their intended use.			
9.	LICENSE			
9.1.	The bidder shall provide: (a) Perpetual license for software			
10.	SITE SURVEY (Mandatory)			
10.1.	The bidders are required to conduct, at no-cost no-obligation basis to PAA, a comprehensive site survey and submit Site Survey Report along with technical bid.			
10.2.	The design shall take into consideration all local constraints, building-related limitations, and on-site conditions. Lack of knowledge of the exact local conditions will not absolve the bidder, under any circumstances, from fulfilling his contractual obligations.			
10.3.	The bidder shall request for the Site Survey through PAA by providing requisite documents within 7 days from the date of tender advertisement on following email addresses: Asma.akhlaq@paa.gov.pk Copy to: Adldcns.te@paa.gov.pk The following requisite documents need to be submitted with survey request: 1. CNIC Copy 2. Request Letter 3. Passport size Pictures 4. Special branch verification certificate 5. Employee Card / employment letter 6. Local Police Verification certificate			
11.	MANDATORY DOCUMENTS TO BE INCLUDED WITH TECHNICAL BID			

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11.1.	The participating bidder shall submit the following documents with technical bid, but not limited to, in an organized manner, ensuring the labelling of documents for quick reference: (a) Technical BoQ – itemized list containing hardware, software, accessories and more with detailed specifications. (b) Technical Literature (Datasheets, Brochures, etc.) (c) Site Survey report			
12.	EQUIPMENT DELIVERY & IMPLEMENTATION TIMELINE			
12.1.	The successful bidder shall complete the installation and commissioning within 90 days from the date of contract agreement, including: (a) Delivery of stores (BoQ items) and installation material (non-BoQ items) at designated site. (b) Factory Acceptance Test (FAT) and Factory Training, and (c) Installation, commissioning, local training, site acceptance (SAT).			
13.	FACTORY ACCEPTANCE TEST (FAT)			
13.1.	The bidder shall quote separately the cost for conducting / arranging FAT for offered system in financial offer. However, the total cost shall be included in total bid value. (Per person cost is to be quoted.)			
13.2.	The Factory Acceptance Tests shall be conducted / arranged for 12.2.1 Four (04) member technical team for Five (05) working days (excluding journey period) and 12.2.2 Three (3) member operational team for Five (05) working days (excluding journey period) at OEM's premises in accordance with the approved Factory Acceptance Test Plan.			
13.3.	The bidder shall bear the cost of Visa (Processing & Fees), return air tickets, transportation, and accommodation with meals, medical insurance, vaccination fees and Daily Subsistence Allowance (DSA) as per government defined rates. Following the satisfactory completion of the tests, PAA shall issue a duly signed Factory Acceptance Certificate.			
13.4.	Factory Acceptance shall be required for all components of the system including all hardware and software. The Factory Acceptance shall verify all the equipment's functional and operational capabilities and physical characteristics as specified in the scope of compliance.			

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13.5.	The bidder shall undertake to submit FAT plan/procedures for PAA's approval at least thirty (30) days prior to the scheduled commencement of the factory acceptance tests. Factory Acceptance Test Plan and Procedures together with the proposed acceptance certificate format. PAA shall notify the bidder of its decision within fifteen (15) days. Any changes in the procedures initiated by the bidder will be without cost to PAA and subject to PAA's approval.			
13.6.	The OEM shall assemble, configure and test the entire system and sub-systems at its own premises during FAT and prior to shipment. This Factory Acceptance Test shall be performed in accordance with a prepared Factory Acceptance Test Plan incorporating specific test procedure, which will clearly demonstrate compliance of the equipment with the tender requirements in all general, operational and technical aspects.			
13.7.	The test procedures shall contain step-by-step instructions (textual and media based as necessary) with a concise but comprehensive explanation of each test, including the test scenario and objective.			
13.8.	All observations agreed on and discrepancies noted during the Factory Acceptance Test are to be corrected by the bidder prior to shipment of the equipment.			
13.9.	All results of the Factory Acceptance Test shall be duly recorded and shall be signed by the OEM, bidder's representative and PAA.			
13.10.	The equipment shall be considered factory accepted by PAA upon satisfactory completion of each Acceptance Test as certified by the relevant test records signed by the bidder's appointed representative and counter-signed by PAA's appointed representative(s).			
14.	FACTORY TRAINING			
14.1.	The bidder shall quote separately the cost for conducting / arranging Factory Training for each offered system in financial offer. However, the total cost shall be included in total bid value (per person cost shall be quoted).			
14.2.	The successful bidder shall provide Technical factory training at OEM premises covering operation, installation, configuration, troubleshooting, diagnostics, preventive maintenance and corrective maintenance of the equipment. The training shall be conducted at intermediate and advanced levels and shall qualify the trainees to independently perform routine maintenance, fault diagnosis, replacement of modules/components, corrective maintenance and restoration of the equipment to full operational status without OEM assistance. The training shall be conducted for: Eight (08) personnel for Five (05) working days.			

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14.3.	The successful bidder shall provide Operational Factory Training to operational team at OEM premises covering operation, installation, for advanced & intermediate level to : Eight (08) personnel for five (05) working days.			
14.4.	Factory Training shall cover both theoretical and practical parts with respect to both hardware and software. Theoretical Part should cover Basics, detailed theory of operation of system. The Practical Part of the training shall include installation, configuration / Tuning and operation procedures, fault finding, backup procedure, removal /replacement of faulty units and periodic maintenance procedures.			
14.5.	The detailed training plan indicating the curriculum/syllabus and technical practical training shall be submitted by the bidder with their proposal.			
14.6.	The training plan shall be subject to PAA approval. The training plan shall cover all equipment offered in the tender.			
14.7.	The bidder shall bear the cost of Visa Processing (Processing & Fees), return air tickets, transportation, and accommodation with meals, medical insurance, vaccination fees and Daily Subsistence Allowance (DSA) as per government defined rates.			
14.8.	The training material (hard and soft copy both), including but not limited to booklets, manuals, USBs, writing material etc., shall be provided to each participant. This training material will be part of the training package and shall not be returned.			
14.9.	The training courses at the factory shall be given by the manufacturer's experienced/certified technical staff. (Courses given by the supplier, sales or marketing staff will not be accepted).			
14.10.	After completion of the training, each participant shall be awarded for successful completion of the training certificate, issued by OEM.			
15.	LOCAL TRAINING			
15.1.	The bidder shall provide on-site Local Technical Training to ten (10) Personnel for five (05) working days at each site. The training should cover installation, assembly, Operation, troubleshooting, maintenance of hardware and software.			
15.2.	The bidder shall provide on-site Local Operational Training to twenty (20) Personnel for five (05) working days at each site. The training should cover complete Operation of machines			
15.3.	The Local training of operational and maintenance personnel shall be provided by the experienced/certified trainer from OEM.			

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15.4.	The Local Training shall be conducted during the installation and / testing phases.			
15.5.	A copy of specifically designed local training material shall be submitted to PAA for approval at least Thirty (30) days prior to the commencement of the respective courses. Appropriate and approved training handbooks, documentation and materials shall be handed over to each participant. The training should cover classroom training and practical training. The training materials distributed during the course shall not be returned to the successful bidder.			
16.	ACCESSORIES			
16.1.	Calibration bodies / STP (latest version) must be provided with each machine for calibration testing and periodic performance verification (if applicable)			
16.2.	Furniture: Suitable Tables and Chairs to be provided with operator and maintenance workstations. The chairs should have arm rest, frame, wheels, adjustable height mechanism and swivel capability. (Can be supplied locally).	4+ 4		
17.	SPARES/ CONSUMABLES			
17.1.	The bidder shall provide the price for spares and consumables (operational and equipment consumables) in USD however payment shall be processed in PKR. The rates of exchange to be used by the bidder for currency conversion shall be the TT&OD Selling Rates published or authorized by the State Bank of Pakistan prevailing on the date 28 days prior to the deadline for submission of bids. For the purpose of payments, the exchange rates used in bid preparation shall apply for the duration of the contract. The price for spares & consumables shall be locked for a period of 2 years after warranty period.			
17.2.	The bidder shall submit, as part of its proposal, a complete and comprehensive list of all OEM-recommended spares, consumables and operational consumables required for operation, preventive maintenance, corrective maintenance and repair of the equipment throughout the proposed support period. The list shall clearly indicate the description, OEM part number, unit price and recommended replacement frequency/consumption rate, wherever applicable. The submitted list shall be deemed complete and sufficient for operation and maintenance of the equipment throughout the support period. Any spare, consumable or operational consumable subsequently required for operation, maintenance, repair, restoration or continued functionality of the equipment, but not included in the submitted list, shall be supplied by the bidder at a unit price not exceeding the price of the lowest-priced spare or consumable			

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	quoted in the submitted list. No additional charges, claims or cost escalation on account of omitted, unidentified or subsequently identified spares or consumables shall be admissible. The prices quoted for all spares, critical spares, consumables and operational consumables shall remain firm and fixed for a period of two (02) years following expiry of the warranty period. PAA may procure such items on an as-required basis at the quoted rates throughout the said period.			
17.3.	The total quoted price of the spares identified by the bidder shall form part of the financial evaluation and shall carry a weightage of 20% for bid evaluation purposes.			
18.	MANUALS			
18.1.	The successful bidder shall be responsible to provide the following manuals in English on USB & Hard copies: (a) Operator/User Manuals (b) Technical Manuals (including Administration, Management, Configuration, installation & maintenance procedure). (c) Tailored Technical Guides containing step-by-step procedures for complete reinstallation of machine (d) OEM recommended SOP for operation and maintenance of machines			
19.	SITE ACCEPTANCE TEST (SAT)			
19.1.	The SAT Testing and Procedures shall consist of verification of all Equipment including Equipment performance, operational and technical characteristics under the Contract in a live operational environment by a joint team consisting of ASF and PAA. The SAT must also verify that the Equipment under the Contract has been delivered and that all Documentation, Drawings, etc. have been completed, delivered and working as per PAA's requirement.			
19.2.	If the system or sub-system fails to pass one or more of the tests(s), which shows that the system is non-compliant with the requirements or the specifications, then the bidder shall correct the cause of the failure(s) within the 30-day period from the date of intimation. The PAA shall reserve the right to have all the tests, or any single test performed again			
19.3.	The Site Acceptance Certificate will be signed upon complying with the following conditions: (a) Successful SAT Checks/Tests. (b) All Training Programs have been satisfactorily completed. (c) All Technical documentations and manuals have been delivered to the Site.			

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20.	WARRANTY AND SERVICE LEVEL AGREEMENT (SLA)									
20.1.	The bidder shall submit a detailed SLA document outlining responsibilities, escalation procedures and other details that shall be mutually agreed at the time of contract.									
20.2.	The successful bidder shall provide the following services, effective from the date of issuance of Site Acceptance (successful SAT) by the PAA: (a) 02-years of unconditional warranty of complete system (Hardware / Software& accessories) including updates and patches and operational & equipment consumables, (b) 02-years of SLA including maintenance support (updates and patches), Debugging and fault rectification (without parts). On call support charges and list for spares / operational and technical to be provided by bidder with cost which will be procured on as per requirement basis.									
20.3.	During the warranty period, the bidder shall provide, at no additional cost to PAA, all spares, critical spares, consumables and operational consumables required to ensure uninterrupted operation and maintenance of the equipment in accordance with OEM recommendations and contractual performance requirements. No separate payment shall be admissible for any such item during the warranty period. Any part found defective during the warranty period shall be replaced with a new OEM part at no additional cost to PAA. Repair, refurbishment or reuse of defective parts shall not be permitted.									
20.4.	The bidder shall oblige with following timelines for any nature of fault, defect, unserviceability in equipment: <table border="1"><tr><td>Response Time</td><td>2 working hour</td></tr><tr><td>Resolution Time</td><td>24-hour for basic configuration issues</td></tr><tr><td></td><td>45 days if replacement of parts involved</td></tr></table> If the equipment remains unserviceable beyond the stipulated resolution time of 45 days, the warranty period shall be extended by an equivalent number of days.	Response Time	2 working hour	Resolution Time	24-hour for basic configuration issues		45 days if replacement of parts involved			
Response Time	2 working hour									
Resolution Time	24-hour for basic configuration issues									
	45 days if replacement of parts involved									
20.5.	The bidder shall be responsible for processing all under-warranty claims and will cover all expenses involved in transportation, customs clearance, shipment, and installation of defective equipment to and from installation location (being a FOR contract).									
20.6.	Within the warranty and SLA period, the successful bidder confirms unlimited number of on-site visits and maintenance support, on an on-call basis for warranty claims at no cost to PAA, should the problem solution fail via remote facilities.									

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20.7.	During the warranty period, the bidder shall share all the administrative credentials (username, login IDs, passwords etc.) for the equipment.			
21.	DEMONSTRATION			
21.1.	The bidder may be asked to arrange an online demonstration of offered machines on a no cost & no obligation basis. The demonstration shall cover all the necessary operational and technical specifications, requirements and features of offered machines.			
22.	DAMAGES			
22.1.	The bidder shall be responsible for any damage caused to existing infrastructure, equipment, or facilities during the execution of task and shall be liable to repair or undertake necessary remedial measures as assessed by PAA.			