



TENDER DOCUMENTS

Maintenance of the Opens cape
Business X8 (OSBiz X8) PABX system
IC/SCM/ FY 25/26 TD-12

ISLAMABAD CLUB, MAIN MUREE ROAD, ISLAMABAD

TENDER NOTICE

Islamabad Club (IC)

Maintenance of the Openscape Business X8 (OSBiz X8) PABX system IC/SCM/ FY 25/26 TD-12

PROJECT BRIEF

1. Sealed bids are invited from Government / FBR Registered Firms for Maintenance of Openscape Business X8 (OSBiz X8) PABX System for IC on FOR Basis.
2. Bidding documents containing detailed terms & condition for submission of bids, method of procurement (Single Stage Two Envelopes), eligibility & evaluation criteria etc. are available for registered bidders on EPADS. Quotations shall be submitted as per requirement of the tender documents.

Tender Documents can be downloaded from **IC/EPADS** websites and Bids will be submitted as per requirements mentioned in the tender documents. Bids will be submitted through EPADS and bidders will submit their original CDR of 5% of quoted amount in the favor of" Islamabad Club-----". The tender documents can be downloaded from the following platforms:

2.1 Islamabad Club: [<https://islamabadclub.org.pk/>]

2.2 PPRA: [<https://www.ppra.org.pk/>]

2.3 EPADS: [<https://eprocure.gov.pk/>]

3. Submit **Rs. 5000/-** as Tender fee in favor of Islamabad Club (Faysal Bank, Tendering and Contracts, A/C #) attach bank receipt with technical offer. Offers will not be entertained without payment of processing fee.
4. Details for Submission & Opening of bids for tender are as under:-

Sr	Description	Bank Account Details	Tender Fee	Tender Submission	Tender Opening
a.	IC/SCM/ Maintenance of Openscape Business X8 (OSBiz X8) PABX System 2025/26-TD 12	Faysal Bank, Tendering and Contracts, A/C # PK81FAYS0001132031116145	Rs. 5000/-	1000 Hrs 25th September 2025.	1030 Hrs 25th September 2025.

Supply Chain Management Office (Purchase Office)
(ISLAMABAD CLUB)

Email: faisal.khan@islamabadclub.org.pk

Phone: 051-9046000, Ext: 174

1. INTRODUCTION

This document outlines the terms and conditions under which the selected Vendor will enter into a Service Level Agreement (SLA) with **Islamabad Club** for the preventive and corrective maintenance of the **Opens cape Business X8 (OSBiz X8)** PABX system, including associated components: **02 PRI, 08 Digital, 288 Extensions, 08 Trunk Ports** must be reviewed at <https://islamabadclub.org.pk/ic/tenders/> for original documents reviewed.

2. SCOPE OF SERVICES

The Vendor shall be responsible for:

- Maintaining the equipment in full operational condition.
- Providing monthly preventive maintenance services.
- Providing on-call remedial maintenance 24/7.
- Ensuring compliance with response and resolution timelines.
- Supplying standard replacement parts.
- Maintaining a critical spare parts inventory.

3. CONTRACT PERIOD

- **Initial Term:** 1 year (12 months) from the date of award.
- **Extension Option:** Extendable, subject to performance review and mutual agreement.

4. BID SUBMISSION REQUIREMENTS

Bidding documents containing detailed terms & condition for submission of bids, method of procurement (Single Stage Two Envelopes), eligibility & evaluation criteria etc. are available for registered bidders on EPADS. Quotations shall be submitted as per requirement of the tender documents.

- The Technical Proposal will be opened first in the presence of the bidders or their authorized representatives.
- The Financial Proposal of only those bidders who are technically responsive and qualified shall be opened later on a date communicated by the IC.
- The Financial Proposals of bids declared technically non-responsive shall be returned unopened.
- Any bid not complying with this procedure shall be rejected

4.1 Technical Proposal

Vendors must include:

- a) Company Profile
- b) Technical Team Details
- c) 5 Years' Experience in Maintaining OSCiz X8 Systems or Equivalent Systems
- d) List of Proposed Spare Parts Included in Corrective & Preventive Maintenance
- e) Registration with Federal Tax Authorities
- f) OEM Certificates
- g) Statement of Compliance signed at Company Letter Head.

4.2 Financial Proposal

Vendors must include:

- a) Financial Quote
- b) (SLA + Onsite Resource)
- c) (Onsite Resource X 2 Person)
- d) Copy of 2% EM with the Bid.

6. BID SUBMISSION DEADLINE AND TIME

All bids must be submitted in online <https://eprocure.gov.pk/#/> no later than 24^h September, 2025 at 1030 Hrs.at the EPAD and Bids received after the deadline, by any means, shall not be entertained and will be returned unopened.

All The bidders are compiled to submit the Hard copy of Technical and Financial Submitting no later than 24th September, 2025 at 1030 Hrs. at the Islamabad Club, Murree Road, Islamabad.

The Procuring Agency reserves the right to terminate the bidding process or reject late submissions without any liability. Strict compliance with the submission deadline is mandatory; no relaxation in time will be granted under any circumstances.

7. EARNEST MONEY & PERFORMANCE GUARANTEE

Bidders are required to submit Earnest Money @ 5% of the total bid value in the form of a Pay Order / Demand Draft / Bank Guarantee in favor of the Islamabad Club, valid at the time of bid submission up to 30 Days and its returnable after Bid Evaluation Results t.

The successful bidder shall further furnish a Performance Guarantee @ 5% of the contract value in the form of a Pay Order / Demand Draft / Bank Guarantee, which shall remain valid till the expiry/completion of the contract. Failure to provide the required guarantee may result in termination of the award.

8. MAINTENANCE COVERAGE

8.1 Preventive Maintenance

- **Frequency:** Once per month.
- **Schedule:** Any working day, Monday to Friday.
- **Time Window:** Between 08:30 and 17:30.
- **Report:** Field Services Report to be Submitted bi weekly.
- **Scope of Work PM:**
 - System Reliability & Uptime
 - Equipment Health & Longevity
 - Power System Check
 - Software & Firmware Updates
 - Cooling & Ventilation
 - Cabling & Connectivity
 - Testing & Calibration
 - Security & Access Control
 - Reporting

8.2 On-Call Remedial Corrective Maintenance

Upon notification by **Islamabad Club**, the Vendor shall respond and resolve issues per the following categories and signed compliance.

Issue Type	Response Time	Resolution Deadline	Penalty for Delay
100% System Breakdown	Within 2 Hours	Immediate restoration	Rs. 1,000/hour*
Critical Problem (Call Processing Affected)	Within 3 Hours	Immediate restoration	Rs. 500/hour*
Normal Complaints	Within 6 Hours	Timely restoration	Rs. 500/hour*

Note: Penalties shall be deducted from the monthly/quarterly maintenance charges.

9. TECHNICAL RESOURCES

- Vendor shall deploy qualified engineer x 02 equipped with following.
 - Manufacturer documentation.
 - Diagnostic tool kits.
 - Required test equipment.

10. PARTS & COMPONENTS

- All required parts for maintenance/replacement shall be:
 - **Standard, OEM-approved** components
 - Provide **free-of-cost** during SLA period
 - Supplied on an **exchange basis**
 - Replaced defective parts shall become **property of Vendor**

11. SPARE PARTS INVENTORY

Vendor shall maintain **Critical Part Inventory** at its **Islamabad-based facility** or optionally **on-site**, at no additional cost. The stock must support the timelines specified in section 4.2.

12. SYSTEM UPGRADES

All firmware/software upgrades will be applied as per manufacturer's guidelines and are included in the SLA.

13. PERFORMANCE & UPTIME REQUIREMENTS

- **Target Uptime:** 99.999% for the PABX System.
- **Review Frequency:** Quarterly.
- In case of deviation, the **pro-rated value of downtime** will be penalized from the quarterly maintenance charges. The penalty will be calculated per response time breaches outlined in section 5.2.

14. PAYMENT TERMS

- Payments will be made **quarterly in arrears**, subject to:
 - Performance evaluation
 - Penalty deductions (if any)
 - Submission of service and maintenance logs
 - Monthly FSR Reports signed from technical Teams

15. DOCUMENTATION & REPORTING

Vendor must maintain:

- Incident logs (for all categories)
- Monthly preventive maintenance records
- Quarterly uptime performance report

Reports must be submitted to **Islamabad Club's MIS Department Copy to Purchase office** for review.

16. TERMINATION CLAUSE

The SLA may be terminated by Islamabad Club without assigning any reason whatsoever.

17. CONTACT INFORMATION

Islamabad Club Purchase Department
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