



LAHORE WASTE MANAGEMENT COMPANY

Company Established under Section 42 of Companies Ordinance 1984

BID DOCUMENT

for

HIRING OF SERVICES FOR WEB & EMAIL ACCOUNT HOSTING FOR LWMC

(SINGLE STAGE TWO ENVELOP PROCEDURE)

- Invitation to Bid
- Instructions to Bidders
- Technical Specifications
- Bid Form
- Schedules:
- Schedule – A Special Stipulations
- Schedule – B Price Schedule
- Bid Security Form
- Performance Security Form
- Contract Form

APRIL , 2017



LAHORE WASTE MANAGEMENT COMPANY

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LAHORE WASTE MANAGEMENT COMPANY

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INVITATION TO BID

FOR

HIRING OF SERVICES FOR WEB & EMAIL HOSTING FOR LWMC

Sealed Bids are invited from Firms/Companies/Service Providers registered with Tax Department for “**HIRING OF SERVICES FOR WEB & EMAIL ACCOUNT HOSTING FOR LWMC**”.

Interested eligible Bidders may obtain further information from General Manager (P & C) Office LWMC and inspect the Bidding Document with **Single Stage Two Envelope Procedure** at the address given below from 0900 to 1500 hours. Bidding Document, in the English language, may be purchased by the interested bidders on the submission of a written application to the address below and upon payment of a nonrefundable fee of Pak Rs. 2000/- which should be deposited in LWMC bank account No 3531-1, Liberty Branch, Bank of Punjab, Lahore. A pre-bid meeting will be held on **April 24, 2017 at 1100 hours** in the office of the undersigned.

Estimated price of services is mentioned in bid document. Bids must be delivered to the address below at or before **May 5, 2017 on 1500 hours**. All Bids must be accompanied by a Bid Security of not less than **2%** of the estimated price in Pak Rupees in the form of CDR/ Pay order/ Demand Draft. Late bids shall be rejected. Bids will be opened on the same day on **1530 Hours** in the presence of the Bidders’ representatives who choose to attend at the address below. M/s Lahore Waste Management Company will not be responsible for any cost or expense incurred by Bidders in connection with the preparation or delivery of Bids.

Tender Documents are immediately available after date of publication of the tender notice. In case of official holiday on the day of submission, next day will be treated as closing date. Bid notice has also been posted on LWMC website (www.lwmc.com.pk) & PPRA website (www.ppra.punjab.gov.pk).

General Manager (P & C)

Office No. 4&5, 4th Floor, Shaheen Complex, Egerton Road, Lahore

Ph: 092-42- 99205153-55, Fax: +92-42-99205156

Email: procurement@lwmc.com.pk



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TENDER SPECIFIC INSTRUCTION FOR BIDDERS

1. **Estimated Price:**

The estimated price of the services is Rs. 2,800,000/-

2. **Bid Security:**

Each bidder will submit Bid Security of 2% (**PKR 56,000**) of estimated price along with the bid in form of CDR/Bank Guarantee/ Demand Drat/ Pay Order. Bid Security against individual items is not acceptable.

3. **Filling of Price Schedule:**

Each bidder will fill the Price Schedule completely for all items. Partially filled Price Schedule will not be acceptable.

4. **Evaluation of Bids:**

Bids will be evaluated on the basis of Total Bid Price. Incomplete or partially filled bids will be considered as non-responsive.

5. **Payments:**

Payments will be made against delivered services only. The time period is defined in this bid document for payments against submitted bills.

6. **Sign and Stamp**

Bidder is required to stamp every page of the bid document along with signature at the required pages and submit back along with the bid.

INSTRUCTIONS TO BIDDERS

INTRODUCTION

1. Scope

- 1.1 The Purchaser wishes to receive Bid for the items / Equipment mentioned in Invitation to Bid at the earlier page (hereinafter referred to as Goods) and provide services such as installation, configuration, testing, training, support, after sale services and other such obligations specified hereinafter (hereinafter referred to as Services).
- 1.2 The bid is to be completed and submitted to the Purchaser in accordance with these Instructions to Bidders.

2. Eligible Bidder

1. Registered with Income Tax Authorities
2. Tax Payer Status for the last Two (2) year
3. Income Tax Returns for duration corresponding with Tax Payer Status
4. Registration with Sales Tax Authorities (If Applicable)- PRA Required
5. Registration with Registrar of Firms (Certified copy of Partnership Deed, along with Form C/D) OR SECP along with latest certified copy of Form 29 and A*
6. Affidavit on Legal Paper that firm is not blacklisted by any Govt. Agency / Firm
7. Experience of 02 Relevant Project/Assignments (Copy of evidence e.g. Experience Letter, Letter of Appointment etc.)
8. Audit Financial Statements for the last one (01) Year.
9. Bank Statement Showing Financial Soundness

3. Eligible Goods

- 3.1 The Goods and Services to be supplied under the Contract shall have their origin in eligible member countries.
- 3.2 For purposes of Clause 3.1 above, "origin" shall be considered to be the place where the Goods are produced or from which the Services are provided. Goods are produced when, through manufacturing, processing or substantial and major assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

4. Cost of Bidding

- 4.1 The bidder shall bear all costs associated with the preparation and delivery of its Bid, and the Purchaser will in no case be responsible or liable for those costs.

5. Joint Ventures

- 5.1 Bids submitted by a joint venture of two or more companies or partners shall comply with the following requirements:
- a) The Bid, and in case of successful Bid, the Contract form, shall be signed by all so as to be legally binding on all the partners;
 - b) One of the partners shall be authorized to be in charge; and this authority shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners;
 - c) The partner in charge shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the joint venture;
 - d) All partners of the joint venture shall be liable jointly and severally for the executing of the Contract in accordance with the Contract terms, and a relevant statement to this effect shall be included in the authorization mentioned under (b) above as well as in the Bid Form and the Form of Agreement (in case of a successful Bid); and
 - e) A copy of the agreement entered into by the joint venture partners shall be submitted with the Bid.

6. Assurance

- 6.1 The successful bidder will be required to give satisfactory assurance of its ability and intention to provide the services pursuant to the Contract, within the time set forth therein.

BIDDING DOCUMENTS

7. Contents of Bidding Documents

- 7.1 The Services required, bidding procedures and Contract terms are prescribed in the bidding documents. In addition to the Invitation for Bid, the bidding documents include:
- a) Instructions to Bidders
 - b) Technical Specifications
 - c) Bid Form
 - d) Schedules:
Schedule – A Special Stipulations
Schedule – B Price Schedule
 - e) Bid Security Form
 - f) Performance Security Form
 - g) Contract Form
 - h) Conditions of Contract

- 7.2 The bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all information required by the Bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will result in the rejection of the bid.

8. Clarification of Bidding Documents

- 8.1 The prospective bidder requiring any further information or clarification of the bidding documents may notify the Purchaser in writing or by visiting at the following address:

General Manager (P&C)

Office No. 4-5, 4th. Floor, Shaheen Complex, Egerton Road, Lahore, Pakistan

Tel: +92-42-99205153-55, Fax: +92-42-99205156, procurement@lwmc.com.pk

General Manager (P&C)(LWMC) will respond in writing to any request for information or clarification of the bidding documents which it receives no later than three (03) days prior to the deadline for the submission of bid.

9. Amendment of Bidding Documents

- 9.1 At any time prior to the deadline for submission of bid, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by the prospective bidder, modify the bidding documents by amendment.
- 9.2 The amendment shall be part of the bidding documents, pursuant to Clause 7.1, will be notified in writing or by telex, or by fax to the prospective bidder who has received the bidding documents, and will be binding on him. Bidder is required to acknowledge receipt of any such amendment to the bidding documents.
- 9.3 In order to afford the prospective bidder reasonable time in which to take the amendment into account in preparing its bid, the Purchaser may, at its discretion, extend the deadline for the submission of bid.

PREPARATION OF BID

10. Language of Bid

- 10.1 The bid prepared by the bidder and all correspondence and documents relating to the bid exchanged by the bidder and the Purchaser shall be written in the English language. Any

printed literature furnished by the bidder may be written in another language, provided that this literature is accompanied by an English translation, in which case, for purposes of interpretation of the bid, the English translation shall govern.

11. Documents Comprising the Bid

11.1 The evaluation of Bid submitted shall be inclusive of, but not be limited to, the following factors:

a) Bid Form

The Bidder shall complete the Bid Form in accordance with Clause 12.

b) Price Schedule

The Bidder shall complete the appropriate Price Schedule furnished in the Bidding Documents in accordance with Clauses 13 & 14.

c) Bid Security

The bidder shall furnish Bid Security in accordance with Clause 15.

12. Bid Form

12.1 The bidder shall complete the Bid Form duly signed by the authorized personnel along with the stamp of the company and all the Schedules furnished in the bidding documents.

13. Bid Prices

13.1 The bidder shall complete Schedule B, Price Schedule for all Services as per the instructions contained in this document.

13.2 Prices quoted in the Price Schedule for the Services should be entered in the following manner:

- i) The price of the Services will be quoted (FOR) Lahore in inclusive of after sale services at the address provided in Schedule A.
- ii) Bidders shall quote rate for all Services in Price Bid Schedule (B).
- iii) The blank or partially / conditionally filled Price Bid Schedule B will be considered as non-responsive for the entire bid.
- iv) The price is to be submitted in Pak Rupees only and should include all taxes.
- v) Alternate financial Bids are not allowed.

13.3 Prices quoted by the bidder shall remain fixed and valid until completion of the Contract performance and will not be subject to variation on account of escalation.

14. Bid Currencies

14.1 Prices shall be quoted in Pak Rupees.

15. Bid Security

15.1 Pursuant to Clause 11.1(c), the bidder shall furnish, as part of its bid, a bid security in the amount of not less than **2% of the estimated price**.

15.2 The bid security shall be denominated in Pak Rupees and shall be in shape of call Deposit Receipt (CDR)/Bank Guarantee/Demand Draft/Pay Order in favor of Managing Director (LWMC), valid for a period 28 days beyond the Bid Validity date.

15.3 The bid not secured in accordance with Clauses 15.1 and 15.2 above will be rejected by the Purchaser as non-responsive.

15.4 An unsuccessful bidder's bid security will be discharged or returned, or both, as promptly as possible upon award of Contract.

15.5 The bidder's bid security will be returned, upon the bidder's executing the contract, pursuant to Clause 31, and furnishing the performance security, pursuant to Clause 32.

15.6 The bid security may be forfeited:

- (a) if the bidder withdraws its bid during the period of bid validity specified by the bidder on the Bid Form; or
- (b) if the bidder does not accept the correction of the Total Bid Price pursuant to Clause 24; or
- (c) if the bidder fails;
 - (i) to sign the contract in accordance with Clause 31, or
 - (ii) to furnish the performance security in accordance with Clause 32.

16. Period of Validity of Bid

16.1 The bid shall remain valid for One hundred twenty (120) days from the date of bid closing prescribed by the Purchaser, pursuant to Clause 19.

16.2 Notwithstanding Clause 16.1 above, the Purchaser may solicit the bidder's consent to an extension of the period of bid validity. The request and the responses thereto shall be made in writing or by cable or fax. If the bidder agrees to the extension request, the validity of

the bid security provided under Clause 15 shall also be suitably extended. The bidder may refuse the request without forfeiting its bid security. The bidder will not be required or permitted to modify its bid.

17. Format and Signing of Bid

- 17.1 The bidder shall submit dully filled original Bidding Document issued to him.
- 17.2 Prescribed Bid Form and Schedules shall be used and not to be retyped. The original bid shall be typed or written in indelible ink and shall be signed by the bidder or a person duly authorized to sign on behalf of the bidder. Such authorization shall be indicated by written power of attorney accompanying the bid. All pages of the bid where entries and amendments have been made shall be initialed by the person signing the bid.
- 17.3 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

**SUBMISSION OF BID
for
SINGLE STAGE TWO ENVELOPE BIDDING PROCEDURE**

18. Sealing and Marking of Bid

- 18.1 The bid shall be a single sealed package consisting of two separately sealed envelopes, containing separately the Technical and Financial bid. The envelopes shall be marked as “Technical Bid” and “Financial Bid”.
- 18.2 The envelope/single sealed package shall:

- (a) be addressed to the following address:

General Manager (P&C)
Office No. 4-5, 4th Floor, Shaheen Complex, Egerton Road, Lahore, Pakistan
Tel: +92-42-99205153-55, Fax: +92-42-99205156,
procurement@lwmc.com.pk

- (b) bear the following identification:

Bid for **“HIRING OF SERVICES FOR WEB & EMAIL HOSTING FOR LWMC”**

DO NOT OPEN BEFORE **May 5, 2017.**



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18.3 In addition the envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "Late".

18.4 Fax bid will not be entertained.

19. Deadline for Submission of Bid

19.1 The original bid must be received by the Purchaser at the address specified in Clause 18.2 by **1500 hours on May 5, 2017**. Technical bid will be opened on the same day and same address at **1530 hours**.

19.2 The Purchaser may, at its discretion, extend the deadline for the submission of bids by amending the bidding documents in accordance with Clause 9, in which case all rights and obligations of the Purchaser and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

20. Late Bid

20.1 The bid received by the Purchaser after the deadline for submission of bid prescribed by the Purchaser, pursuant to Clause 19, will be rejected and returned unopened to the bidder.

21. Modification and Withdrawal of Bid

21.1 The bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification or withdrawal is received by the Purchaser prior to the deadline prescribed for submission of bid.

21.2 The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of Clause 18. A withdrawal notice may also be sent by telex or fax but must be followed by a signed confirmation copy, post marked not later than the deadline for submission of bid.

21.3 The bid may not be modified subsequent to the deadline for submission of bid.

21.4 The bid may not be withdrawn in the interval between the deadline for submission of bid and the expiration of the period of bid validity specified by the bidder on the Bid Form. Withdrawal of a bid during this interval may result in the bidder's forfeiture of its bid security, pursuant to Clause 15.

OPENING AND EVALUATION OF BID

22. Opening of Bid



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- 22.1 The 'Technical bid' shall be opened by the Purchaser in the presence of the bidder's representatives who choose to attend at the time and date specified in Clause 19.1, at the office of the Purchaser, given in Clause 18.2 (a). The bidder's representatives who are present shall sign a register evidencing their attendance. The 'Financial Bid' will remain unopened and will be held in custody of the Purchaser until the specified time of their opening.
- 22.2 The bidder's name, modifications, bid withdrawal, and the presence or absence of the requisite bid security, and such other details as the Purchaser, at its discretion, may consider appropriate will be announced and recorded at the opening.
- 22.3 At the end of the evaluation of the Technical Bids, the Purchaser will invite only those bidders who have submitted substantially responsive Technical Bids, pursuant to Clause 24, and who have been determined as being qualified for award to attend the opening of the Financial Bids.
- 22.4 The date, time, and location of the opening of Financial Bids will be informed in writing by the Purchaser.
- 22.5 The Purchaser will notify Bidders in writing who have been rejected on the grounds of their Technical Bids being substantially non-responsive to the requirements of the Bidding Document and return their Financial Bids unopened.
- 22.6 The Purchaser shall conduct the opening of Financial Bids of all Bidders who submitted substantially responsive Technical Bids, publically in the presence of Bidders' representatives who choose to attend at the address, date and time specified by the Purchaser. The Bidder's representatives who are present shall be requested to sign a register evidencing their attendance.
- 22.7 The bidder's name, bid price, modifications, bid withdrawal, and the presence or absence of the requisite bid security, and such other details as the Purchaser, at its discretion, may consider appropriate will be announced and recorded at the opening.

23. Clarification of Bid

- 23.1 To assist in the examination, evaluation and comparison of bid, the Purchaser may, at its discretion, ask the bidder for a clarification of its bid. All responses to requests for clarification shall be in writing, and no change in the price or substance of the bid shall be

sought, offered or permitted except as required to confirm the corrections of arithmetical errors discovered in the evaluation of bid.

24. Determination of Responsiveness of Bid

24.1 Prior to the detailed evaluation of the bid, pursuant to Clause 26, the Purchaser will examine and determine the substantial responsiveness of the bid to the requirements of the bidding documents. A substantially responsive bid is one which:

- (a) meets the Eligibility Criteria specified in Clauses 2 and 3;
- (b) has been properly signed on the Bid Form;
- (c) is accompanied by the required Securities and these Securities are valid and in good order;
- (d) meets the delivery period set out in Schedule A Special Stipulations to Bid;
- (e) meets the rate and limit of liquidated damages as specified in Schedule A Special Stipulations to Bid;
- (f) offers fixed price quotations i.e. the bid do not offer an escapable price quotation;
- (g) is otherwise complete and generally in order;
- (h) conforms to all the terms, conditions and Specifications of the bidding documents, without material deviation or reservation. A material deviation or reservation is one:
 - (i) which affects in any substantial way the scope, quality or performance of the Services; or
 - (ii) which limits in any substantial way, inconsistent with the bidding documents, the Purchaser's rights or the bidder's obligations under the Contract.

24.2 The bidder's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.

24.3 The bid determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the bidder by correction or withdrawal of the nonconforming deviation or reservation.

24.4 The Purchaser may waive any minor informality or non-conformity or irregularity in the bid.

24.5 Correction of Arithmetical Errors: Bid determined to be substantially responsive will be checked by the Purchaser for any arithmetic errors. Errors will be rectified as follows:

- (a) for the total bid price entered in paragraph of the Bid Form, if there is a discrepancy between the amounts in Figures and in words, the amount which tallies with the

- total Bid Price, shown in the Price Schedule, will govern unless the Bid Contains a specific statement confirming the total Bid Price.
- (b) where there is a discrepancy between the unit rate and the total price resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern and the total price shall be corrected, unless in the opinion of the Purchaser, there is an obviously gross misplacement of the decimal point in the unit rate, in which case the total price for each item / equipment as quoted will govern and the unit rate will be corrected, and
 - (c) where there is a discrepancy in the total price quoted in the Price Schedule vis-à-vis addition of each item / equipment, the total of the itemized prices will govern.

The amount stated in the Bid Form will be adjusted by the Purchaser in accordance with the above procedure for the correction of errors, and shall be considered as binding upon the Bidder. If the Bidder does not accept the correction of the errors for any item / services in the Bid, his Bid will be rejected and the Bid Security will be forfeited in accordance with Clause 15.6.

Corrected Total Bid Price: The price as determined after the application of arithmetic corrections shall be termed as Corrected Total Bid Price.

25. Evaluation and Comparison of Bids

The Purchaser will evaluate and compare the bids previously determined to be substantially responsive, pursuant to Clause 24, as stated hereinafter.

25.1. Basis of Evaluation and Comparison of Bid

The Bids of only those Bidders who are substantially responsive to the requirements of the Bidding document will be considered for evaluation. The evaluation and comparison of the Bid will be done Total Bid price wise. The offer/ contract will be awarded to those Bidders whose corrected and evaluated total Bid Price is the lowest.

25.2. Evaluated Bid Prices

The Purchaser evaluation of a bid will take into account in addition to the Bid Price, the following factors (Adjustments) in the manner and to the extent stated hereinafter. Adjustment will be based on corrected Bid Prices. The price so determined after making such adjustments will be termed as Evaluated Bid Price. Correction of arithmetical errors as stated in Clause 24.5. The cost of making good any deficiency resulting from any acceptable, quantifiable variations and deviations from the Schedules, Conditions of Contract and Specifications, shall be added to the corrected Bid Price for comparison

purposes only. For bid offering delivery period of the Service earlier than the period specified in the Schedule A Special Stipulations to Bid, no credit will be given. Terms of Payment: The bidder shall state their bid price for the payment terms outlined in the Conditions of Contract. The bid will be evaluated on the basis of this base price. The bidder may state alternate payment terms and indicate the reduction in bid price that wish to offer for such alternative payment terms. The Purchaser may consider the alternative payment terms offered by the bidder.

26. Contacting the Purchaser

26.1 Any effort by a bidder to influence the Purchaser in the Purchaser's decisions in respect of bid evaluation, or Contract award will result in the rejection of the bidder's bid.

27. Purchaser's Right to Accept the Bid or Reject the Bid

27.1 The Purchaser reserves the right to accept or reject any bid at his sole discretion and to annul the bidding process at any time prior to award of Contract, without thereby incurring any liability to the bidder or any obligation to inform the bidder of the grounds for the Purchaser's action.

AWARD OF CONTRACT

28. Post-qualification and Award Criteria

28.1 The Purchaser will determine to its satisfaction whether the bidder has offered Service at reasonable prices consistent with the current prevailing market prices and is qualified to satisfactorily perform the Contract

28.2 An affirmative determination will be prerequisite for award of the Contract to the bidder. A negative determination will result in rejection of the bidder's Bid.

28.3 Subject to Clause 27 above, the Purchaser will award the Contract to the bidder if its bid has been determined to be substantially responsive to the Bidding Documents and who has offered the lowest evaluated Bid Price and consistent with the current prevailing market prices as determined by the Purchaser, provided further that the bidder is determined to be qualified to satisfactorily perform the Contract.

29. Purchaser's Right to Vary Quantities at Time of Award

29.1 The Purchaser reserves the right at the time of award of Contract to increase or decrease the quantity of goods / Services specified in the Specifications, without any change in unit prices or other terms and conditions.



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30. Notification of Contract Award

- 30.1 Prior to the expiration of the period of bid validity, the Purchaser will notify the bidder in writing by registered letter that its bid has been accepted. This letter is termed as Letter of Acceptance.
- 30.2 The notification of award will constitute the formation of a contract, until the Contract has been affected pursuant to Clause 31 below.

31. Signing of Contract

- 31.1 After the acceptance of performance security by the Purchaser, the Purchaser will send to the successful bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.
- 31.2 Within **three (5) days** of the receipt of such Contract Form, the bidder shall sign and date the Contract and return it to the Purchaser.

32. Performance Security

Within **five (14) days** of the receipt of the Letter of Acceptance from the Purchaser, the bidder shall furnish the performance security, in accordance with the Conditions of Contract, in the performance security Form provided in the bidding documents or another form acceptable to the Purchaser.

ADDITIONAL INSTRUCTIONS

33. Instructions to Assist the Bidder

- 33.1 Bid shall be prepared and submitted in accordance with the instructions set forth herein. These instructions to Bidders are provided to assist in preparing their Bid and shall not constitute part of the Contract Documents.

34. Income Tax & General Sales Tax

- 34.1. The bidder may make inquiries on income tax to the concerned authorities of Income Tax and General Sales Tax Department, Government of Pakistan.

Sales tax to the extent as provided in the rules shall be deducted and withheld from the payment to be made to the service provider for depositing with Government of the Punjab.

TECHNICAL SPECIFICATIONS SCOPE OF WORK

TERMS OF REFERENCE FOR THE PROVISION OF WEB & E-MAIL HOSTING SERVICES FOR LWMC

The firm shall agree on following terms of references/scope of work for the provision of web & email hosting services for LWMC:

1. Firm will be responsible to host our domain “lwmc.com.pk” and provide admin panel access to LWMC. Firm will ensure 99.9% Uptime for lwmc.com.pk. Same firm will be answerable for web services and email services.
2. Email ID’s must be created by using the company’s domain (lwmc.com.pk) for example (abc.xzy@lwmc.com.pk and abc@lwmc.com.pk). Email addresses names will be provided by LWMC.
3. The storage of each email account should be at least 30GB.
4. Email storage size can be increased as per demand of LWMC for one or few accounts.
5. Easily find out the oldest emails by using the keywords in a provided search bar.
6. Provision of best spam filters mechanism which will save the trouble of having to delete those pesky unwanted messages manually and automatically.
7. Availability of emails access via smart phones/tablets through internet.
8. User Management administrative tools should be available on smart phones for IT administrator(s).
9. Provision of file sharing facilities, calendars sharing, alias email accounts, email delegation controls, contacts sharing, voice call, video call, text chat, Online text documents, spreadsheets & slides facility, documents sharing & online working.
10. Email client side configuration is to be done by LWMC and assisted by firm staff on Microsoft Office Outlook, Thunderbird, Mac mail for PCs, laptops and Mac Books as well as for android based mobile phone, iPhone(s), windows based Phone and availability of



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emails with all functions and synchronization such as calendar sharing, task sharing, email delegation controls.

- 11.** The firm will provide services to configure a backup solution of emails including inbox, subfolders and sent items and assist and train the IT staff, to manage the backup of email services in real time.
- 12.** The firm will ensure that the email service migration time should be lesser than 12 hours and said activity will be completed after COB.
- 13.** The firm will ensure the migration of all current LWMC emails from the current setup/server. The maximum down time for such migration will be 12 Hours.
- 14.** The firm will provide the support and assistance to the LWMC IT staff during the configuration of purposed email solution to the Desktops/Laptops/Mobiles and etc.
- 15.** The firm will provide email hosting services with premium DNS and would ensure 99.9% uptime. This facility must be tested and implemented within 72 hours after contract signing.
- 16.** Currently, LWMC is using the third party server for the hosting of email services. Our email accounts are configured as IMAP and POP3. The selected firm will be responsible for transferring the data including inbox subfolders, drafts and sent items of all email accounts with mutually agreed timelines between LWMC and the Firm.
- 17.** The firm will ensure the protection from any kind of malware, virus, DDOS attack & unauthorized access on the provided email services.
- 18.** The firm will ensure the email services reliability & availability during the whole period of contract.
- 19.** Contract period will be of two years, from the date of contract signing; which may be extended on revised rates and same terms & conditions for further term/terms by mutual agreement of both parties.
- 20.** Prices quoted shall remain valid for a period of 120 days from the closing date of proposal.
- 21.** All direct & indirect taxes will be deducted in accordance with the provisions of Government rules amended time to time.



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22. Successful firm will sign a service contract and will provide the agreed services within the stipulated agreed time of the award letter issuance.
23. The firm must have minimum two (2) certified trained regular staff with minimum 3 years of experience in purposed email solution and services.
24. Email system should have distribution list feature to disburse emails to a group and sub groups.
25. Initially we have 175 users, which may increase or decrease time to time.
26. Payment for e-mail services will be made after a complete month on the satisfactory execution of services (Per user per month inclusive of taxes).
27. In case of any dispute regarding services; the decision of the LWMC shall be final & binding.
28. Firm will provide training to designate IT staff of LWMC during and after successful deployment of email solution and web host services.
29. The selected firm will sign a Non- disclosure agreement (NDA) with the LWMC at the time of contract, for security and privacy of emails. The data belongs to LWMC is a crucial and contains sensitive information, leaking out the information or having unauthorized access by the firm will lead the contract to termination as well as legal proceedings as per applicable law.
30. Firm will not use any pirated software during the deployment of email accounts.
31. The Firm will provide the admin control panel to implement the security and admin rights for the LWMC users. The LWMC designated IT Personal will be authorized to use this admin control with full rights. He will be allowed for email creation, deletion, spam control configurations, user rights management and full use of additional controls as required in Point # 7, 8.
32. The firm will ensure that the LWMC email accounts and its details are secured from any third person and organizations.

33. The firm will ensure the fast / instant synchronization of emails with no hang-up and delay problem.
34. The firm will ensure the accessibility of emails and its services all over the world where internet is available.
35. 24x7x365 support services, which will include the phone, email, web portal, complaint launching, SMS, support staff client visit and other mechanisms to address the problems of LWMC emails and web hosting.
36. The firm will provide support to LWMC designated staff for the resolution of web hosting issues on need basis.
37. In case of any planned downtime regarding the servers and email services, the firm will pre- notify the LWMC IT staff well before time i.e. minimum 6 hours before.
38. It is mandatory that the firm physically have office in Lahore and concerned technical and support staff is placed in office.
39. The firm will be responsible to accommodate any additional requirement of the LWMC regarding the email services and trainings.
40. Firm can engage international email service provider(s) for email hosting services. The firm will be held responsible for all the matters to ensure uptime and smooth functioning of email services..
41. Any extra features provided by firm (enlist features details).



LAHORE WASTE MANAGEMENT COMPANY

Company Established under Section 42 of Companies Ordinance 1984

BID FORM

To:

MANAGING DIRECTOR
Lahore Waste Management Company (LWMC)
Office No. 4-5, 4th. Floor, Shaheen Complex, Egerton Road, Lahore, Pakistan
Tel: +92-42-99205153-55, Fax: +92-42-99205156,
Email: procurement@lwmc.com.pk

Gentlemen:

Having examined the bidding documents including Addendum No _____, the receipt of which is hereby duly acknowledge, for the above Contract, we, the undersigned, offer to supply, deliver test and impart training in conformity with the said bidding documents for the Total Bid Price for all item / equipment / services.

Sr. #	Item / Description	Total Amount (In PKR)
1.	HIRING OF SERVICES FOR WEB & EMAIL ACCOUNT HOSTING FOR LWMC	
Total Amount in PKR Including all applicable taxes		

or such other sums as may be ascertained in accordance with the Price Schedule attached hereto and made part of this Bid.

We undertake, if our above stated total bid for all items / equipment's is accepted, to complete the Work in accordance with the Contract Execution Schedule provided in the Schedule A Special Stipulations to Bid.

If our Total Bid for all items / equipment's is accepted, we will provide the performance security in the sum equivalent to **10 percent** of the Contract Price, for the due performance of the Contract.

We agree to abide by this Bid for the period of **One hundred Twenty (120)** days from the date fixed for bid opening pursuant to Clause 22 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.



LAHORE WASTE MANAGEMENT COMPANY

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Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof in your Notification of Contract Award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest-priced or any Bid that you may receive.

Dated this _____ day of _____ 2017.

Bidder Signature Along With Seal

WITNESS

Signature: _____	Signature: _____
Name: _____	Name: _____
Title: _____	Title: _____
Address: _____	Address: _____

SCHEDULE –A: SPECIAL STIPULATIONS

For ease of reference, certain information and Special Stipulations applicable to the Contract are set forth herein.

<p>1 Amount of Performance Security</p>	<p>of Clause of Conditions of Contract. Article-15</p>	<p>The selected firm will have to deposit 10% Performance Security in the form of bank guarantee.</p>
<p>2 Time Schedule Effective date of commencement of services Time Schedule of Services</p>	<p>3.1 3.2 4.1.9</p>	<p>Within 03 days from the date of contract signing</p> <p>That the terms of this contract shall be for a period of two year commencing from the date of signing of this contract. Contract can be extended based on performance and after mutual consent of both parties.</p> <p>Firm will provide training to designate IT staff of LWMC during and after successful deployment of email solution and web host services.</p>
<p>3 Time within which payment shall be made after the delivery of certificate of payment to purchaser</p>	<p>Article-5</p>	<p>Within 30 days of receipt of Invoice from the Contractor, and the Purchaser has accepted it.</p>



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SCHEDULE - B: PRICE SCHEDULE

Sr. No	Item Description	Unit Qty.	Rate Per Unit Qty.	No of Months	Total Price for Two Years
		Nos	Rs.	Nos.	Rs.
		(I)	(II)	(III)	(IV = I x II x III)
Hiring Of Services For Web & Email Hosting For LWMC (A)					
01	Emails Hosting Services of LWMC Email accounts including and support.	175		24	
Hiring Of Services For Web & Email Hosting For LWMC (B)					
02	Web hosting and support (One domain hosting)	1		24	
Total Amount (Inclusive of all Applicable taxes) A+B					

Total Price in Words (Inclusive of All Applicable Taxes):

Note:

- * Evaluation shall be done at Total Bid Price.
- * Overwriting, cutting, use of fluid etc., are not allowed which may lead to cancelation of bid offered.
- * Incomplete or semi filled bid shall be treated as Non-Responsive.
- * Email accounts can be increased or decreased as per LWMC requirements on per month basis. But the amount will be paid as per actual.
- * The quoted rate will not be changed for the period of contract.

Stamp & Signature of Bidder _____



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BID SECURITY FORM

Sr.#	Items	Bid Security @ 2% of Estimated Price (PKR)
1	HIRING OF SERVICES FOR WEB & EMAIL ACCOUNT HOSTING FOR LWMC	

The Total Bid Security (02% of estimated price amounting to Rs. _____ in shape of "Call Deposit Receipt" of the Bank (Name) _____ is attached in accordance with Clause 15 of the Instruction to Bidder for the supply of following Items.

Stamp & Signature of Bidder _____



LAHORE WASTE MANAGEMENT COMPANY

Company Established under Section 42 of Companies Ordinance 1984

PERFORMANCE SECURITY FORM

To:

MANAGING DIRECTOR

Lahore Waste Management Company (LWMC)

Office No. 4-5, 4th. Floor, Shaheen Complex, Egerton Road, Lahore, Pakistan

Tel: +92-42-99205153-55, Fax: +92-42-99205156, procurement@lwmc.com.pk

WHEREAS (Name of the Contractor)

hereinafter called "the Contractor" has undertaken, in pursuance of "Invitation to Bids / Short Tender", DEVELOPMENT OF TVC FOR AWARENESS TO KEEP MBS CLEAN **AND WHEREAS** it has been stipulated by you in the Contract that the Contractor shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with the Contractor's performance obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Contractor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantor and responsible to you, on behalf of the Contractor, up to a total of _____ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the Contract, and without cavil or argument, any sum or sums as specified by you, within the limits of _____ (Amount of Guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until _____ day of _____, 2017, or twenty-eight (28) days of the issue of the Defects Liability Expiry Certificate, whichever is later.

[NAME OF GUARANTOR]

Signature _____

Name _____

Title _____

Address _____

Seal _____



LAHORE WASTE MANAGEMENT COMPANY

Company Established under Section 42 of Companies Ordinance 1984

Agreement No. LWMC/

Dated: -----

AGREEMENT

THIS AGREEMENT, together with The Notification of Award / letter of Acceptance & APPENDICES A to D which constitute an integral part thereof (hereinafter referred to as the Agreement), is entered into on this ___ Day of ___, 2017.

Between **M/S Lahore Waste Management Company (LWMC)**, a company registered under section 42 of the Companies Ordinance, 1984 (Hereinafter referred to as the “**Client**” or “**LWMC**”, which expression shall where the context permits include its successors-in-interest and permitted assigns) of the first part; and _____ (Hereinafter referred to as the “**Service Firm/ Service Provider**”, which expression shall where the context permits include its successors-in-interest and permitted assigns), of the second part.

The Parties hereto agree as under:

ARTICLE 1: THE PROJECT

The Assignment for which Services are required to be performed under this Agreement is described in Appendix A.

ARTICLE 2: SCOPE OF SERVICES

- 2.1 The scope of required services (hereinafter referred to as "Services") to be performed by the Service Firm for this Agreement are described in Appendix A.
- 2.2 The delivery of the Services shall be made by the Service Firm at the address specified in Schedule A Special Stipulations.

ARTICLE 3: TIME SCHEDULE

3.1 **Effective Date of Commencement**

Effective Date of Commencement of Services shall be as defined in Appendix-B.

3.2 **Time Schedule of Services**

The time schedule of Services is given in the attached Appendix B.

3.3 Extension of Time

Provided that Buyer shall not then be in default under this Agreement, this Agreement may be extended after mutual written agreement of the parties hereto. Extension of Time for providing of Services and the terms and conditions thereof shall be mutually agreed between the Client and the Service Firm as and when required.

ARTICLE 4: MODE OF OPERATION

4.1 Obligations of the Service Firm

- 4.1.1) The Service Firm shall perform Services as an independent Service Provider in accordance with recognized professional standards, applicable laws and rules thereunder.
- 4.1.2) The Service Firm shall appoint a dedicated Team Leader named in Appendix D who shall represent the Service Firm for purposes of this Agreement and shall be responsible for the administration of the Agreement including performance of Services thereunder. He shall remain in contact with the representative of the Client to keep him fully informed on all matters relating to the provision of Services by the Service Firm.
- 4.1.3) The Service Firm shall carry out the Services with due diligence and efficiency and in conformity with standard professional practices.
- 4.1.4) The Service Firm shall ensure the adherence and full compliance to the Terms and Conditions of this Contract and Appendices attached.
- 4.1.5) The Service Firm shall act at all times so as to protect the interests of the Client and shall take all reasonable steps to keep all expenses to a minimum consistent with sound economic and professional practices.
- 4.1.6) The Service Firm shall furnish the Client such information relating to the Services as the Client may from time to time reasonably request.
- 4.1.7) Except with the prior written approval of the Client, the Service Firm shall not further assign or transfer or outsource the Agreement for Services or any part thereof nor engage any other independent Service Firm or sub-Service Firm to perform any part of the Services.

4.1.8) The Service Firm agrees that no proprietary and confidential information received by the Service Firm from the Client shall be disclosed to a third party unless the Service Firm receives a written permission from the Client to do so.

4.1.9) The Service Firm will provide training to designate IT staff of LWMC during and after successful deployment of email solution and web host services

4.2 Obligations of the Client

The Client shall provide to the Service Firm:

- All necessary facilities, as listed in Appendix A, that may be required by the Service Firm for performing the Services within the Time Schedule given in Appendix B.
- The Client shall designate a person named in Appendix D to act as its representative on all matters pertaining to this Agreement and to fully cooperate with the Project Manager of the Service Firm.
- The Client shall take all necessary measures to make timely payments to the Service Firm as stipulated in Article 5, hereof.

ARTICLE 5: REMUNERATION FOR SERVICES AND SCHEDULE OF PAYMENT

The remuneration for Services rendered by the Service Firm and the mode of payment shall be as described in the attached Appendix-C.

ARTICLE 6: ADDITIONAL SERVICES

The Client may ask the Service Firm to perform Additional Services during the currency of this Agreement. Such Additional Services shall be performed with the prior concurrence of both the Parties. The Service Firm shall submit an estimate of the additional time (if any) and the additional remunerations for such Additional Services which shall be approved in writing by the Client before the commencement of the Additional Services.

ARTICLE 7: TERMINATION



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7.1 End of Services

The Agreement shall terminate when, pursuant to the provisions hereof, the Services have been completed and the payment of remunerations have been made.

7.2 Termination by the Client

The Client may, by a written notice of thirty (30) days to the Service Firm, terminate this Agreement. All accounts between the Client and the Service Firm shall be settled not later than thirty (30) days of the date of such termination.

7.3 Termination by the Service Firm

The Service Firm may suspend the Agreement by a written notice of thirty (30) days only if the Service Firm does not receive payments due under this Agreement within 30 days of submission of its invoice. If the payment is still not made to the Service Firm after 30 days of notice of suspension, the Service Firm may terminate this Agreement in whole or in part by giving thirty (30) days advance notice of intent to terminate. If the Agreement is terminated by the Service Firm under such circumstances, the Client shall pay, within a period of fifteen (15) days from the date of effect of such notice of intent to terminate as referred above, all payments due to the Service Firm.

ARTICLE 8: FORCE MAJEURE

The term "Force Majeure" as employed herein shall mean acts of God, strikes, lock-out or other industrial disturbances, acts of public enemy, wars, blockades, insurrection, riots, epidemics, landslides, earthquakes, storms, lightning, floods, washouts, civil disturbances, explosions and any other similar events, not within the control of either Party and which by the exercise of due diligence neither Party is able to overcome.

If either Party is temporarily unable by reason of Force Majeure or the Service Firms or regulations of Pakistan to meet any of its obligations under the Agreement, and if such Party gives to the other Party written notice, of the event within fifteen (15) days after its occurrence, such obligations of the Party, as it is unable to perform by reason of the event, shall be suspended for as long as the inability continues. Neither Party shall be liable to the other Party for loss or damage sustained by such other Party arising from any event referred to as Force Majeure or delays arising from such event. Force Majeure shall not include inability to perform due to lack of skills, expertise, insufficiency of funds or failure to make any payment required under the Agreement.



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ARTICLE 9: RESOLUTION OF DISPUTES

Any dispute or difference arising out of the Agreement which cannot be amicably settled between the Parties shall be finally settled under the provisions of the Arbitration Act, 1940 (Act No. X of 1940) and Rules made thereunder as amended from time to time. The venue of arbitration shall be in Pakistan as given in Appendix D, Special Conditions.

ARTICLE 10: APPLICABLE LAW

This Agreement shall, in all respects, be read and construed and shall operate in conformity with the Laws of Pakistan.

ARTICLE 11: CONTRACT AMENDMENT

No variation in or modifications to the terms of the Agreement shall be made, except by a written amendment signed by the Parties hereto.

ARTICLE 12: NOTICE

Any notice given by any of the Parties hereto shall be sufficient only if in writing and delivered in person or through registered mail as follows:

To: The Client
Managing Director,
M/s Lahore Waste Management Company,
Office# 4 & 5, 4TH Floor, Shaheen Complex, Egerton
Road, Lahore.

To: The Service Firm

or to such other address as either of these Parties shall designate by notice given as required herein. Notices shall be effective when delivered/

ARTICLE 13: VALIDITY CLAUSE

It is agreed among the Parties that in case, after the signing of this Agreement there is any provision which is found not valid, due to amendment in the relevant laws or is held to be so, by a court of competent jurisdiction, then the Parties shall join in and agree to amend



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and alter the said provision/clause to bring it in line with the applicable law. However, this shall not in any way at all affect the validity and/or enforceability of the rest of the Agreement between the Parties.

ARTICLE 14: INDEMNIFICATION

The Service Firm shall buy the insurance cover to fully indemnify the Client from any of the damages and accidental casualty taken place by the Project Team of the Service Firm during the performance of their duty.

ARTICLE 15: PERFORMANCE SECURITY

The Service Firm shall furnish to the Employer within Fourteen (14) days after receipt of Letter of Acceptance a Performance Security at the option of the bidder, in the form and amount specified in SCHEDULE –A: SPECIAL STIPULATIONS valid for a period 28 days beyond the Time Schedule of Services as specified under clause 3.2 of this agreement.

The Performance Security may be forfeited if the Service Provider fails to deliver any item or service as required under Scope of Work provided under Article 2 and within the timelines specified under Article 3.

ARTICLE 16: RIGHT TO AUDIT

Vendor will keep accurate and complete records and accounts pertaining to the performance of the Services. Upon no less than seven (7) days' written notice, Customer may audit, or nominate a reputable accounting firm to audit, Vendor's records relating to its performance under this Agreement, including amounts claimed, during the term of the Agreement.

ARTICLE 17: SATISFACTORY PERFORMANCE CERTIFICATE

When the Service Firm has fulfilled all his obligations under the Contract for Services, the Client shall issue within two (2) weeks to the Client with a copy to the Service Firm a Satisfactory Performance Certificate to that effect.

ARTICLE 18: DEDUCTIONS & PENALTIES

The Client reserves the right to deduct due amount from invoice, as penalty if the Service Provider any time fails to observe or comply with any of the requirements of scope of work in appendix-A and time schedule in Appendix-B.



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IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

(SERVICE FIRM)
FOR AND ON BEHALF OF
[Name of Service Firm]

(CLIENT)
FOR AND ON BEHALF OF
M/s Lahore Waste Management Company

Signature: _____

Signature: _____

Name: _____

Name: _____

Designation: _____

Designation: _____

Seal: _____

Seal: _____

Date: _____

Date: _____

WITNESS

WITNESS

Signature: _____

Signature: _____

Name: _____

Name: _____

Designation: _____

Designation: _____



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APPENDIX A: THE PROJECT & SCOPE OF SERVICES

TERMS OF REFERENCE FOR THE PROVISION OF WEB & E-MAIL HOSTING SERVICES FOR LWMC

The firm shall agree on following terms of references/scope of work for the provision of web & email hosting services for LWMC:

1. Firm will be responsible to host our domain “lwmc.com.pk” and provide admin panel access to LWMC. Firm will ensure 99.9% Uptime for lwmc.com.pk. Same firm will be answerable for web services and email services.
2. Email ID’s must be created by using the company’s domain (lwmc.com.pk) for example (abc.xzy@lwmc.com.pk and abc@lwmc.com.pk). Email addresses names will be provided by LWMC.
3. The storage of each email account should be at least 30GB.
4. Email storage size can be increased as per demand of LWMC for one or few accounts.
5. Easily find out the oldest emails by using the keywords in a provided search bar.
6. Provision of best spam filters mechanism which will save the trouble of having to delete those pesky unwanted messages manually and automatically.
7. Availability of emails access via smart phones/tablets through internet.
8. User Management administrative tools should be available on smart phones for IT administrator(s).
9. Provision of file sharing facilities, calendars sharing, alias email accounts, email delegation controls, contacts sharing, voice call, video call, text chat, Online text documents, spreadsheets & slides facility, documents sharing & online working.
10. Email client side configuration is to be done by LWMC and assisted by firm staff on Microsoft Office Outlook, Thunderbird, Mac mail for PCs, laptops and Mac Books as well as for android based mobile phone, iPhone(s), windows based Phone and availability of



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emails with all functions and synchronization such as calendar sharing, task sharing, email delegation controls.

11. The firm will provide services to configure a backup solution of emails including inbox, subfolders and sent items and assist and train the IT staff, to manage the backup of email services in real time.
12. The firm will ensure that the email service migration time should be lesser than 12 hours and said activity will be completed after COB.
13. The firm will ensure the migration of all current LWMC emails from the current setup/server. The maximum down time for such migration will be 12 Hours.
14. The firm will provide the support and assistance to the LWMC IT staff during the configuration of purposed email solution to the Desktops/Laptops/Mobiles and etc.
15. The firm will provide email hosting services with premium DNS and would ensure 99.9% uptime. This facility must be tested and implemented within 72 hours after contract signing.
16. Currently, LWMC is using the third party server for the hosting of email services. Our email accounts are configured as IMAP and POP3. The selected firm will be responsible for transferring the data including inbox subfolders, drafts and sent items of all email accounts with mutually agreed timelines between LWMC and the Firm.
17. The firm will ensure the protection from any kind of malware, virus, DDOS attack & unauthorized access on the provided email services.
18. The firm will ensure the email services reliability & availability during the whole period of contract.
19. Contract period will be of two years, from the date of contract signing; which may be extended on revised rates and same terms & conditions for further term/terms by mutual agreement of both parties.
20. Prices quoted shall remain valid for a period of 120 days from the closing date of proposal.



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21. All direct & indirect taxes will be deducted in accordance with the provisions of Government rules amended time to time.
22. Successful firm will sign a service contract and will provide the agreed services within the stipulated agreed time of the award letter issuance.
23. The firm must have minimum two (2) certified trained regular staff with minimum 3 years of experience in purposed email solution and services.
24. Email system should have distribution list feature to disburse emails to a group and sub groups.
25. Initially we have 175 users, which may increase or decrease time to time.
26. Payment for e-mail services will be made after a complete month on the satisfactory execution of services (Per user per month inclusive of taxes).
27. In case of any dispute regarding services; the decision of the LWMC shall be final & binding.
28. Firm will provide training to designate IT staff of LWMC during and after successful deployment of email solution and web host services.
29. The selected firm will sign a Non- disclosure agreement (NDA) with the LWMC at the time of contract, for security and privacy of emails. The data belongs to LWMC is a crucial and contains sensitive information, leaking out the information or having unauthorized access by the firm will lead the contract to termination as well as legal proceedings as per applicable law.
30. Firm will not use any pirated software during the deployment of email accounts.
31. The Firm will provide the admin control panel to implement the security and admin rights for the LWMC users. The LWMC designated IT Personal will be authorized to use this admin control with full rights. He will be allowed for email creation, deletion, spam control configurations, user rights management and full use of additional controls as required in Point # 7, 8.
32. The firm will ensure that the LWMC email accounts and its details are secured from any third person and organizations.

- 33.** The firm will ensure the fast / instant synchronization of emails with no hang-up and delay problem.
- 34.** The firm will ensure the accessibility of emails and its services all over the world where internet is available.
- 35.** 24x7x365 support services, which will include the phone, email, web portal, complaint launching, SMS, support staff client visit and other mechanisms to address the problems of LWMC emails and web hosting.
- 36.** The firm will provide support to LWMC designated staff for the resolution of web hosting issues on need basis.
- 37.** In case of any planned downtime regarding the servers and email services, the firm will pre- notify the LWMC IT staff well before time i.e. minimum 6 hours before.
- 38.** It is mandatory that the firm physically have office in Lahore and concerned technical and support staff is placed in office.
- 39.** The firm will be responsible to accommodate any additional requirement of the LWMC regarding the email services and trainings.
- 40.** Firm can engage international email service provider(s) for email hosting services. The firm will be held responsible for all the matters to ensure uptime and smooth functioning of email services..
- 41.** Any extra features provided by firm (enlist features details).



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APPENDIX B: TIME SCHEDULE

B-1 EFFECTIVE DATE OF COMMENCEMENT OF SERVICES.

Effective Date shall be the ____, 2017.

B-2 TIME SCHEDULE OF SERVICES

That the terms of this contract shall be for a period of two year commencing from the date of signing of this contract. Contract can be extended based on performance and after mutual consent of both parties.

DRAFT

APPENDIX C: REMUNERATION FOR SERVICES & SCHEDULE OF PAYMENT
(With reference to Article 5)

C-1 TOTAL REMUNERATION

Total Cost = Rs. _____ /-

C-2 SERVICE CHARGES

Sr. No	Item Description	Unit Qty.	Rate Per Unit Qty.	No of Months	Total Price for Two Years
		Nos	Rs.	Nos.	Rs.
		(I)	(II)	(III)	(IV = I x II x III)
Hiring Of Services For Web & Email Hosting For LWMC (A)					
01	Emails Hosting Services of LWMC Email accounts including and support.	175		24	
Hiring Of Services For Web & Email Hosting For LWMC (B)					
02	Web hosting and support (One domain hosting)	1		24	
Total Amount (Inclusive of all Applicable taxes) A+B					

C-3 PAYMENT SCHEDULE

Lahore Waste Management Company shall make payments to firm by cross check within thirty (30) days after receipt of approved invoice and relevant supporting documents approved by LWMC in the following manner.

- i) Commercial Invoice
- ii) Award/Acceptance Letter
- iii) Appendix-C
- iv) Acceptance Certificate verified by Departmental Head



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NOTE: LWMC shall not be assumed responsible for any delayed payment due to firm fault.

DRAFT

APPENDIX D: SPECIAL CONDITIONS

D-1 REPRESENTATIVE OF THE SERVICE FIRM (Refer Article 4.1)

D-2 REPRESENTATIVE OF THE CLIENT (Refer Article 4.2)

Managing Director/ or any one nominated by him.

D-3 FACILITIES (Refer Article 4.2)

The Client shall provide the Service Firms with:

- Access to office premises & facilities relevant to the Service.
- Assistance to Service Firm in other matters relating to engagement.

D-4 VENUE OF ARBITRATION (Refer Article 9)

Lahore, Pakistan.