

MOST IMMEDIATE  
BY SPECIAL MESSENGER

NATIONAL ASSEMBLY SECRETARIAT

No.F.50(1)/2025-26(Admn)

Islamabad, the 30<sup>th</sup> July, 2025

OFFICE MEMORANDUM

**Subject: - TENDER NOTICE FOR SERVICE LEVEL AGREEMENT (SLA) FOR SERVICE AND MAINTENANCE OF AUDIO VIDEO CONFERENCING SYSTEM INSTALLED IN COMMITTEE ROOM NO.2, SMDS & INTERACTIVE BOARD IN THE NATIONAL ASSEMBLY SECRETARIAT, ISLAMABAD.**

The undersigned is directed to enclose herewith a copy of Tender Notice and Tender Document for "Service Level Agreement (SLA) for Service, Maintenance and Operations of Audio Video Conferencing System installed in Committee Room No.2, SMDS & Interactive Boards at the National Assembly Secretariat" for uploading on PPRA Website.

(AMJAD IQBAL)

Section Officer (Procurement)

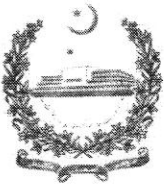
Telephone No. 9022360

**Mr. Rizwan Mehmood, Director (MIS),**  
Public Procurement Regulatory Authority,  
1<sup>st</sup> Floor FBC Building Near State Bank,  
Sector G-5/2, Islamabad-Pakistan.

✓ Copy to Assistant Director (IT), National Assembly Secretariat along with a copy of above Tender Notice & Tender Document for uploading on National Assembly Secretariat's Website.

(AMJAD IQBAL)

Section Officer (Procurement)



# NATIONAL ASSEMBLY SECRETARIAT

No.F.50(1)/2025-26(Admn)

Date: 30<sup>th</sup> July, 2025


## **INVITATION TO E-BID**

### **FOR SERVICE LEVEL AGREEMENT (SLA) FOR SERVICE, MAINTENANCE AND OPERATIONS OF AUDIO VIDEO CONFERENCING SYSTEM INSTALLED IN COMMITTEE ROOM NO.2, SMDs & INTERACTIVE BOARDS IN THE NATIONAL ASSEMBLY SECRETARIAT, ISLAMABAD.**

National Assembly Secretariat, invites electronic bids from the original equipment manufacturers (OEM)/authorized distributors/suppliers/service providers etc. register with Income Tax and Sales Tax Department for Service Level Agreement (SLA) for Service, Maintenance and Operations of Audio Video Conferencing System of Committee Room No.2, SMDs & Interactive Boards installed in the National Assembly Secretariat, Islamabad.

2. Bidding documents, containing detailed terms and conditions, method of procurement, procedure for submission of bids, bid security, bid validity, opening of bids, evaluation criteria, clarification/rejection of bids, performance guarantee, etc. are available for the interested bidders at the websites of the National Assembly Secretariat ([www.na.gov.pk](http://www.na.gov.pk)), EPADS (<http://eprocare.gov.pk>) and PPRA's ([www.ppra.org.pk](http://www.ppra.org.pk)) free of cost.

3. The bids prepared in accordance with the instructions in the bidding documents, must be uploaded by using EPADS on or before **18<sup>th</sup> August, 2025 at 11:00 am**. Manual bids, shall not be accepted. Bids will be opened on EPADS on the same day at **11:30 am**.

  
**Section Officer (Procurement)**  
National Assembly Secretariat  
Telephone No. 051-9022360

# Tender Document

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Tender Ref No: F.50(1)/2025-26/Admin.

## ***Service Level Agreement (SLA)***

FOR

**Service, Maintenance & Operations of Audio Video Conferencing System  
Installed in Committee Room No. 02, SMDs and Interactive Boards at**

**National Assembly Secretariat,**

**Parliament House, Islamabad.**

## (SLA) for CR 02, SMDs, and Interactive Boards.

### 1. Invitation to Bid

The National Assembly Secretariat invites bids via E-Procurement on EPADS from reputed, well-established, and tax-registered Firms/Agencies having relevant experience, sound financial background, and technical capacity for entering into a Service Level Agreement (SLA) for Service, Maintenance & Operations of Audio Video Conferencing System installed in Committee Room No. 02, SMDs, and Interactive Boards installed at National Assembly Secretariat, Parliament House, Islamabad for a period of **one year**.

### 2. Scope of Work:

The selected firm shall be responsible to provide the following Services, Maintenance & Operations of Audio Video Conferencing System equipment installed in Committee Room # 02, SMDs and Interactive Boards, at the National Assembly Secretariat, Islamabad:

S.No	Required Services	Nature	
1.	<b>Monthly Cleaning &amp; Servicing, Updating Firmware, Software &amp; Licenses.</b>	Cleaning & servicing of all installed equipment's associated with said A/V system at Committee Room No.2, SMDs & interactive boards in the National Assembly Secretariat on monthly basis. Re-paint services to the brackets and poles fixed for the cameras and Mics in each quarter. Repairing/replacement of Cables/Connectors (if required) and any updates of firmware and software which are essential for the hardware installed at the venues.	Mandatory
2.	<b>Receiving &amp; Resolving Complaints</b>	Receive and resolve complaints of any AV system equipment installed at National Assembly Secretariat, onsite on daily basis and submit report to Directorate of Audio Transmission through Soft and Hard copy & also copy to Admin branch of National Assembly Secretariat, on the same day or NBD through job cards/forms.	Mandatory
3.	<b>Response Time</b>	Response time shall be immediate.	Mandatory
4.	<b>Repairing &amp; Trouble Shooting</b>	The successful bidder shall be responsible for repair/ troubleshoot of any mentioned equipment (free of any cost) if the same is repairable, otherwise, replacement of the faulty equipment/items may be proposed	Mandatory

(SLA) for CR 02, SMDs, and Interactive Boards.

		with full reasons/justification for non-repair of the faulty equipment/items to enable National Assembly Secretariat to purchase the replacement of the equipment either directly from the market and/ or from bidder through quotation (s) or by any other means, the installation of the same shall be the responsibility of bidder.	
5.	<b>Backup Equipment</b>	<p>In case of failure of any of the equipment, the provision and installation of backup equipment shall be the responsibility of successful bidder.</p> <p>The bidder shall provide BACKUP item for the faulty item till it is repaired by the bidder. In case a new item is to be purchased to replace the faulty item then no extra amount shall be charged by the bidder for the BACKUP item. However, National Assembly Secretariat, shall be responsible for fast and effective procurement of faulty item.</p> <p>Bidder shall be bound to submit report of faulty item and backup on monthly basis to the Directorate of Audio Transmission &amp; Admin branch of National Assembly Secretariat.</p>	Mandatory
6.	<b>Installation &amp; Configuration of newly purchased equipment</b>	The bidder shall be responsible for installation and configuration of the newly purchased equipment at the locations (free of Cost) whether the same is purchased from them or other vendors. Installation report/job cards must be submitted to Directorate of AT and National Assembly Secretariat, Admin branch within 24 hours.	Mandatory
7.	<b>Equipment required for the purpose of service/ maintenance</b>	The equipment required for the purpose of services/maintenance (like tools, ladder, testing meters, cables etc.) shall be the responsibility of the bidder. Successful bidder shall submit a complete updated list of such items to Directorate of Audio Transmission & Admin branch of the National Assembly Secretariat,	Mandatory

(SLA) for CR 02, SMDs, and Interactive Boards.

8.	<b>Monthly Meeting for evaluating the progress and implementation of SLA</b>	Monthly meeting with the successful bidder and focal person of AT Team/Admin branch National Assembly Secretariat, shall be conducted in last week of each month for discussing the progress of the SLA during the month and resolving issues (if any) in an amicable manner.	Mandatory
9.	<b>Quarterly and Yearly Fee</b>	Bidders are bound to quote Quarterly and yearly fee for the purpose of maintenance and services of all the equipment's installed at National Assembly Secretariat. Quarterly and yearly fee should be inclusive of all applicable taxes in local currency.	Mandatory
10.	<b>HR Resource from the Firm</b>	02 X Resident Engineers and 02 X Technician provided to National Assembly Secretariat during duty hours.	Mandatory
11.	<b>Training the Related Staff</b>	Comprehensive training to the relevant staff of the Secretariat regarding systems installation, configuration, troubleshooting and future technologies which need to enhance the capacity of Installed Equipment/systems.	Mandatory

3. Installed Equipment in Committee Room No. 02, SMD's, Interactive Boards in National Assembly Secretariat.

S.No	Particulars	Qty
1.	Audio Technica Voting System ATUC-VU, ATUC 50Dua Voting units with NFC	50
2.	Audio Technica Microphones Model ATUC-50 Long Gooseneck+ 50IU-FM02 Flush Mount Base, (Customized)	50
3.	Integration Unit Model number, ATUC-50IU, part no Audio Technica ATUC-50 Control Unit Model ATUC-50CU	01
4.	Video Conferencing Codec, ClearOne Model COLLABORATE Live C600(010-3001-602) CHATAAttach 150	01
5.	Full HD PTZ Camera ClearOne Model Unite PRO (910-2100-080)	03
6.	3.0 USB Cables ClearOne (910-3200-702-100)	02
7.	USB Hub ClearOne (910-3001-100)	03
8.	HDMI Adaptor ClearOne (910-401-209) COLLABORATE DataPoint-HD	01



(SLA) for CR 02, SMDs, and Interactive Boards.

	Stereo headset with 3.5mm audio jack for use with console	
	<b>VII. (02) IR Radiator Stands</b> Floor Standing Tripod stand	02
	<b>VIII. (01) Charging Case</b> Intelligent charging management led indicators for charging status, portable aluminum storage case, up to 60 units charging simultaneously.	01
	<b>IX. (06) Interpretation Console Cables</b> 25 pin Male & Female cable for connection of console with transmitter.	06
	<b>X. (02) Radiator Connection Cable</b> 75 Ohms based video cable with BNC Connectors, low loss.	02
16.	Professional Audio Power Amplifier ClearOne CONVERGE PA 460(910-3200-401 & Mounting Kit (910-3200-402)	02
17.	Ceiling Speaker ClearOne LS6CT (910-151-001-01)	06
18.	USB Expender ClearOne (910-3200-302)	01
19.	POE Power Supply Kit (910-3200-202)	01
20.	Control Processor System Crestron AV4(6510421)-4-Series	03
21.	Control Cards CRESTRON C3COM-3 (650639-3) Series.	01
22.	Expansion Cards CRESTRON C-310-16(6505640-3) Series.	08
23.	Control Processor Card Interface Crestron CEN-C13-3 (6505371)-3 Series.	02
24.	Expansion Slot Cage CRESTRON CAGE3 (6504879)	01
25.	POE Injector CRESTRONE PWE-4803RU (6502429)	01
26.	Touch Screen CRESTRON TSW-1070-B-S(6510814) +TSW-1070-MSMK-B-S-(6511119)	02
27.	Multimedia Projector Espon Model-EH-LS12000B	01
28.	Projection Screen Lucky Size. 398x228 cm (180") (W 13'1 x H 76')	01
29.	65" Inch LED Smart Screen TV TCL 65" P615 UHFD Android Smart TV	06
30.	<b>I. <u>UPS</u></b> II. (03) APC 10 KVA SRT 10000 III. (02) Riello Eros (20 KVA) IV. (03) 03 KVA APC V. (02)06 KVA APC Note: All UPS have Eternal Batteries, which need to be replaced as per requirement.	10
31.	<b>SMDs</b> 1x1 panel Hikvision	

**(SLA) for CR 02, SMDs, and Interactive Boards.**

	I. 09 x16 Feet (02) in National Assembly Hall) II. 06 x 09 Feet (03) Different Venues in the Building)	05
32.	SMDs Controllers Hikvision DS-D4C08-H	05
33.	SMDs Cabels, Connectors, & Allied Equipment	One Job
34.	HDMI Cabels Pure Link	50
35.	Speaker Cabels Pure Link	17
36.	Supported Videos Systems	As per Installation at the venue
37.	86- & 65-Inches Interactive Wi-Fi enabled Smart Screen with Camera, Speakers for video Conferencing & Allied accessories including stand, mount etc	07
38.	Training of Staff and R&D	One Job

**4. EVALUATION OF TECHNICAL PROPOSALS:**

The Procurement Committee shall evaluate the technical proposals based on their responsiveness to the technical evaluation criteria. Each Proposal will be assessed against the following specified criteria:

S.No	Item	Criteria & Proof	Response of bidder	
			Yes	No
1.	Firms must have valid experience of minimum (05) years of providing, commissioning, installing of Audio & Video Conferencing System in Government/ Semi Government & Public Sectors	Documentary Evidence		
2.	Copy of Valid Registration with FBR, General Sales Tax (GST), National Tax Number (NTN)	Documentary Evidence		
3.	Office details at Islamabad / Rawalpindi, with Contact Numbers, Emails and / Addresses.	Documentary Evidence		
4.	Firms must attach valid (01) year bank statements along with Certificates from its Banker regarding maintenance of the account of the firm.	Documentary Evidence		

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5.	Provision of MAL/OEM support letter from the principal / manufacturer	Documentary Evidence		
6.	Affidavit on Judicial / Stamp Paper of Rs. 100/- or above duly attested by Notary Public that the firm is not blacklisted by any Government / Semi Government Department.	Documentary Evidence		
7.	Undertaking and Evidence that the Goods to be provided will be genuine, brand new, non- refurbished, un-altered in any way, of the most recent / current model, and incorporate all recent improvements in design and materials along with OEM Authorization	Documentary Evidence		
8.	Organizational Chart of the Organization including 02 X Resident Engineers and 02 X Technician	Documentary Evidence		
9.	Annual turnover of last five years projects	Documentary Evidence		
10.	Tools, Equipment's & Workshop (Submit Detailed List)	List with Brand name should be Attached		

5. TERMS AND CONDITIONS:

- a) The firm must be registered with Central Sales Tax Income tax Departments
- b) The Single Stage Two Envelopes method will be followed for the bidding process, as per 36(b) PPRA rules.
- c) The rates quoted shall remain valid for one year.
- d) All Bid(s) shall be in Pak rupees only and inclusive of all rentals, software etc.
- e) All bids must be accompanied by an earnest money/security deposit of 5% of the total annual Fee (including all taxes). The bid security of an unsuccessful Bidder will be released by the National Assembly Secretariat, after the award of work or after the expiry of the bid validity period, as per the rules. The bid security money of a successful Bidder will be released after the submission of a performance security equivalent to 10% of the contract price.
- f) The payments will be made after the end of each quarter on quarterly basis and no advance payments will be made. The payments shall be subject to verification by the Procuring Agency.

**(SLA) for CR 02, SMDs, and Interactive Boards.**

- g) Company profile on official letter head not more than 10 pages.
- h) The contract shall be terminated in the event of a violation of its terms and conditions by the contractors.
- i) The Financial Proposal should be uploaded as a separate document on EPADS.
- j) The quoted price shall be fixed for one year and cannot be changed due to fluctuations or changes in the dollar, political, economic, or other issues. However, changes in tax rates shall be adjusted as per the rules. All other charges (if any) will be the responsibility of the service provider.
- k) The contract will be governed under the Public Procurement Rules, 2004.
- l) Bidder must provide an undertaking on legal paper/stamp paper worth Rs.100/- stating that the bidder's Firms/Tailors is not blacklisted by any Government entity in Pakistan, has no record of unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices, and is also not involved in any kind of lawsuits either current or pending.



**Section Officer (Procurement)**  
National Assembly Secretariat,  
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