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| **Punjab SKills Development Fund** |
| **Tender Document** |
| **“**Provision of E-mail Hosting Services**”** |
|  |
|  |
| **October, 2016** |



**Submission Date for Sealed Bids: 17th October, 2016 (11:00 am)**

House # 125, Abu Baker Block, New Garden Town, Lahore Pakistan.

Phone: +92-42-35913540-41

Fax: +92-42-35913539

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# Background

Punjab Skills Development Fund (PSDF) is a section 42, not-for-profit Company set up under the Companies Ordinance 1984 by the Government of the Punjab in partnership with Department for International Development (DFID) UK. Punjab Skills Development Fund is governed by an independent Board of Directors.

PSDF’s vision is to improve income generation opportunities for the poor and the vulnerable population of Punjab by enabling skills development through promotion of a competitive skills training market. PSDF initiated its operations for the residents of four districts of southern Punjab and in year 2013, PSDF’s geographical coverage was expanded to ten additional districts.

From January 2016, PSDF will be expanding its operations in all thirty six (36) districts of Punjab and adjacent areas under Skills Development Project (SDP) and Punjab Skills Development Project (PSDP) with the assistance of Government of the Punjab and DFID, and World Bank respectively.

# Invitation to Bids

Punjab Skills Development Fund (PSDF), a not for profit company invites sealed bids / proposals for the provision of E-mail Hosting Services, from tax registered and experienced service providers. Technical and financially qualified service provider will be offered a contract of one year which will be extended annually, based on performance up to duration of six years. Extension of contract will be on same cost and same terms & conditions if mutually agreed by both parties (service provider and PSDF).

# Instruction to Bidders

PSDF will follow Punjab Procurement Regulatory Authority (PPRA) Rules 2014 for the entire bidding process. The selection of legal firm will be based on Quality Cost Based Selection method. PSDF will adopt single stage two envelopes bidding procedure to call for proposals.

The bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical proposals. The envelopes shall be marked as “Financial Proposal” and “Technical Proposal”. In the first instance, the “Technical Proposal” shall be opened and the envelope marked as “Financial Proposal” shall be retained unopened in the custody of the PSDF. The PSDF shall evaluate the technical proposal in the manner prescribed in the section - 7 given in the document, without reference to the price and shall reject any proposal which does not conform to the specified requirements. During the technical evaluation no amendments in the technical proposal shall be permitted. After the evaluation and approval of the technical proposals, the PSDF shall open the financial proposals of the technically accepted bids, publically at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period. The financial bids found technically nonresponsive shall be returned un-opened to the respective bidders. The technical and financial proposal will be evaluated on the basis of PSDF evaluation criteria as provided in section “Technical Proposal” and “Financial Proposal” of the document.

The scope of activities set the basis of technical approach to be adopted by the potential bidders. The bidder who will get highest marks in technical evaluation will be called for financial bid opening and contract negotiations.

# Conditions for Eligibility

The successful bidders, fulfilling the following criteria, will be considered as eligible bidding firm for the bidding process of E-mail hosting services;

1. Certificate of registration with relevant authority (Copy required)
2. Affidavit on stamp paper, declaring that the company is not black listed by any Govt. agency / authority (Original required)
3. Minimum 03 years’ experience of E-mail hosting in Pakistan. Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
4. GST/PST and Income Tax registration (Copy required)
5. Regular tax payer (copy of tax return of last year required)
6. Currently working with at least 3 clients whose setup / offices should be in Pakistan. Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
7. Must have annual turnover at least PKR 4 million. (last year tax return/ copy of financial audit report required)

***\**** *“Relevant experience” means experience of providing e-mail hosting services.*

Kindly fill the following necessary annexures required for the above qualification criteria and attach the supporting documentary evidences as mentioned in each annexure;

Annex – A: Organization Information

Annex – B: Eligibility Response Checklist

Annex – C: Key Management Staff of Firm

And also sign the declaration form at the end of document and attach with your other documents.

# Scope of Job

The bidder selected would provide following services without any interruption with the following to be observed:

**Email Hosting:**

* Creating Email ID’s by using the Company’s Domain for example ([abc@psdf.org.pk](mailto:abc@psdf.org.pk))

# Terms of Reference

The firm should agree on following terms of references for Email Hosting:

1. Company Email: Email ID’s must be created by using the Company Domain for example (abc@psdf.org.pk)
2. Storage Space: The storage of each email account should be 30GB or more, if possible.
3. Search: Easily find out the oldest emails by using the keywords in a provided search bar.
4. Spam: Provide best spam filters mechanism which will save the trouble of having to delete those pesky unwanted messages manually.
5. Mobile: Availability of access of emails via smart phones through internet.
6. Other Products: Provide the facilities of file sharing, calendars sharing, alias email accounts, contacts sharing, voice call, video call, text chat, documents sharing & online working.
7. Easy Setup: Email accounts can be configured on third party products at client end such as Outlook, Thunderbird etc.
8. Email Backup: Automatically backup of all individual email accounts.
9. Email Protection: Ensure the protection from any kind of malware, virus, DDOS attack & unauthorized access.
10. Reliability & Uptime: Email Service must be reliable & ensure availability. Uptime must be 99.9%
11. Contract period will be for one year from the date of signing of contract which may be extended on same rates and same terms & conditions for further term/terms by mutual agreement of both parties.
12. Prices quoted shall remain valid for a period of 120 days from the closing date of proposal.
13. All direct & indirect taxes will be deducted in accordance with the provisions of Government Rules amended time to time.
14. Successful Bidding Firm will singed a service contract and will provide the agreed services within the stipulated agreed time of issuance of the purchase order.
15. Initially we have 43 users which may be increased to double in next six months.
16. If the bidder completely fails to provide the services a week after prescribed period of consultancy service delivery and didn’t comply with the reminders, the case of bidder may be put to relevant authorities to declare him as "Black Listed".
17. Payment of e-mail services will be made after a complete month on the satisfactory execution of services.
18. In case of any dispute regarding services; the decision of the PSDF shall be final & binding.

# Guidelines

# 

1. Only short-listed bidders fulfilling the eligibility criteria will be considered for technical and financial proposals. The financial proposal of technically qualified bidders will be opened for further evaluation.
2. All documents and information received by PSDF from applicants will be treated in strictest confidence.
3. Documents submitted to PSDF will not be returned.
4. All expenses related to participation in this tender document shall be borne by the bidders.
5. Documents shall be submitted in a separate sealed envelopes marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” as hard copy in a sealed envelope for ‘Provision of E-mail Hosting Services’. The envelope containing hard copy of technical proposal and hard copy of financial proposal shall be received on the postal address given below.
6. The closing date and time for receipt of technical proposal and financial proposal is 17th October**, 2016 (11:00 AM)** and will be publically opened on same day i.e. 17th October**, 2016 (11:30 AM)** in the conference room PSDF Lahore Office, in the presence of the interested legal firms or their representatives who may wish to attend.
7. Technical and financial proposals received thereafter will not be accepted.
8. PSDF reserves the right to clarify or verify any information provided by the applicants.
9. Questions about this technical proposal can be made only in writing: a letter or an e-mail and must be asked by or before COB **11th October, 2016**. For any other related information please contact the undersigned.

Postal Address

Assistant Manager Procurement

Punjab Skills Development Fund

125, Abu Bakar Block, New Garden Town, Lahore

E-mail: hashim.hussain@psdf.org.pk

Tel: – 042-35913540-41

Fax: 042-35913539

# Technical Proposal Evaluation Criteria

This tender document is governed by the procedure approved by PSDF management. The technical proposal of eligible organisations will be evaluated using the scoring guide attached as annexure – D. Score will be awarded on the base of following details;

Technical proposal should contain following and any additional information and the **copies of all required documents** should be attached in technical proposal for evaluation.

|  |  |  |
| --- | --- | --- |
| **Sr. No.** | **Category** | **Marks** |
| 1 | Qualification of the Bidder/Service Provider  (Establishment of Firm, Firm Affiliations/Registration) | 30 |
| 2 | Experience of the E-mail Hosting | 50 |
| 3 | Financial Capability | 20 |
| **Total:** | | **100** |

**Note:** *Technical qualification status shall be decided on the basis of Pass/Fail basis.*

# Financial Proposal

Please refer to the annexure titled “Financial Proposal”, attached as annexure – E.

# Financial Evaluation

The financial proposals of only those technically responsive bidders who will obtain minimum sixty five percent marks will be opened. A combined evaluation of the technical and financial proposals will be carried out by weighting and adding the quality and the cost scores. The weight for quality is eighty percent with twenty percent given to cost and the firm obtaining the highest combined score will be invited for negotiations.

# Type of Contract

The type of contract will be based on e-mail hosting services required per user that includes but not limited to the scope of job and terms of references and any out of pocket expenses, where required.

# Declaration

Kindly provide the declaration as per format provided below at the end of proposal.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ hereby declare that:

* all the information provided in the technical proposal is correct in all manners and respects
* and I am duly authorised by the Governing body/Board/Management to submit this proposal on behalf of

|  |  |
| --- | --- |
| Name |  |
| Designation |  |
| Signature |  |
| Date and Place |  |

# Submission of Bids (Technical and Financial Proposal)

Complete bid containing technical and financial proposal along with CDR (2% of total contract value) all required information and documentary evidences may be submitted before 11:30 AM on 17th October**, 2016**. Technical proposals will be publically opened on the same day i.e. 17th October**, 2016** at 11:30 AM in the presence of bidder’s representatives who wish to attend it.

## Cover Letter for the Submission of Technical Proposal and Financial Proposal

[*Firm letterhead*]

[*Date*]

To

Chief Operating Officer

[Address mentioned in Data Sheet]

**Re:** Technical Proposal and Financial Proposal in respect of [Insert title of assignment]

Dear Sir,

We offer to provide the Services for [Insert title of assignment] in accordance with your Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our technical Proposal and financial proposals including the required documents in a sealed envelope.

We hereby declare that all the information and statements made in these proposals are true and accept that any misinterpretation contained therein may lead to our disqualification. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations. We undertake that we will initiate the services as per the client’s request if our proposal is accepted. We understand that you are not bound to accept any or all proposals you receive.

Thank you.

Yours sincerely,

Signature

Name and title of signatory:

**Important Note:** The competent authority may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. PSDF shall upon request communicate to any legal firm, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds. The bids should be submitted in sealed envelope clearly mentioned “**BID (TECHNICAL & FINANCIAL PROPOSALS) FOR THE PROVISION OF E-MAIL HOSTING SERVICES”**

# Annexures

## Annex – A “Organization Information”

|  |  |  |  |
| --- | --- | --- | --- |
| Form A: Firm Profile | | | |
| **S #** | **Required Information** | **Response** | |
| 1 | Legal name of the organization |  | |
| 2 | Year of Registration / Establishment of the Organisation |  | |
| 3 | National Tax Number |  | |
| 4 | Core business area/s of the organization |  | |
|  | |
| 5 | What is the legal status of your organisation? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s) | Public Sector Organisation |  |
| Section 42 Company |  |
| Public Ltd. Company |  |
| Private Ltd. Company |  |
| Partnership Firm |  |
| Others (Please specify) |  |
|  |  |
| 6 | Name and designation of ‘Head of Organization’ |  | |
| 7 | Mobile: |  | |
| Phone/s: |  | |
| Email: |  | |
| Fax: |  | |
| Address of organization: |  | |
| Website address: |  | |
| 8 | Name and designation of ‘Contact Person’: |  | |
| Phone/s: |  | |
| Mobile: |  | |
| Email: |  | |
| Fax: |  | |

## Annex – B “Eligibility Response Checklist”

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Necessary Eligibility Information** | **Response/Elaboration** | | |
| 1 | Mention the name of relevant Registration Authority/s and provide a copy of proof of registration to prove legal identity of your firm. |  | Copies Attached | |
|  | Copies Not Attached | |
| 2 | Affidavit on stamp paper, declaring that the company is not black listed by any Govt. agency / authority (Original required) |  | Original Copy Attached | |
|  | Original Copy Not Attached | |
| 3 | Mention National Tax Number (NTN) and GST/PST in the name of Organization and provide a copy of registration | National Tax Number (NTN) | |  |
| GST/PST | |  |
| 4 | Regular tax payer (copy of tax return of last year required) |  | Copies Attached | |
|  | Copies Not Attached | |
| 5 | Currently working with at least 3 clients whose setup / offices should be in Pakistan. Documentary proof (copies of contract or work order or contact details of clients) should be furnished. |  | Copies Attached | |
|  | Copies Not Attached | |
| 6 | Must have annual turnover at least PKR 4 million. (last year tax return/ copy of financial audit report required) |  | Copies Attached | |
|  | Copies Not Attached | |

## Annex - C “Key Management Staff Information”

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Form ‘C’: Key Management Staff Information (Sheet 1[[1]](#footnote-1))** | | | | | |
| **Sr. #** | **Required Information** | | **Response** | | |
| 1 | | Name |  | | |
| 2 | | Position |  | | |
| 3 | | Firm Name |  | | |
| 4 | | Age |  | | |
| 5 | | Years of association with the firm |  | | |
| 6 | | Core professional area of work |  | | |
| 7 | | Assigned tasks in this firm |  | | |
| 8 | | Please name similar assignment undertaken by the individual |  | | |
| 10 | | Specific role of the individual in this activity |  | | |
| 11 | | **Please provide information on additional experience in e-mail hosting services** | | | |
| **Position** | **Employer** | **Duration** | |
| **From** | **To** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| 12 | | **Educational Qualifications** | | | |
| **Degree/Diploma/Certificate** | **Year** | **Institution** | **Speciality** |
|  |  |  |  |
|  |  |  |  |

## Annex – D “Technical Evaluation Criteria”

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Technical Evaluation Criteria** | | | | |
| **S. No.** | **Descriptions** | **Total Points** | **Categorized Points** | **Remarks**  **(Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)** |
| **1** | **Relevant Experience** | **20** |  |  |
|  | Experience of providing e-mail hosting services if more than 5 years |  | 20 | Documentary proof (copies of contract or work order or contact details of clients) should be furnished. |
|  | If greater than 3 but less than or equal to 5 years |  | 15 |
|  | If at least 3 years |  | 10 |
|  | **Current Contracts** | **15** |  |  |
|  | Currently working with more than 5 clients |  | 15 | Documentary proof (copies of contract or work order or contact details of clients) should be furnished. |
|  | If more than 3 but less than or equal to 5 clients |  | 10 |
|  | If 3 clients |  | 5 |
|  | **Clients** | **15** |  |  |
|  | If number of clients are more than 10 |  | 15 |  |
| If more than 7 but less than or equal to 10 |  | 10 |
| If 5 or greater than but less than or equal to 7 |  | 5 |
| **3** | **Company** | **15** |  |  |
|  | Year of establishment of service provider  If more than 5 years |  | 15 | Copy of registration with relevant authority mention the date is required |
| If more than 3 but less than or equal to 5 years |  | 10 |
|  | Number of key management staff  if 7 and above | **15** | 15 | Company profile showing the complete list of key management staff with designations and contact details. Or complete list key management staff with designations and contact details on company letter head with sign and stamp by authorities |
| If 5 and above |  | 10 |
| If 3 and above |  | 5 |
| Less than 3 |  | 0 |
| **2** | **Financial Capability** | **20** |  |  |
|  | Annual turnover of service provider should if more than 8 million |  | 20 | Copy of last financial audit report done by ICAP/SBP registered auditing firm or bank statement of one year. |
| If greater than 5 but less than or equal to 8 million |  | 15 |
| If more than 4 but less than or equal to 5 million |  | 10 |
| If less than 4 million |  | 0 |
| **Total Points Awarded** | | **100** |  |  |
| Passing score is 65 | |  | | |

## Annex – E “Financial Proposal”

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sr. No. | Service Required | Cost per User per Month  (inclusive of all applicable taxes) | Cost per 43 Users per Month | Cost per 43 Users per Anum (tentative contract value) |
| 01 | E-mail Hosting Service |  |  |  |

Initially we have 43 users which may be increased to double in next six months.

1. Please mark the other two sheets as Sheet 2 and Sheet 3 respectively for each individual. [↑](#footnote-ref-1)