



**TransKarachi**

Operator of the Karachi Breeze System

**PROJECT: 47279-002, KARACHI BUS RAPID TRANSIT RED LINE PROJECT**

**Government of Sindh**

**REQUEST FOR QUOTATIONS  
(NON-CONSULTING SERVICES)**

*for*

**Provision of Microsoft 365 Business Standard License for 55  
Users at TransKarachi Corporate Office**

**Contract Ref No: KBRT-Serv/IT/04/2023**

**October 2023**

## REQUEST FOR QUOTATION - SERVICES (RFQS)

Project Title : Karachi Bus Rapid Transit Redline Project

Source of Funding: Asian Development Bank (ADB)

Title of Procurement: Provision of Microsoft 365 Business Standard License for 55 Users at TransKarachi Corporate Office

Contract Ref : KBRT-Serv/IT/04/2023 Date of Issue of RFQ: 09 October 2023

To : **Concern**

Sir/Madam:

1. The **TransKarachi** (Client) hereby requests you to submit price quotation/(s) for the performance of the services described in the **Scope of Services** attached as **Appendix A** in these documents. If you, however, have been associated with the preparation of this **Scope of Services** that is the subject of this request, you shall be disqualified.

To assist you in the preparation of your price quotation we enclose, in addition to the **Scope of Services, Form of Quotation** and **Draft Contract Agreement with Contract Terms & Conditions** are also attached.

2. If you/your firm, however, falls under any of the following conditions, your proposal shall not be considered:
  - (a) you/your firm are/is not a citizen/national of an ADB member country, or
  - (b) you/your firm have/has been associated with the firm that prepared the terms of reference or engaged in the preparation of the Project for which the contract that is subject of this request for quotations was identified, or
  - (c) you/your firm are/is owned by the Client, or
  - (d) you/your firm are/is currently sanctioned or temporarily suspended by the Asian Development Bank for a violation of its [Anticorruption Policy](#) (1998, as amended to date) or
  - (e) the contracting of services from your country or any payment to persons or entities in your country is prohibited in compliance with a decision of the United Nations Security Council under Chapter VII of the Charter of the United Nations.
3. To be qualified, you must have experience as a Service Provider of the services covered by this **Request for Quotation**. As evidence, you must attach a document of your experience as a Service Provider in at least one contract in the last 3 years of a size and nature similar to the requirements of this contract. Supplier must be active authorized business partner of Microsoft corporation.
4. Your quotation/(s) should be submitted in accordance with the following instructions, procedures, and the terms and conditions of the Contract.

### **Preparation of Quotations**

- (a) The Financial Proposals should comprise filled & signed Form of Quotation, Scope of Services along with priced Quotation indicating overall Contract Price inclusive of all the applicable taxes by FBR & SRB.

- (b) Your priced quotation/(s) shall be for all the items as described in the **Scope of Services** and submitted only in the attached **Form of Quotation**. The currency of quoted prices and payment shall be Pakistani Rupees. **The overall contract amount quoted in US Dollars shall be converted into Pakistani Rupees at the conversion rate issued by State Bank of Pakistan on the date of acceptance of your quotation i.e. date of issuance of Letter of Acceptance.**
- (c) You shall submit only one set of quotations for the above services. Your quotation must be typed or written in indelible ink and shall be signed by you or your authorized representative. Without a signature in your **Form of Quotation**, your quotation will not be considered further.
- (d) You shall submit **one original** of the **Form of Quotation**, and clearly marked "Original". In addition, you shall also submit **one copy** marked as "COPY". In case of any discrepancy between the Original and Copy, the Original shall prevail.
- (e) Your quotation(s) should be **valid for a period of 15 days** from the deadline for submission of the quotation/(s) as indicated below. If you withdraw your quotation during the validity period and/or refuse to accept the award of a contract when and if awarded, then you will be excluded from the list of Service Providers for the project for two years.
- (f) TransKarachi may request the participating Firms/Companies during the evaluation process to extend the Validity Period of their Quotations/Proposals for a specified period (equal to or below the existing validity period of 15 Days) if the evaluation process delayed for whatever reason.

**Submission of Quotations:**

- (g) The Complete Quotations (One-Original & One-Copy) in hard copy as described from (a) to (e) above should be submitted on or before **16<sup>th</sup> October 2023 till 02.00 pm** with the required documents that should be signed, sealed in an envelope, and addressed to and delivered to the following address:

Client's Address : Manage Procurement & Contracts,  
TransKarachi,  
C-89, near Bilal Masjid, Block 2, Clifton,  
Karachi, Pakistan

Telephone : +92-21-35300240-43

E-Mail: : [procurement@transkarachi.pk](mailto:procurement@transkarachi.pk), and  
[fayaz.mohammad@transkarachi.pk](mailto:fayaz.mohammad@transkarachi.pk)

**Note:** The submission of Quotation/s in soft copy/format through electronic media/Email is not allowed

**Evaluation and Comparison of submitted Quotations:**

- (h) Quotations determined to be substantially responsive to this **Request for Quotation** will be evaluated by comparison of their offered prices. A quotation is not substantially responsive if it contains material deviations or reservations to the terms, conditions, and specifications in this Request for Quotation.
- (i) In evaluating the quotations, the Client will adjust for any arithmetical errors as follows:
- (i) where there is a discrepancy between amounts in figures and in words, the amount in words will govern; and
  - (ii) where there is a discrepancy between the unit rate (where applicable) and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern; and
  - (iii) If you refuse to accept the correction/(s), your quotation will be rejected.

**Award of Contract:**

- (j) The Client shall award the Contract to the Service Provider:
- (a) whose quotation has been determined to be substantially responsive to this **Request for Quotation**;
  - (b) who has offered the lowest price quotation.
- (k) The Service Provider whose quotation has been accepted will be notified by the Client within the Bid Validity Period as stated in Section 4(e) & (f) above from the date of submission of quotation through the return of a copy of the **Form of Quotation** with **Acceptance** signed by the authorized representative of the Client.
- (l) The successful Supplier shall be required to furnish the Contract Agreement along with Scope of Services as per draft issued with RFQ document on Stamp Paper with appropriate Stamp Duty paid as per Stamp Duty Act (amended up to 2020) i.e., 0.35% of accepted overall Contract Price and submit the same for Purchaser's signature.
- (m) TransKarachi will issue the Letter of Acceptance to successful Service Provider who shall sign the **Contract Agreement** governed by the annexed **Contract Terms and Conditions**. The overall Contract Price shall include all applicable taxes by FBR & SRB.

5. Further information can be obtained from:

Name : Manage Procurement & Contracts,  
Address : TransKarachi, C-89, near Bilal Masjid, Block 2, Clifton, Karachi, Sindh.  
Telephone : +92-21-35300240-43  
E-mail : [procurement@transkarachi.pk](mailto:procurement@transkarachi.pk), and  
[fayaz.mohammad@transkarachi.pk](mailto:fayaz.mohammad@transkarachi.pk)

6. The Client intends to apply funds from the **Asian Development Bank (ADB)** for eligible payments under the **Contract** resulting from this **Request for Quotation**.
7. Under [ADB's Anticorruption Policy](#) (1998, as amended to date) Service Providers shall observe the highest standard of ethics during the procurement and execution of such contracts. ADB may reject a proposal for award, and may impose sanctions or other remedial actions on parties involved, if it determines that the Service Provider recommended for award or any other party, directly or through an agent, has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices or other integrity violations in competing for, or in executing, the Contract. At the time of submission of your quotation, you should not be in ADB's sanctions list. A firm/individual shall not be eligible to participate in any procurement activities under an ADB-financed, -administered, or -supported project while under temporary suspension or debarment by ADB pursuant to its Anticorruption Policy, whether such debarment was directly imposed by ADB, or enforced by ADB pursuant to the Agreement for Mutual Enforcement of Debarment Decisions.
8. You/your firm, joint venture partners, associates, parent company, affiliates or subsidiaries, including any subcontractors or suppliers for any part of the Contract, are not, or have never been, temporarily suspended, debarred, declared ineligible, or blacklisted by the client's country, any international organization, and other donor agency.

If so debarred, declared ineligible, temporarily suspended, or blacklisted, please state details (as applicable to each joint venture partner, associate, parent company, affiliate, subsidiaries, subcontractors, and/or suppliers):<sup>1</sup>

(a) Name of Institution: \_\_\_\_\_

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<sup>1</sup> Any such disclosure shall be forwarded by the Client to ADB.

(b) Period of debarment, ineligibility, or blacklisting (start and end date): \_\_\_\_\_

(c) Reason for the debarment, ineligibility, or blacklisting: \_\_\_\_\_

9. You/your firm's, joint venture partners', associates', parent company's affiliates' or subsidiaries', including any subcontractors' or suppliers', key officers and directors have not been [charged or convicted] of any criminal offense (including felonies and misdemeanors) or infractions/violations of ordinance which carry the penalty of imprisonment.

If so charged or convicted, please state details:<sup>2</sup>

(a) Nature of the offense/violation: \_\_\_\_\_

(b) Court/Area of jurisdiction: \_\_\_\_\_

(c) Resolution (i.e. dismissed; settled; convicted/duration of penalty): \_\_\_\_\_

(d) Other relevant details:

10. You/your firm understands that it is your obligation to notify ADB should you/your firm, joint venture partners, associates, parent company, affiliates or subsidiaries, including any Subcontractors or Suppliers, be temporarily suspended, debarred or become ineligible to work with ADB or any other multilateral development banks, the client's country, international organizations, and other donor agencies, or any of your key officers and directors be charged or convicted of any criminal offense or infractions/violations of ordinance which carry the penalty of imprisonment.

11. Any misrepresentation that knowingly or recklessly misleads, or attempts to mislead may lead to the automatic rejection of the quotation/bid or cancellation of the contract, if awarded, and may result in remedial actions, in accordance with ADB's Anticorruption Policy (1998, as amended to date) and Integrity Principles and Guidelines (2015 as amended from time to time).

12. A bidder shall not have a conflict of interest. All bidders found to have a conflict of interest shall be disqualified.

13. Please confirm by fax/e-mail the receipt of this request and whether or not you will submit the price quotation(s).

Sincerely,

**Manager, Procurement & Contracts,  
TransKarachi**

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<sup>2</sup> Any such disclosure shall be forwarded by the Client to ADB.

**SCOPE OF SERVICES**

**Provision of Microsoft 365 Business Standard License for 55 Users  
at TransKarachi Corporate Office**

The **TransKarachi**, intends to acquire services of well reputed organization/firm to provide below listed Service/s at TransKarachi Corporate Office located at C-89, Block-2, Clifton Karachi:

- 1. Microsoft 365 Business Standard License (for 55 Users)**

**DRAFT**

*[This Form of Quotation must be furnished & submitted on Supplier's original Letter Head]*

## **FORM OF QUOTATION (Services)**

To:

The TransKarachi  
C-89, Block 2, Near Bilal Masjid, Clifton, Karachi, Sindh-Pakistan Telephone:  
+92-21-9933476-8. E-mail:

\_\_\_\_\_ [date]

We offer to provide our Services for the Provision of Microsoft 365 Business Standard License for 55 Users at TransKarachi Corporate Office under the Contract No: KBRT-Serv/IT/04/2023 in accordance with the **Contract Terms and Conditions** and the **Scope of Services** accompanying this Quotation for the Contract Price not to exceed PKR \_\_\_\_\_ [amount in numbers] \_\_\_\_\_ [amount in words] in accordance with the **Scope of Services**.

We propose to complete the performance of the services described in the **Contract** within the Completion Period indicated in the priced **Scope of Services**.

This Quotation and your written acceptance will constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Quotation you receive.

We hereby confirm that this Quotation complies with the Validity of the Offer condition imposed by the **Request for Quotation** document.

We: (a) are a national of an ADB member country; (b) have not been associated with the firm that prepared the terms of reference or engaged in the preparation of the Project for which the contract that is subject of this request for quotations was identified; (c) are not owned by the Client; (d) are not currently sanctioned or temporarily suspended by the Asian Development Bank; and (e) to the best of our knowledge, is not prohibited from being contracted in compliance with a decision of the United Nations Security Council.

Name of Service Provider: \_\_\_\_\_  
Authorized Signature : \_\_\_\_\_  
Name of Signatory : \_\_\_\_\_  
Title of Signatory : \_\_\_\_\_  
Address : \_\_\_\_\_  
Telephone Number : \_\_\_\_\_  
Fax Number, if any : \_\_\_\_\_  
Email address (optional) : \_\_\_\_\_

## **ACCEPTANCE**

The Client accepts the Service Provider's offer to provide the service.

Name of Client : TransKarachi  
Authorized Signature : \_\_\_\_\_  
Name of Signatory : \_\_\_\_\_  
Title of Signatory : \_\_\_\_\_  
Date : \_\_\_\_\_

**DRAFT**

## CONTRACT AGREEMENT

**Name of Country:** Islamic Republic of Pakistan  
**Project Title:** Karachi Bus Rapid Transit Redline Project  
**Title of Procurement:** Provision of Microsoft 365 Business Standard License for 55 Users at TransKarachi Corporate Office  
**Contract Ref:** KBRT-Serv/IT/04/2023

This Contract is entered into on \_\_\_\_ [date] day of \_\_\_\_\_ [month], 2023, between **TransKarachi** \_\_\_\_\_ (hereinafter called "the Client") on the one part, and \_\_\_\_\_ [name of Service Provider] (hereinafter called "the Service Provider") on the other part.

Whereas the Client has requested a quotation for the **Provision of Microsoft 365 Business Standard License for 55 Users at TransKarachi Corporate Office** under **Contract No: KBRT-Serv/IT/04/2023** to be performed by the Service Provider in accordance with the **Contract Terms and Conditions** and the **Scope of Services**, and has accepted the Quotation by the Service Provider in the amount of PKR \_\_\_\_\_ [amount in numbers] \_\_\_\_\_ [amount in words] hereinafter called "the Contract Price".

The Client and the Service Provider agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Contract, viz:
  - a) **Form of Quotation**, with **Scope of Services** and its Appendices (if any); and
  - b) **Contract Terms and Conditions**;
2. Taking into account payments to be made by the Client to the Service Provider as hereinafter mentioned, the Service Provider hereby enters into this Agreement with the Client to execute and complete the performance of services under the Contract.
3. The Client hereby agrees to pay, in consideration of the successful performance of the services, the **Contract Price** as indicated and accepted in the **Form of Quotation**, under payment terms stipulated in the **Contract Terms and Conditions**.

IN WITNESS whereof the parties hereto have executed the **Contract** under the laws of \_\_\_\_\_ [country of Client] on the date indicated above.

**Signature and seal of the Client:**  
For and on behalf of

**Signature and seal of the Service Provider:**  
For and on behalf of

\_\_\_\_\_  
Name of Authorized Representative

\_\_\_\_\_  
Name of Authorized Representative



# CONTRACT TERMS AND CONDITIONS

**Name of Country:** Islamic Republic of Pakistan  
**Project Title:** Karachi Bus Rapid Transit Redline Project  
**Title of Procurement:** Provision of Microsoft 365 Business Standard License for 55 Users at TransKarachi Corporate Office  
**Contract Ref:** KBRT-Serv/IT/04/2023

## 1. Definitions

- (a) "Contract" means the agreement entered into between the Client and the Service Provider, together with the Contract Documents referred to therein, including all attachments, appendixes, and all documents incorporated by reference therein.
- (b) "Contract Documents" means the documents listed in the Contract, including any amendments thereto.
- (c) "Contract Price" means the price payable to the Service Provider as specified in the Contract, subject to such additions and adjustments thereto pursuant to the Contract.
- (d) "Completion" means the fulfilment of the committed services by the Service Provider in accordance with the terms and conditions set forth in the Contract.
- (e) "Client" means the entity purchasing the Services.
- (f) "Services" means the services the Service Provider will perform as specified in the Scope of Services in Appendix A.
- (g) "Service Provider" means the natural person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Client and is named as such in the Contract.
- (h) "ADB" is the Asian Development Bank.

## 2. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Client's country.

## 3. Language

All communications and documents related to the Contract shall be in English.

## 4. Assignment

Any assignment of this Contract or of any rights hereunder, in whole or in part without the prior written consent of the Client shall be void.

## 5. Fraud and Corruption

This Contract shall be covered by the provisions of [ADB's Anticorruption Policy](#) (1998, as amended to date) and [Integrity Principles and Guidelines](#) (2015, as amended from time to time) that requires Borrowers (including beneficiaries of ADB-financed activity), as well as Service Providers and Contractors under ADB-financed contracts, to observe the highest standard of ethics during the procurement and execution of such contracts.

## 6. Performance of the Services

The Service Provider shall carry out the Services with due diligence and efficiency and shall furnish to the Client such information related to the Services as the Client may from time to time reasonably request. The Service Provider shall at all times cooperate and coordinate with the Client with respect to the performance of the Services.

**7. Required Performance Standards** (with attachments as necessary to be prescribed by Client.)

- (a) General Description
- (b) Specific Standards
- (c) Performance Parameters

Service Provider confirms compliance with above standards and parameters.

**8. Service Completion Schedule**

The services should be completed as per schedule indicated in the **Scope of Services** but not exceeding **03 Months** from the date of signing of contract.

**9. Fixed Contract Price**

The prices indicated in the **Form of Quotation** are firm and fixed and not subject to any adjustment during contract performance, subject to Clause 11 [Payment] below.

**10. Taxes and Duties**

The Service Provider shall be entirely responsible for all taxes, duties, license fees, etc., incurred until completion of the services to the Client.

**11. Payment**

Upon submission by Service Provider's claim and subsequent verification by Client, payment of Contract Price shall be made as per following conditions/manner:

- a) No Advance Payment is allowed under this Contract.
- b) The payment of the license will be made only in Pak Rupees (if quoted in US Dollars) at the conversion rate issued by State Bank of Pakistan on the date of acceptance of your quotation i.e. date of issuance of Letter of Acceptance
- c) 100% payment will be made after successful delivery & installation (if required) and upon submission of Supplier's original Sales Tax Invoice along with all the relevant supporting documents.

**12. Warranty**

The services offered should be covered by a warranty for at least 12 months from the date of activation to the Client. Any issue arises during the warranty period, the supplier will be bound to rectify/solve the problem in the services at free of cost / without any charges.

**13. Resolution of Disputes**

The Client and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute between them under or in connection with the Contract. In the case of an unresolved dispute, the dispute shall be settled in accordance with the provisions of the Arbitration Act of Pakistan.

**14. Independent Service Provider**

Nothing contained in this Contract shall be construed as establishing or creating the relationship of master and servant, employer and employee or principal and agent between the Client and the Service Provider, or his employees or agents or other persons engaged by the Service Provider to perform any of the services.

**15. Intellectual Property Rights**

Intellectual Property Rights: (a) The Service Provider shall indemnify the Client from and against any and all claims, liabilities, obligations, losses, damages, penalties, actions, judgments, suits, proceedings, demands, costs, expenses and disbursements of whatsoever nature that may be imposed on, incurred by or asserted against, the Client during or in connection with the Services by reason of: (i) infringement or alleged infringement by the Service provider of any patent or other protected right, or (ii) plagiarism or alleged plagiarism by the Service provider.

## **16. Failure to Perform**

The Client may terminate the Contract if the Service Provider fails to perform the services, in accordance with the above terms and conditions, in spite of a 14-day notice given by the Client, without incurring any liability to the Service Provider. In the event of such termination, the amount due under the Contract shall be subject to equitable adjustment.

## **17. Termination Due to Integrity Violation**

The Client may terminate this Contract, in whole or in part, if the Service Provider, in the judgment of the Client has engaged in integrity violations in accordance with Clause 5 [Fraud and Corruption], in competing for or in executing this Contract.

## **18. Other Grounds for Termination**

The Client may also terminate this Contract, in whole or in part, if the Service Provider becomes insolvent, bankrupt or gives the Client reasonable evidence of its inability to complete the Services as specified, or fails to correct any non-conformity in the Services or performs in bad faith by willfully not observing the terms and conditions of this Contract.

## **19. Force Majeure**

The Service Provider shall not be liable for penalties or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- (a) For purposes of this Clause, "Force Majeure" means an events beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but not restricted to, act of Client in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- (b) If a Force Majeure situation arises, the Service Provider shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by the Client in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by Force Majeure event.

## **20. Accounts and Records**

- The Service Provider shall keep accurate and systematic accounts and records in respect of the Services in such form and detail as are customary in its profession and are sufficient to establish accurately that the costs have been duly incurred.
- Notwithstanding anything to the contrary stated herein, the Service Provider shall maintain accounts and records, including original receipts, invoices and other supporting documents evidencing payments made by the Service Provider under this Contract, for the period of the Services and for a period no less than 3 years after the expiration or termination of this Contract.
- The Service Provider shall permit ADB to inspect the accounts, records, and other documents relating to the submission of bids and contract performance of the Service Provider and to have them audited by auditors appointed by ADB.

## **21. Suspension of ADB Loan or Credit.**

In the event that ADB suspends the Loan or Credit to the Client, from which part of the payments to the Service Provider are being made, the Client is obligated to notify the Service Provider, with copy to the Client's representative, of such suspension within 7 days of having received ADB's suspension notice.

## **22. Termination Notice Due to Non-payment**

If the Service Provider has not received payments due within the 28 days as provided for in Clause 11 [Payment], the Service Provider may immediately issue a 14-day termination notice.