

## **ADMINISTRATION DEPARTMENT**

**Admn.24(42-C)/2021**

**Date: July 29, 2021**

### **INVITATION TO BID**

National Investment Trust Limited an Asset Management Company managing mutual funds in Pakistan invites Sealed Bids (Technical and Financial Proposals separately) from reputed and well established firms / companies having registration with Sales Tax and Income Tax Departments for **“TENDER TO AUTHORIZED PARTNERS FOR PROVIDING MAINTENANCE SUPPORT OF VIDEO CONFERENCING EQUIPMENT AT KARACHI, LAHORE & ISLAMABAD AND ZOOM CLOUD ACCOUNT “**.

Bidding Documents which are containing detailed terms and conditions, method of procurement, procedure for submission of bids, bid validity, opening of bid, evaluation criteria, clarification / rejection of bids, performance guarantee etc. are available for the interested bidders at National Investment Trust Limited, 6th Floor, NBP Building, I. I. Chundrigar Road, Karachi. Bidding Documents can also be downloaded from NIT Website **www.nit.com.pk** free of cost.

The bids prepared in accordance with the instructions in the bidding documents must reach at the following address on or before August 16, 2021 up to 11:00 a.m. Bids will be opened on same day at 11:30 a.m.

**(S. T. A. QUADRI)**

**Head of Administration**

National Investment Trust Limited

NBP Building, 6<sup>th</sup> Floor, I. I Chundrigar Road

Karachi-74000

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**TENDER TO AUTHORIZED PARTNERS FOR PROVIDING  
MAINTENANCE SUPPORT OF VIDEO CONFERENCING  
EQUIPMENT AT KARACHI, LAHORE AND ISLAMABAD  
AND ZOOM CLOUD ACCOUNT**

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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 countrywide operation through its 25 branches and a customer facilitation center in Karachi.

**1.1** 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 Polycom Video Conferencing equipment installed at NIT Karachi, Lahore and Islamabad mentioned in this tender.

## **2. SCOPE OF WORK**

**2.1** NIT desires to engage tier 1 partners of the Polycom Video Conferencing equipment to provide one-year Principal backed Premium support with parts and Labor for VC equipment installed at NIT Karachi, Lahore and Islamabad, as per the details given in this document and specification mentioned in Annexure I. The equipment included in the scope of support includes:

**2.1.1.** Quantity one Polycom Real Presence Group 700 with all accessories as listed.

**2.1.2.** Quantity two Polycom Real Presence Group 310 with all accessories as listed

**2.2** Yearly subscription require for Zoom Cloud Video Conferencing Solution Pro comes with One Pro- Account, Connect any smart-phone; laptop; browser; skype4buinesss; audio or video conference device with 03 H323/SIP connector accounts.

## **3. INFORMATION FOR BIDDERS**

Name of Procuring Agency:	National Investment Trust Limited
Last date for Bid Submission:	August 16, 2021 up to 11:00 a.m.
Bid Opening Date and Time:	August 16, 2021 up to 11:30 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, HO - Admin
Phone:	021-32412056-9 (Ext : 224)
Direct Phone:	021-32422117
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 Polycom VC Equipment in Pakistan and authorized for providing support, and in compliance with the qualifying criteria mentioned under Annexure IV.
- 4.3.** Bidders may quote, if compliant with qualification criteria, for solution in Bill of Quantity (BOQ) Annexure IV as per one of the following combinations:
  - 4.3.1** Polycom Equipment SLA as per Annexure I
  - 4.3.2** Zoom Cloud Account as per Annexure III
  - 4.3.3** Combination of any of the above (4.3.1, 4.3.2).
- 4.4.** 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.
- 4.5.** 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 document for Service level 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 and 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.
- 5.4.** Financial proposal should be marked ‘Financial proposal for SLA’ and contain:
  - 5.4.1.** Bid price filled as per BOQ (Annexure IV and V) for annual charges applicable items.

## **6. PROPOSAL EVALUATION PROCESS**

- 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 qualification 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 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.

## **7. FINAL SELECTION CRITERIA**

7.1 The lowest evaluated financial bid will be accepted in each category mentioned in para 4.3

## **8. PAYMENT TERMS**

- 8.1** No payment shall be made in advance to the contractor as mobilization advance.
- 8.2** Hundred percent (100%) cost shall be paid and will be released after successful delivery and verification of support services at Polycom portal and signing of SLA as per Bill of Quantity (BOQ) and invoice processing as per internal procedure.
- 8.3** Hundred percent (100%) cost shall be paid and will be released after successful delivery and verification of Zoom Cloud ID as per Bill of Quantity (BOQ) and invoice processing as per internal procedure.
- 8.4** All payments shall be made after deduction of taxes.
- 8.5** All payments shall be made through cross cheque in the Pak Rupees.
- 8.6** Taxes will be deducted at source as per government rules at the time of payment.
- 8.7** 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 I: TECHNICAL SPECIFICATION FOR EQUIPMENT SUPPORT SERVICES  
FOR POLYCOM VIDEO CONFERENCING EQUIPMENT**

<b>Equipment</b>	<b>Description</b>	<b>Compliance (Y/N)</b>	<b>Comments</b>
1.1 POLYCOM Real Presence Group 700	1.1.1 S. No: 82164344CEACPW		
	1.1.2 12 X Eagle Eye Camera		
	1.1.3 Microphone		
	1.1.4 Cables		
	1.1.5 Power Adapter		
	1.1.6 Remote control		
	1.1.7 Location: Karachi Head Office		
1.2 POLYCOM Real Presence Group 310	1.2.1 S. No: 82163646876EDP		
	1.2.2 4 X Eagle Eye Camera		
	1.2.3 Microphone		
	1.2.4 Cables		
	1.2.5 Power Adapter		
	1.2.6 Remote control		
	1.2.7 Location: Lahore		
1.3 POLYCOM Real Presence Group 310	1.3.1 S. No: 82161345A80BDP		
	1.3.2 4 X Eagle Eye Camera		



	1.3.3 Microphone		
	1.3.4 Cables		
	1.3.5 Power Adapter		
	1.3.6 Remote control		
	1.3.7 Location: Islamabad		
1.4 Support Services	1.4.1 Support is backed by principal agreement at the back		
	1.4.2 Support coverage will include all hardware and software related issues and software upgrades		
	1.4.3 The bidder will be responsible for support in the front for issues relating to call logging, attending on-site complaints, diagnostics, coordination with principal, and providing backup equipment.		
	1.4.4 In case of equipment fault it covers all spares and parts or equipment replacement needed for recovery		
	1.4.5 Equipment will be repaired with the same business day and in case that cannot be managed a backup equipment will be provided		
	1.4.6 The support coverage will be for 24X7		
	1.4.7 Includes all software updates that includes patches of existing version or new versions, etc		
	1.4.8 An agreement SLA will be signed between NIT and the selected bidder.		

## **ANNEXURE II: SALIENT FEATURES FOR REQUIRED SERVICE LEVEL**

1. Vendor shall perform the obligations contained in Agreed signed SLA, at Karachi, Lahore and Islamabad, as appropriate, at its own cost as to parts, labor and transport.
2. This is Polycom backed premium support require that includes Advance parts replacement and software updates and Upgrades.
3. In case of equipment failure vendor will generate the ticket at Polycom and deliver the equipment at door step.
4. This support also includes local partners support that includes 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.
5. The paramount objective of the service agreement is to minimize the downtime inevitable in case of repair / replacement processing.
6. Vendor will provide backup equipment in order to keep the system up and running.

**ANNEXURE III: TECHNICAL SPECIFICATION FOR ZOOM CLOUD ID**

<b>Service</b>	<b>Description</b>	<b>Compliance (Y/N)</b>	<b>Comments</b>
1.1 Zoom Cloud Video Conferencing Service	1.1.1 Zoom Pro Host Account		
	1.1.2 QTY 01 H323/SIP connector, require to connect 01 Group 700 Polycom VC Appliance on Zoom Cloud		
	1.1.3 Connect any smart-phone; laptop; browser		
	1.1.4 skype4buinsess		
	1.1.6 Connect 300 Multipoint on existing device.		
	1.1.7 Yearly Subscription		

**ANNEXURE IV: BILL OF QUANTITY FOR POLYCOM EQUIPMENT SLA**

<b>Equipment Type</b>	<b>Equipment Details</b>	<b>Qty</b>	<b>Location</b>	<b>Per Year Cost (Rs.)</b>	<b>Taxes (All Inclusive)</b>	<b>Total for One Year</b>
Polycom video Conferencing Equipment (As per specification in Annex. I & Annex. II)	3.1 Real Presence Group 700	01	Karachi			
	3.2 Real Presence Group 310	01	Islamabad			
	3.3 Real Presence Group 310	01	Lahore			
<b>Grand Total</b>						

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 V: BILL OF QUANTITY FOR ZOOM CLOUD ID**

<b>Service Type</b>	<b>Qty</b>	<b>Total Cost for One Year (Inclusive of all Taxes)</b>
<b>Zoom Pro Host Account (As per specification in Annexure III)</b>	<b>01 Year</b>	

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 VI: 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 Elite level partnership Tier1 for Pakistan from the principal Polycom and authorize to provide services (Copy to be provided).
- 8.3 Providing similar maintenance support to at least Three (03) customers for at least last two years. Customer Testimonial to be provided.
- 8.4 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.
- 8.5 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 3 Million (list to be provided).
- 8.8 Should provide all documents as mentioned under paragraph 5.3 of this tender document.
- 8.9 Completely Filled Bill of Quantity as per equipment quantity given under Annex IV and V.
- 8.10 Proof of Company being in operation for at least 3 years in Pakistan in relevant business.
- 8.11 Technical proposal documents be duly signed and stamped.
- 8.12 Company must have resident engineers in Karachi, Lahore and Islamabad. Documentary Evidence should be provided.
- 8.13 Adequate Help desk facility to allow for call logging and ticketing, like Help Desk attendant, Online Web based application,