



Power Information Technology Company

To harness the potential of Information Technology as a key contributor
In the development of Power Sector of Pakistan

405 Wapda House, Lahore- Ph: 042-99202666 Fax: 042-99202799



No. PITC/G-192(57)/2021/RC-2466

Dated: 14 / 07 / 2021

M/s Jaffer Business Systems (Pvt.) Ltd.

8-S Mushtaq Ahmed Gurmani Road
Gulberg-2, Lahore-54660 (Pakistan)
Tell No: 092-42-37320186-87

Subject: **RATE CONTRACT REGARDING ANNUAL HARDWARE MAINTENANCE
AGREEMENT OF HIGH RANGE SERVERS & RELATED EQUIPMENT.**

Ref: Tender No. PITC/G-192(57)/04-2021 Dated: 06-05-2021, Financial bids
Opened on 18-06-2021

Rate contract for signing hardware maintenance agreement for three years at first step extendable for further one year at every time with mutual consent at same quoted rates, as per Tender description in RFP, with parts and labor, of High Range Servers and Peripherals installed at DISCO Computer Centers and PITC, is hereby entered into between you i.e. M/s. Jaffer Business Systems Pvt. Ltd and this organization subject to all the terms and Conditions laid down in the Tender Document and its clarifications.

Annual maintenance charges for the different types of equipment installed at DISCO Computer Centers and PITC Computer Centre are mentioned in attached Annexure-A, Annexure-B and Annexure-C. These rates will be applicable till the expiry of Rate Contract.

I. Health Check

Health check will be conducted before taking the equipment into maintenance agreement. If any part found defective/out of order, customer has to put it in order before entry into agreement. Same will be done at the end of agreement.

II. Service Terms

Standard Service has an 8X6XN hour's support format. This means 8 hours a day, six days a week with response time (N) at following ranges of distance from company's nearest office:

- 25 Km radius 4 hours.
- Above 25 Km to 80 Km radius 6 hours.
- Above 80 Km radius 8 hours.

Calls received before 1300 hrs. will be attended same day whereas calls received after 1300 hrs. will be scheduled for the next day. However emergencies will be dealt accordingly.

Signature:

Company's Authorized Representative

Signature:

ATTIQUE AHMAD
Director General (ISDS)
PITC, Wapda House, Lahore.

Director General (ISDS) - PITC

III. Spares and Backup Equipment

Based on the experience of equipment usage, its operations and related support, the demands for critical spare parts are quantifiable. Critical spares help to reduce the costly system downtime. Highly critical spares will be kept for server machines only. Faulty parts will be replaced within 16 working hours however backup equipment will only be provided once it's established that machine requires detail lab service and it is subjected to availability.

IV. Same or superior part replacement

In case the faulty part is not available it will be replaced with the equal or superior compatible component. The faulty replaced part will be the property of the company.

V. List of Exclusions

Maintenance charges do not cover consumables.

Consumables include UPS Batteries, Tapes, Ribbons, Toners, Developer, Drum, Maintenance Kit, transfer belt, Stationary, Printer Wheels, Print Bands, Print Heads, Cables, Print module, Cleaning Pad, Printer Ribbon Shield, Ribbon Mask, Ribbon Drive Assembly, Heat Roller, Feeding Pad, Teflon etc.

VI. Exemptions


This agreement also does not cover: -

- i) Unauthorized attempts by other than Company personnel to repair maintain or modify the equipment.
- ii) Catastrophe.
- iii) Failure of equipment not maintained by Company or of non-Company supplied removable rotating storage media.
- iv) Fault or negligence of customer.
- v) Operator error, improper use or misuse of the equipment.
- vi) Causes external to the equipment such as, but not limited to transportation or fluctuations of humidity or temperature or voltage.
- vii) Transportation, Loading/Unloading of equipment.
- viii) Operating supplies or accessories, necessary for customer preventive maintenance, paint or refinishing the equipment or furnishing materials for this purpose
- ix) Electrical work external to machines or maintenance of accessories, alterations, attachments or other devices not furnished by Company unless specifically noted herein.
- x) Not included is the laying in or pulling or cabling to remote peripherals or terminals.
- xi) Customer's representative shall be on the premises during Company performance of maintenance services.
- xii) To facilitate Company's performance of maintenance services, Customer agrees to provide reasonable facilities such as but not limited to, secure storage space, a designated work area with adequate heat and light, and access to a local telephone line; these facilities are to be provided upon request and at no charge to Company.

Signature:


Company's Authorized Representative

Signature:


ATTIQUE AHMAD
Director General (ISDS)
PITC, Wapda House, Lahore.

Director General (ISDS) - PITC

VIII. Terms Of Payment

- i. Payment of the Support / maintenance services will be made directly by consignees within thirty days, from the date of receipt of invoice, on production of following documents.
 - a) Invoice in triplicate having NTN.
 - b) Sales Tax Invoice (if not exempted) or attach exemption certificate.
 - c) Non-payment certificate.
 - d) Performance Security Receipt Certificate (otherwise performance security will be deducted from the submitted invoice).
- ii. The payment of PST fixed by the Government will be made to the Contractor on production of original PST return cum payment Challan or any other documents as required under the Sales Tax Act 1990 as amended till date.
- iii. Partial deliveries & part payments will not be allowed

IX. Call Logging Procedure:

The Company will provide and maintain call logging procedure. The data is required to be provided to customers as and when required.

X. Customer's Responsibility

Customer is responsible for: -

- i) Backup and recovery of all data and software.
- ii) Maintaining a current back-up copy of the operating system and other applicable software programs and data.
- iii) Earthing all the equipment (earth to neutral should not exceed 2 Volts), operating through voltage stabilizer with an independent circuit breaker/power source and in a dust free environment. However, the company will assist and verify customer in designing, implementing or maintaining as such requirement.

Any Distribution Company desiring to get maintenance services may enter into maintenance agreement (Specimen attached) with you, on the basis of this rate contract.

You shall deposit 10% of the total value in the maintenance agreement inclusive of GST, PST or any other applicable Taxes at the discretion of concerned DISCO, as performance security, which will be released on customer's discontinuation of agreement.


The Rate Contract shall remain enforced for a period of three years at first step, extendable for further one year at every time with mutual consent at the same rate.

This is issued with the approval of Chief Executive Officer (PITC).

Signature:


Company's Authorized Representative

Signature:


ATTIQUE AHMAD
Director General (ISDS)
PITC, Wapda House, Lahore.

Director General (ISDS) - PITC

Copies to:

1. Chief Executive Officers all DISCOs.
2. Finance Director (PITC) 404, WAPDA House, Lahore.

Copies placed at website: www.pitc.com.pk .

Signature:



A circular blue stamp with the text "BUSINESS SYSTEMS (PVT) LTD." around the perimeter and a star at the bottom. A handwritten signature in black ink is written over the stamp.

Company's Authorized Representative

Signature:



A handwritten signature in blue ink over a blue stamp. The stamp contains the text "ATTIQUE AHMAD" in large letters, "Director General (ISDS)" in smaller letters, and "PITC, Wapda House, Lahore," in the smallest letters.

Director General (ISDS) - PITC


Annexure-A			
Sr #	LOT-1	Unit Rates 1 st , 2 nd and 3 rd Year	
		Unit Price (Per year) (Rs)	Unit Price with 5% PST (Per year) (Rs)
Servers			
1	HP itanium, rx3600, 1.4 GHz two processors, 4 GB RAM, 3 X 146 GB SAS HDD, DAT72 & Ultrium 448 Ultra-160 SCSI drives, Rack mount 17" TFT with USB keyboard & mouse, redundant power supplies	243,497	255,672
2	HP itanium, rx3600, 1.4 GHz 1 processors, 2 GB RAM, 2x 146 GB SAS HDD, DAT72 , Rack mount 17" TFT with USB Keyboard & mouse, redundant power supplies.	243,497	255,672
3	Itanium rx 2620-2 Server, Intel 1.3 Ghz Processor, 1GB memory , 3 x 73 HD, DAT 72 Backup Derive, Power Supplies.	243,497	255,672
4	HP Xeon - G6	44,950	47,198
5	HP Xeon - G5	44,950	47,198
6	Fujitsu Primergy TX 1310 M1	44,950	47,198
7	Fujitsu Primergy TX 300 S8	44,950	47,198
8	SPARC T7-2 Server: model family	44,950	47,198
9	Del R 730	44,950	47,198
10	Xeon IBM, xseries-236, CPU 3.2 GHz , 2 GB RAM, 140 GB HDD	44,950	47,198
11	Power Edge T630, 2 x Intel Xeon E5-2670 v3 2.3GHz,30M Cache,9.60GT/s QPI,Turbo,HT,12C/24T (120W), 4 x 16GB RDIMM, 2133 MT/s, Dual Rank, x4 Data Width, 4 x 1.2TB 10K RPM SAS 12Gbps 2.5in Hot-plug Hard Drive,3.5in HYB CARR, Dual, Hot-plug, Redundant Power Supply (1+1), 750W.	44,950	47,198
12	HP ML-370, 3.2 GHz, dual processor, 4 GB RAM, 4x73GB HDD	44,950	47,198
13	Xeon Quad Core Server Brand HP Proliant ML350G6 (Rack mountable) Intel Xeon Processor E5530 (2.4 GHz), 8 GB DDR3 memory, 4 x 300 GB SAS 2.5" Hard disk drive, DVD + RW drive, 10/100/1000 Multifunction Gigabit Net	44,950	47,198
14	HP Proliant ML350 Generation 8, 2 x Intel Xeon E5 - 2665 (2.5 Ghz, 20 MB Cache 115W) Processor, Intel @ 600 Series Chipset, 16 GB DDR3 Memory supported upto 192Gb, using PC3- 10600 (DDR3-1333), 3x300 SAS 2.5" HDD on RAID-05, DVD RW drive, 10/100/1000 Multifunction Gigabyte Network Adapter , UBS, RJ45, Series and Remote, Management Port, N+1 Redundant power supplies, HP RDX 160 Internal Removable Disk backup system.	44,950	47,198
Others			
15	Wyse Thinclient with Samsung monitor	15,278	16,042
16	Switch 10/100 Base T & 2 Giga Port 3 COM	5,639	5,921
Line Printer			
17	Line Printer Printronix P 8215	119,983	125,982
18	Line Printer Oki (Microline MX Series) 8150	119,972	125,971
19	Line Printer P-7215	119,983	125,982
20	Line Printer Printronix P-5215	119,983	125,982

Signature:



 Company's Authorized Representative

Signature:


ATTIQUE AHMAD
 Director General (ISDS) / Director General (ISDS)
 PITC, Wapda House, Lahore.

Annexure-B

Sr #	LOT-2	Unit Rates 1 st , 2 nd and 3 rd Year	
		Unit Price (Per year) (Rs)	Unit Price with 5% PST(Per Year) (Rs)
Heavy Duty Laser Printer			
1	HP Laser Jet M-806x	145,688	152,972
2	HP 9050	121,102	127,157
3	HP LaserJet 9050	121,102	127,157

Signature:


Company's Authorized Representative



Signature:


MATTIQUE AHMAD
Director General (ISDS)
Director General (ISDS) PTC
P.T.C. Wapda House, Lahore.

Annexure-C			
Sr #	LOT-3	Unit Rates 1 st , 2 nd and 3 rd Year	
		Unit Price (Per year) (Rs)	Unit Price with 5% PST(Per year) (Rs)
UPS & Stabilizers			
1	Elen (6 KVA)	42,798	44,938
2	Inforise (10 KVA)	42,798	44,938
3	Emerson 10 KVA	42,798	44,938
4	Voltac 10 - KVA	42,798	44,938
5	Voltac 15 - KVA	42,798	44,938
6	Voltac 03- KVA	42,798	44,938
7	Voltage Powerware	42,798	44,938
8	WELLI 6 - KVA	42,798	44,938
9	Inforise (06 KVA)	42,798	44,938
10	PowerCom 6 KVA	42,798	44,938
11	Smart Power 6 KVA	42,798	44,938
12	APC Smart 10KVA	42,798	44,938
13	Emerson 05KVA	42,798	44,938
14	General Electric G.E 6 KVA	42,798	44,938
15	Walesons 6 KVA	42,798	44,938
16	10 KVA GL-10 KvAST	42,798	44,938
17	Eaton 9Sx 11000i RT6U- 11KVA UPS	42,798	44,938
Stabilizer			
18	GL 10000	53,515	56,191
19	10KVA STABIMATIC	53,515	56,191

Signature:

Company's Authorized Representative

Signature:

ATTIQUE AHMAD
Director General (ISDS)
PITC, Wapda House, Lahore.

Director General (ISDS) - PITC