



## **Universal Service Fund**

(A company setup under Section 42 of the Companies Ordinance 1984)

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### **Terms of Reference**

for

**Establishment of Computer Labs for People with disabilities at National  
Library of Pakistan and Special Education Centers of CADD**

**Tender ID: USF/SP/CL@SE/2018/01**

**Issued at Islamabad**

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## **1. Introduction**

Thousands of students across the country cannot benefit fully from the traditional educational program because they have a disability that impairs their ability to participate in learning activities. For these students, computer-based technologies can play an important role. Not only can computer technology facilitate a broader range of educational activities to meet a variety of needs for students with mild learning disorders, but also adaptive technology now exists that can enable even those students with severe disabilities to become active learners and compete their peers who do not have disabilities. Currently, educational institutions especially the institutions which are catering to the people with disabilities are finding it hard to provide computer literacy to their students due to paucity of resources.

In this pretext, upon the request of Capital Administration and Development Division and National History & Literacy Heritage Division Government of Pakistan, the Board of Directors of Universal Service Fund (USF) has decided to implement a special project. Under the project, state of art Information Communication Technology (ICT) facilities will be established at the selected institutions located in Islamabad Capital Territory.

## **2. Objectives**

The objective of the project is to establish computer labs in six institutions—Five special education institutions and Islamabad National Library. The Project encompasses equipping institutions with computers and supporting infrastructure.

The implementation of the project will provide equitable learning opportunities to students with disabilities enrolled in special education institutions and people with disabilities visiting National library and will help them in staying abreast with the emerging ICT landscape.

## **3. Scope of Work**

USF invites proposals, from registered companies/firms, for the establishment of computer labs in selected institutions in Islamabad on **Turnkey Basis**, whereby the bidder undertakes the entire responsibility of procurement, installation, commissioning and aftersales services of all the labs.

The scope of work includes:

- a. Provision of equipment and necessary networking devices, cables and accessories to each institution. Site-wise quantities and detailed specifications of equipment are given in Annex I & II respectively, and these will be provided to the registered bidders only.
- b. Each computer lab will be furnished with requisite furniture and UPS backup for a minimum of **thirty (30) minutes**.
- c. All computers to be: pre-installed with licensed Operating System, Antivirus and Office. Details of software are given in Annex-II.
- d. Each lab has to be provided furniture—computer tables and chairs. Quantities and specifications of Furniture are provided in Annex I and III respectively. The design and quality of the furniture will be finalized in consultation with USF.

- e. All institutions will be provided with unlimited broadband Internet for a period of 3 years by subscribing services through available Broadband Service Providers. Details of Broadband internet connection and quality of service are given in Annex-I & IV respectively.
- f. The bidder will provide comprehensive warranties for all equipment for a period of 3 years. The furniture will be under warranty for one year.
- g. The bidder will provide basic level trainings to the system administrators, designated by institutions at each location for all equipment, software and services. The training will cover installations, debugging and troubleshooting of lab equipment, software and services.
- h. A steel plaque of size, 36 inch by 18 inch and a steel complaint Board of size 13 inch by 8.5 inch will be fixed on a visible location at each of the school/project site. The design of the plaque and complaint board will be finalized in consultation with USF.
- i. The bidder will establish and commission all labs in space provided by the respective institution, in accordance with the Equipment specifications given in Annex-II, and implementation plan. This includes:
  - a) Installation and commissioning of all equipment such as computers, printer, LAN/WLAN Nodes, UPS, furniture etc.
  - b) Installation and configuration of Operating System, Antivirus, Office, and other software.
  - c) Network all computers and printer via Wireless Router(s) and provision Broadband Internet Services as per quantities, specifications and layout given in Annexes.
  - d) Install UPS and connect **all equipment** except printer to UPS with power cables appropriately placed in ducts as per guidelines given in Annex VI.
  - e) Provide Grounding/ Earthing to UPS and equipment as per specifications given in Annex-V and VI.
- j. The bidder will provide high quality pictures of the lab before and after completion of the project.
- k. The Project shall be completed within 08 weeks from the signing of the contract.
- l. The firm undertaking the project will provide after sales service support for a period of 36 Months, from the issuance of Provisional Acceptance Certificate by USF.

#### **4. Warranties**

Bidders shall provide details of warranties of hardware, software and services, for each item and shall comply with the following:

#### **4.1. Hardware Warranty**

- a. Three years comprehensive warranty of all hardware with parts and services. One year warranty of furniture items.
- b. The bidder will provide onsite Hardware Maintenance Service for the Hardware and the Software throughout the Hardware Warranty Period. All charges and costs associated with providing the Hardware Maintenance Services during the contract period should be included in the bid.
- c. During Installation, if any supplied item is found defective, damaged or gets damaged, the same shall be replaced by the Bidder, with new one, free of cost.
- d. If during the period of warranty any component of the supplied items is found defective, or fails tests or operation, the same shall be replaced with new one, by the bidder free of cost.
- e. Bidder will ensure the operation of critical hardware equipment (UPS & Wireless Router). In case of failure a temporary replacement of the same will be provided by the bidder. The issue should be resolved within 10 calendar days.
- f. Bidder must have technical repair, replacement & support services in the country. Wherever applicable bidder may provide these services through its OEM.

#### **4.2. Software Warranty & Support**

- a. Bidder warrants that the Software along with media upon which the Software is delivered are free from defects in materials and workmanship under normal use.
- b. Bidder warrants that the Software will perform in accordance with the Documentation.
- c. All the provided software such as Operating System, Antivirus, Office, and other requisite software will be licensed.

### **5. Facilities to be provided by USF**

USF will facilitate coordination with institution and other relevant stakeholders for facilitating bidders in accessing designated institution for project implementation.

### **6. Instructions to Bidders**

Bidders are encouraged to visit designated institution, in order to have a clear understanding about the sites. USF Co shall not bear the cost of visits or surveys.

*To be provided to  
registered bidder only*

**Hardware Specifications**

*To be provided to  
registered bidder only*

**Annexure III**

**Furniture Specifications**

*To be provided to  
registered bidder only*

**Annexure IV**

**Quality of Service Standards for Broadband Internet**

*To be provided to  
registered bidder only*



**Annexure V**

**General Instructions for Electrical Work & Networking**

*To be provided to  
registered bidder only*

**Annexure VI**

*To be provided to  
registered bidder only*

**Annexure VII**

**Financial Proposal**

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