

## **ADMINISTRATION DEPARTMENT**

**Admn./24(42-C)/2016**

**Date: December 2, 2016**

### **TENDER FOR “MAINTENANCE SUPPORT SERVICES OF IBM SERVERS HARDWARE” AT NIT HEAD OFFICE, KARACHI & NIT ALFALAH, LAHORE**

National Investment Trust Limited an Asset Management Company managing mutual funds in Pakistan invites all reputed and well established firms / companies having Tier 1 partnership with IBM equipment manufacturers registered with tax authorities and all mandatory bodies to submit bids, in sealed envelope clearly marked “**MAINTENANCE SUPPORT SERVICES OF IBM SERVERS HARDWARE**” containing two separate sealed envelopes - one containing, Technical Proposals (information / documents) duly marked “**Technical Proposal**” and the other containing financial proposal duly marked “**Financial Proposal**” as advised in tender document.

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 participants at National Investment Trust Limited, 6<sup>th</sup> Floor, National Bank of Pakistan Building, I.I. Chundrigar Road, Karachi. Tender documents can also be downloaded from [www.nit.com.pk](http://www.nit.com.pk) free of cost.

Sealed Tender in accordance with the instructions in the documents must reach at National Investment Trust Limited, 6<sup>th</sup> Floor, NBP Building, I.I. Chundrigar Road, Karachi, up to December 21, 2016 at 10:00 a.m. Technical proposals will be opened the same day at 10:30 a.m. This advertisement is available on NIT Website at [www.nit.com.pk](http://www.nit.com.pk)

**(S. IQBAL AHMED)**

Head of Administration

**TENDER TO AUTHORIZED PARTNERS FOR  
PROVIDING MAINTENANCE SUPPORT OF EXISTING  
IBM SERVERS HARDWARE AT KARACHI AND LAHORE**

## TABLE OF CONTENTS

	PAGE NO.
1. INTRODUCTION	4
2. SCOPE OF WORK	4
3. INFORMATION FOR BIDDERS	4
4. PROCEDURE AND TERMS OF TENDERS	5
5. BID SUBMISSION	6
6. FINAL SELECTION	6
7. PAYMENT TERMS	7

## ATTACHMENTS

1	Annexure I	:	Technical Specification for IBM Equipment	08
2	Annexure II	:	Silent Features for Required Service Level	09
3	Annexure III	:	Bill of Quantity	10
4	Annexure IV	:	Qualification Criteria of the Bid	11

## **1. INTRODUCTION**

**1.1** National Investment Trust (NIT) is largest open end Mutual Fund in Pakistan. NIT has its Head Office located in Karachi, with its operation spread all over Pakistan through the presence of 23 NIT branches and over 100 distributor's branches.

**1.2** Sealed Tenders are invited from reputed and well established firms/companies registered with Sales Tax and Income Tax Departments for providing maintenance support with parts for IBM Equipment installed at NIT Karachi and Lahore data centers mentioned in this tender.

## **2. SCOPE OF WORK**

**2.1** NIT desires to engage tier 1 partners of the IBM equipment manufacturers to provide Annual maintenance support (including parts & Labor) for quantity 09 IBM servers (including tape library & server rack, LTO drive), installed at NIT Karachi and Lahore data centers, as per the details given in this document and specification mentioned in Annexure I.

**2.2** The maintenance contract will be for two year period, and subsequently can be extended on mutual agreement.

## **3. INFORMATION FOR BIDDERS**

Name of Procuring Agency:	National Investment Trust Limited
Last date for Bid Submission:	December 21, 2016 at 10:00 a.m
Bid Opening Date and Time:	December 21, 2016 at 10:30 a.m
Bid Opening Place:	National Investment Trust Limited National Bank Building, 6 <sup>th</sup> Floor, I.I. Chundrigar Road, Karachi. 74000, Pakistan.
Contact Person:	Mr. S. T. A. Quadri, VP - Admin
Phone:	021-32412056-9 (Ext : 235)
Direct Phone:	021-32425101
Fax:	021-32422719

#### **4. PROCEDURE AND TERMS OF TENDER:**

- 4.1.** The bidder should be registered with Sales Tax and Income Tax Department.
- 4.2.** The bidder must be the Tier 1 partner of the principal/manufacturer in Pakistan and authorized for providing support, and in compliance with the qualifying criteria mentioned under Annexure IV.
- 4.3.** The bidder is required to visit the equipment site and carry out any health checks if required before the submission of their bid. No change in price can be accommodated once the bid has been submitted.
- 4.4.** The period of maintenance support offered will be for two years and may be extended on mutual consent in absence of any change in agreement terms.
- 4.5.** Bid should be submitted in Pak Rupees only.
- 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 without assigning any reason at any stage of the tender process. Reasons may be provided upon written request.
- 4.8.** Validity period of the bids shall be for the period of tender submission and its award including duration required for compliance with PPRA.
- 4.9.** 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.
- 4.10.** Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this Tender.
- 4.11.** 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.
- 4.12.** For this tender all updates/changes shall be communicated through email by NIT.
- 4.13.** Undertaking for Service Level to be provided in this regard will be required be provided by the selected bidder at the earliest.
- 4.14.** The bidder must have office in Karachi and Lahore and be fully capable to provide maintenance support from these locations.
- 4.15.** Bids submitted via email or fax will not be entertained.

## **5. 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 envelopes containing Technical and Financial proposal.
- 5.3.** Technical proposal envelope should be marked as ‘Technical proposal for SLA’ and should include following documents:
  - 5.3.1.** Provide draft document for “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 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 qualified staff along with their qualification and certification relevant to the equipment.
  - 5.3.5.** Technical specification Annexure I document completely signed and stamped.
  - 5.3.6.** Elite partner Authorization letter from Manufacturer.
  - 5.3.7.** Income Tax/GST certificate of the bidder.
  - 5.3.8.** Any other document required as per this tender document.
  - 5.3.9.** Confirmation letter to provide services under this Tender for minimum of two years period, that will be extendable based on mutual consent.
- 5.4.** Financial proposal should be marked ‘Financial proposal for SLA’ and contain:
  - 5.4.1.** Bid price filled as per BOQ (Annexure III) for annual charges applicable items.

## **6. FINAL SELECTION**

- 6.1** In first stage only the ‘Technical proposals’ will be opened in the presence of bidder’s representatives that choose to attend.
- 6.2** Technical proposals of the bidders will be evaluated, generally for compliance of ALL the requirements given in the tender document and specifically for Prequalification criteria given in Annexure IV.
- 6.3** If any of the qualifying requirements is not met by the bidder, his bid will be declared as non-responsive.
- 6.4** As a part of technical evaluation, bidders may be asked to arrange visit to their clients.

- 6.5** On the basis of qualification evaluation, the financial proposal of only technically responsive bidder (qualified bidder) will be opened in the presence of their representatives that choose to attend.
- 6.6** Financial proposals of bids found technically non-responsive will be returned un-opened.
- 6.7** The lowest financial bid will be accepted.

## **7. PAYMENT TERMS**

- 7.1** The payment 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 II: SALIENT FEATURES FOR REQUIRED SERVICE LEVEL**

1. Vendor shall perform the obligations contained in Agreed signed SLA, both in Lahore and 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.
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. 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 4-6 hours response time and resolution time of same / next day at NIT's locations.
6. Vendor shall ensure that only genuine / approved parts of Manufacturer are being used during any replacement.
7. The paramount objective of the service agreement is to minimize the downtime inevitable in case of repair / replacement processing.
8. Vendor will provide backup equipment in order to keep the system up and running.

**ANNEXURE III: BILL OF QUANTITY (for Two Year Charges)**

<b>Equipment Type</b>	<b>Equipment Details</b>	<b>Qty</b>	<b>Per Year Cost</b>	<b>Two Year Cost</b>	<b>Taxes (All Inclusive)</b>	<b>Grand Total for Two Year</b>
<b>1. IBM Equipment with parts</b>  (As per specifications in Annex I & Annex II)	1.1 IBM 3850 M2 Servers	02				
	1.2 IBM 3650 Servers (Single Processor)	05				
	1.3 IBM 3650 Servers Dual Processor with IBM External Tape Drive	01				
	1.4 IBM 3650 Servers Dual Processor	01				
	1.5 IBM TS-3100 Tape Library	01				
	1.6 IBM RACK & KVM Switch	02				

Note: Bidder should mention any other charges/optional charges in financial bid deemed necessary to complete and compare final bid amount. (Inclusive all taxes)

**ANNEXURE IV: QUALIFICATION CRITERIA OF THE BID**

Following are prequalification criteria required for qualifying a bid as responsive:

- 8.1 Income Tax Certificate / GST Certificate (Copy to be provided).
- 8.2 Holding highest level of partnership (Premier) with principal for Pakistan and authorize to provide services (Copy to be provided).
- 8.3 Organizations which have previously sold equipment /services to NIT, should have provided satisfactory response on 'annual' / or 'call basis', on occasion of equipment failures. Bidders with non satisfactory record will be not be qualified.
- 8.4 Providing similar maintenance support to at least Three (03) customers for at least last two years. Customer Testimonial to be provided
- 8.5 Confirmation of good quality of service from randomly selected customers in the list submitted with the technical proposal.
- 8.6 List of technical support staff should include professional holding required certification from equipment manufacturer along with appropriate length of service.
- 8.7 The yearly value of maintenance agreement in hand should be higher than Rs. 05 Million (list to be provided).
- 8.8 Should provide all documents as mentioned under paragraph 5.3 of this tender document.
- 8.9 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.
- 8.10 Completely Filled Bill of Quantity as per equipment quantity given under Annex III.
- 8.11 Proof of Company being in operation for at least 3 years in Pakistan in relevant business.
- 8.12 Technical proposal documents be duly signed and stamped.
- 8.13 Company must have resident engineers in Karachi and Lahore. Documentary Evidence should be provided.
- 8.14 Adequate Help desk facility to allow for call logging and ticketing, like Help Desk attendant, Online Web based application, etc.