

**TENDER TO AUTHORIZED PARTNERS FOR PROVIDING
MAINTENANCE SUPPORT OF EXISTING IT HARDWARE
IBM SERVERS, APC UPS AND LINK BALANCER**

NATIONAL INVESTMENT TRUST LIMITED

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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 22 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 of IT data center equipment mentioned in this document.

2. SCOPE OF WORK

2.1 NIT desires to engage tier 1 partners of the relevant equipment manufacturers to provide Annual maintenance support (including parts) for quantity 09 IBM servers (including tape library & server rack, LTO drive), quantity 02 APC UPS and quantity 01 Baracuda Link balancer, as per the details given in this document.

2.2 The maintenance contract will be initially for two year period, and subsequently extendable as per the terms mentioned in the tender.

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
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:	December 29, 2011 at 11.00 A.M
Bid Opening Date and Time:	December 29, 2011 at 11.30 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
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 VI.
- 4.3.** Bidders may quote for providing maintenance support as per one of the following equipment combinations:
 - 1.3.1.** IBM Equipment (Servers, Tape Library, KVM Switches) in Annexure I
 - 1.3.2.** APC UPS in Annexure II
 - 1.3.3.** Link Balancer in Annexure III
 - 1.3.4.** All items in Annexure I, II and III
- 4.4.** The period of maintenance support offered will be essentially for two year and may be extended annually 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 at least 30 days.
- 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.** The amount submitted as Earnest Money shall be refunded to the unsuccessful bidders after the decision for the award of said tender.
- 4.13.** For this tender all updates/changes shall be communicated through email by NIT.
- 4.14.** SLA is required to be executed within Two (02) to Four (04) weeks and be applicable with immediate effect or after expiry of warranty period where ever applicable.
- 4.15.** The bidder must have office in Karachi and Lahore and be fully capable to provide maintenance support from these locations.

4.16. 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 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 IV.
 - 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, II & III) 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 V) for annual charges applicable items.
 - 5.4.2.** Bank draft for the earnest money.

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 VI.
- 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 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.
- 6.6 Financial proposals of bids found technically non-responsive will be returned un-opened.
- 6.7 The financial bid found lowest in each category 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: TECHNICAL SPECIFICATION FOR APC UPS

Product S. No	Part No	Brand	Model	Redundancy	KVA	Power Module	Location
QD0840160039	SYA16K16I + SYPM4KI	APC	Symmetra LX 16000	N+3	16	5	Karachi
IS0902001885	SURT10000XLI	APC	Smart RT series	-	10	-	Lahore

ANNEXURE III: TECHNICAL SPECIFICATION FOR LINK BALANCER

Product S. No	Brand / PRODUCT	Model	WAN PORTS	Location
BAR-W8-239892	BARRACUDA NETWORKS LINK BALANCER	230	TWO	Karachi

ANNEXURE IV: SALIENT FEATURES OF THE DRAFT SERVICE LEVEL AGREEMENT

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 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.
6. 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
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.

ANNEXURE V: BILL OF QUANTITY (For Annual Charges)

Equipment Type	Equipment Details	Unit Price (Annual Charges)	Qty	Total Price (Annual Charges)	Grand Total (Annual Charges)
1. IBM Equipment with parts (As per specifications in Annex 1 & Annex IV)	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		
	1.4 IBM TS-3100 Tape Library		01		
	1.5 IBM RACK & KVM Switch		02		
2. APC UPS with parts and batteries (As per specifications in Annex II & Annex IV)	2.1 Symmetra LX 16000		01		
	2.2 Smart RT 10 KVA		01		
3. BARRACUDA NETWORKS (As per specifications in Annex III & Annex IV)	3.1 Barracuda Link Balancer instant replacement (IR)		01		
	3.2 Barracuda Link Balancer Energizer Update (EU)		01		

ANNEXURE VI: PREQUALIFICATION 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 Elite level partnership like Gold / Premier/ Tier1 etc for Pakistan from the principal/ manufacturer of the equipment and authorize to provide services (Copy to be provided).
- 8.3 For IBM Equipment vendor should have Tier1 authorized warranty service provider (AWSP)
- 8.4 Providing similar maintenance support to at least Three (03) customers of financial sector for at least last two years. Customer Testimonial to be provided.
- 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 20 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 V.
- 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.

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