



**TENDER FOR PROVISION OF ANNUAL
MAINTENANCE SUPPORT OF HP SERVERS AT
NIT HEAD OFFICE, KARACHI**

NATIONAL INVESTMENT TRUST LIMITED

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ADMINISTRATION DEPARTMENT

Admn./24(42-C)/01/2015

Date: June 30, 2015

**TENDER FOR PROVISION OF ANNUAL MAINTENANCE SUPPORT OF HP SERVERS
AT NIT HEAD OFFICE KARACHI**

National Investment Trust Limited an Asset Management Company managing mutual funds in Pakistan inviting all established Companies having Tier 1 Partnership with HP and sound financial background having registration with tax authorities and all mandatory bodies to submit bids in separate sealed envelope clearly marked “**PROVISION OF ANNUAL MAINTENANCE SUPPORT OF HP SERVERS**” each containing two sealed envelopes – one containing technical information / documents as advised in this document duly marked “**Technical Proposal**” and the other containing financial proposal duly marked “**Financial Proposal**” along with earnest money @ 2% of total bid in form of a pay order / demand draft in favor of National Investment Trust Limited.

Tender documents, which are containing detailed terms and conditions, method of participation, procedure for submission of Tenders, validity, opening of Tender, evaluation criteria, clarification / rejection of Tender are available for the interested companies at National Investment Trust Limited, 6th Floor, National Bank of Pakistan Building, I.I. Chundrigar Road, Karachi. Tender documents can also be downloaded free of cost.

Sealed Tender in accordance with the instructions in the documents, must reach at National Investment Trust Limited, 6th Floor, NBP Building, I.I. Chundrigar Road, Karachi, on or before July 16, 2015 up to 10:00 a.m. Technical proposals will be opened the same day at 10:30 a.m. This advertisement is also available on PPRA Website at www.ppra.org.pk

(S. IQBAL AHMED)
Head of Administration

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1. INTRODUCTION

1.1 National Investment Trust (NIT) is the oldest and largest Mutual Fund Company of Pakistan, with its Head Office located in Karachi and operation spread all over Pakistan through its 23 branches and a customer facilitation center in Karachi.

1.2 Sealed Tenders are invited from reputed and well established firms/companies registered with Sales Tax and Income Tax Departments for QTY 02 HP server's Annual maintenance support agreement as per specification, quantity and conditions mentioned in this document for NIT Head Office, Karachi.

2. SCOPE OF WORK

Following requirements define the scope of work for this Tender:

2.1 NIT desires to engage tier 1 partners of the relevant equipment manufacturers to provide Annual maintenance support (including parts) for quantity 02 HP servers, as per the details given in this document.

2.2 The maintenance contract will be initially for two year period but will be subject to review after one year based on level of service provided. In case of mutual consent, the agreement may be further extended on yearly basis after expiry of the initial 2 year term.

2.3 The selected bidder will be asked to sign a Service Level agreement identifying the response, etc.

3. INFORMATION FOR BIDDERS

Name of Procuring Agency:	National Investment Trust Limited National Bank Building, 6 th Floor, I.I. Chundrigar Road, Karachi. 74000, Pakistan.
Earnest money	Bank draft equal to 2% of the total bid value to be enclosed at the time of bid submission.
Last date for Bid Submission	July 16, 2015 at 10:00 A.M
Bid Opening Date and Time	July 16, 2015 at 10:30 A.M
Bid Opening Place	National Investment Trust Limited National Bank Building, 6 th Floor, I.I. Chundrigar Road, Karachi. 74000, Pakistan.
Contact Person	Mr. S. T. A. Quadri, AVP - Admin
Phone:	021-32412056-9 (Ext : 235)
Direct Phone	021-32425101
E-mail	avpadmin@nit.com.pk
Fax:	021-32422719

4. TERMS AND CONDITIONS:

- 4.1.** The bidder should be registered with Sales Tax and Income Tax Department.
- 4.2.** The bidder must be holding elite level partnership for Pakistan from the principal / manufacturer of the equipment.
- 4.3.** Bid should be submitted in Pak Rupees only.
- 4.4.** Complete items against above mentioned bidding category should be included in bid submitted.
- 4.5.** The maintenance contract will be initially for two year period but will be subject to review after one year based on level of service provided. In case of mutual consent, the agreement may be further extended on yearly basis after expiry of the initial 2 year term.
- 4.6.** Bidder firm has not been blacklisted by any Government/Semi Government organization.
- 4.7.** NIT reserves the right to accept/reject wholly or partially any tender at any stage of the tender process. Reasons may be provided upon written request.
- 4.8.** Validity period of the bids shall be for at least 30 days.
- 4.9.** The Period of Local support offered will be essentially for two year and may be extended annually in absence of any change in agreement terms
- 4.10.** The decisions of NIT will be binding on all concerned and will in no case be challengeable at any forum or any court of law.
- 4.11.** Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this Tender.
- 4.12.** During the examination, evaluation and comparison of the bids, the NIT at its sole discretion may ask the bidder for clarifications of its bid. However, no change in the price or substance of the bid shall be sought, offered or permitted after bid submission.
- 4.13.** The amount submitted as Earnest Money shall be refunded to the unsuccessful bidders after the decision for the award of said tender.
- 4.14.** For this tender all updates/changes shall be communicated through email by NIT.
- 4.15.** SLA is required to be executed at the earliest within Two (02) to Four (04) weeks and maintenance support will be effective from the date of issue of purchase order or after expiry of existing SLA where ever applicable.
- 4.16.** Bids submitted via email or fax will not be entertained.

5. PROCEDURE FOR BID SUBMISSION

- 5.1.** For this tender ‘Single stage- Two envelope procedure’ for open competitive bidding shall be adopted.
- 5.2.** Bid envelope submitted will comprise of a single envelope containing two separate closed / sealed envelopes containing Technical and Financial proposal.
- 5.3.** Technical proposal envelope should be marked as ‘Technical proposal ’ and should include following documents:
 - 5.3.1.** Provide draft document of Service level agreement identifying response time, recovery time, parts inventory, preventive maintenance, and other details required to be specified in such documents. At minimum should include all the salient features of SLA as mentioned in Annexure II.
 - 5.3.2.** Company profile.
 - 5.3.3.** List of names, contact details and date of commencement for all existing customers (corporate sector) who are being provided with maintenance support for equipment which the bid is submitted.
 - 5.3.4.** List of customers(corporate sector) along with their contact details
 - 5.3.5.** Technical specification and draft SLA (Annexure I, II) document completely filled, signed and stamped.
 - 5.3.6.** Elite partner Authorization letter from Manufacturer.
 - 5.3.7.** Principle back to back support
 - 5.3.8.** Income Tax/GST certificate of the bidder.
 - 5.3.9.** Any other document required as per this tender document.
 - 5.3.10.** Confirmation letter to provide services under this tender for minimum two year period that will be extendable based on mutual consent.
- 5.4.** Financial proposal should be marked ‘Financial proposal’ and contain bid price filled as per BOQ (Annexure III) as per specification given in Annex 1.
- 5.5.** Bank draft for the earnest money.
- 5.6** In first stage only the ‘Technical proposals’ will be opened in the presence of bidder’s representatives that choose to attend.
- 5.7** Technical proposals of the bidders will be evaluated, generally for compliance of ALL the requirements given in the tender document and specifically for Qualification Criteria given in Annexure IV.
- 5.8** If any of the qualification requirement is not meet by the bidder, his bid will be declared non responsive.
- 5.9** As a part of technical evaluation, bidders may be asked to arrange visit to their completed projects.
- 5.10** On the basis of prequalification evaluation, the financial proposal of only technically responsive bidder (qualified bidder) will be opened in the presence of their representatives that choose to attend.

5.11 Financial proposals of bids found technically non-responsive will be returned un-opened.

6. EVALUATION CRITERIA

The lowest financial bid will be accepted.

7. PAYMENT TERMS

- 7.1 The payment of HP servers support services will be made in advance for applicable quarterly period (three months).
- 7.2 All payments shall be made after deduction of taxes.
- 7.3 All payments shall be made through cross cheque in the Pak Rupees.
- 7.4 Taxes will be deducted at source as per government rules at the time of payment.
- 7.5 Bidder should mention any other charges/optional charges in financial bid deemed necessary to complete and compare final bid amount. (all inclusive including taxes)

ANNEXURE 1: TECHNICAL SPECIFICATION FOR QTY 02 HP SERVERS

Specification	Description
Server 1 Serial Number	SGH016XJCV
Server 2 Serial Number	SGH016XJCY
Model No	HP DL 380G6
Product number	494329-B21
Memory	24 GB
Storage	300 GB SAS 10K 3.5" HDDs
No of Hard Drives	02
Processor	1 x Intel Quad Core Xeon 5570
LAN ports	Dual Giga bit NIC
Raid Controller	Integrated RAID 0 + 1 (On Board) Adaptor – RAID Type: Mirror
Drives	1 x DVD / RW
Power Supply	2 Hot Swap
Support	Principle back to back support required

ANNEXURE II: SALIENT FEATURES OF THE DRAFT SERVICE LEVEL AGREEMENT

1. Vendor shall perform the obligations contained in Agreed signed SLA, in Karachi, as appropriate, at its own cost as to parts, labor, and transport.
2. This Maintenance Service would include scheduled of four (quarterly) Preventive Maintenance in a year and request of the specific needs of the individual machines. Maintenance will include cleaning, lubrication, adjustment, replacement of parts and BIOS/Firmware upgrades whenever necessary.
3. Vendor will be liable for the both Labor and parts. The part installed will be of the same make or Equivalent in performance, as acceptable to NIT, to the original parts replaced
4. Vendor will replace the faulty parts from its pool of inventory at same day.
5. While attending to any complaint Vendor will perform associated services at the premises of the NIT, however, in case of some major defects, replacement of the same may be performed at the site / workshop of Vendor after due notification.
5. With respect to defective, mal-functioning, non-functioning or other problems related to (i) critical systems and/ or equipment vendor has a 24X7 support format. This is 24 hours a day, seven days a week with 2-3 hours response time and resolution time of same day at NIT's locations.
6. For servers SLA back to back with HP support required.
7. Vendor shall ensure the replacement unit within the agreed time lines if Vendor is not able to repair / put the original unit right.
8. Vendor shall ensure that only genuine / approved parts of Manufacturer are being used during any replacement.
9. NIT may take services of any other vendor at the risk & cost of selected vendor, if selected vendor fails to provide services as agreed under the Agreement.
10. The paramount objective of the service agreement is to minimize the downtime inevitable in case of repair / replacement processing.
11. Vendor will provide backup equipment in order to keep the system up and running.
12. The maintenance contract will be initially for two year period but will be subject to review after one year based on level of service provided. In case of mutual consent, the agreement may be further extended on yearly basis after expiry of the initial 2 year term.

ANNEXURE III: BILL OF QUANTITY (For Annual Charges)

Equipment Type	Unit Price (Annual Charges)	QTY	Total Price (Annual Charges)	Grand Total (Annual Charges)
HP DL 380 G 6 Servers with parts (As per specifications in Annex 1)		02		

Note: Prices are inclusive of all taxes

ANNEXURE I V: QUALIFICATION CRITERIA

Following are qualification criteria required for qualifying a bid as responsive

1. Income Tax Certificate / GST Certificate (Copy to be provided).
2. Holding Elite level partnership like Premier/ Tier1 etc for Pakistan from the principal/ manufacturer of the equipment and authorize to provide services (Copy to be provided).
3. Principle back to back support required.
4. Providing similar maintenance support to at least Three (03) customers of financial sector for at least last two years. Customer Testimonial to be provided.
5. Confirmation of good quality of service from randomly selected customers in the list submitted with the technical proposal.
6. List of technical support staff should include professional holding required certification from equipment manufacturer along with appropriate length of service.
7. The yearly value of maintenance agreement in hand should be higher than Rs 5 Million (list to be provided).
8. Should provide all documents as mentioned under paragraph 5.3 of this tender document.
9. Should provide written confirmation that the bidder is offering his services initially under this agreement for two years, which will be extendable based on mutual consent.
10. Completely Filled Bill of Quantity as per equipment quantity given under Annex III.
11. Proof of Company being in operation for at least 3 years in Pakistan in relevant business.
12. Technical proposal documents be duly signed and stamped.

** Project listed should be of the same or higher specification than this Tender*