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| **Punjab SKills Development Fund** |
| **Tender Document** |
| **“**Provision of Internet Services**”** |
|  |
|  |
| **December, 2016** |



 **Submission Date for Sealed Bids: 6th January, 2017 (12:00 pm)**

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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), invites sealed bids / proposals for the provision of Internet Services, from tax registered and experienced internet service providers (ISP). 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

The selection of internet service provider (ISP) 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 - 8 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 Internet services;

1. Must be registered with relevant Registration Authority/s and provide a copy of proof of registration to prove legal identity of your firm.
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 providing Internet in Pakistan. Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
4. Regular tax payer (copy of tax return of last year required)
5. Experience of ‘2’ Relevant Projects/Assignments (Copy of evidence e.g. Experience Letter, Letter of Appointment etc.should be furnished).
6. Last year’s financial audit report required
7. Should be registered with Punjab Revenue Authority (PRA).

***\**** *“Relevant experience” means experience of providing Internet 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

PSDF requires two internet connections for its head office at “**21-A, H Block, Mateen Fatima Road Gulberg-II Lahore**”.

1. **Main internet connection of 20 Mbps (dedicated)**
2. **Backup internet connection of 10 Mbps (shared)**

PSDF may select two different internet service providers (ISP) for both internet connections. Any ISP can submit their bids for one or both internet connections. Complete scope of job for both internet connections is given as annexure -E.

# Terms of Reference

1. 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".
2. Payment of Internet services will be made after a complete month on the satisfactory execution of services.
3. In case of any dispute regarding services; the decision of the PSDF shall be final & binding.
4. The internet connectivity along with all related device/ equipment e.g. switches, routers, modules, convertors etc. will be directly terminated in the Data Center of PSDF Office.
5. Redundant/ secondary/ back-up links must be the wireless in case of any failover. Moreover, the route of redundant/ back-up link must be different from primary Fiber Optic Cable path.
6. Internet connectivity from Primary to Secondary links must be auto swapped in case of any failover.
7. To keep the internet connectivity up to its maximum extent and running, Services Level Agreement (SLA) uptime should be 99.30%.
8. Internet service provider will conduct a thorough survey of the site for the installation of internet connectivity. After completing this exercise & information gathering, firm will submit a report including Fiber layout plan, resources deployment, tasks detail with timeline to complete the project.
9. The company will be responsible for deputing qualified personnel for installation, configuration and testing of the said project.
10. The equipment/ hardware supplied by the supplier shall be brand new and complete with all respects. The devices/ equipment delivered by the vendor must be compatible to the existing network connectivity. Moreover, the technical staff of the vendor/ company shall be involved in installation and configuration of same equipment provided.
11. The vendor shall provide alternative of same capacity equipment in case of any faulty equipment till the repair or replacement. Or if there is any permanent fault in the equipment, that will be replaced definitely by new Equipment of the same model/ advance model of the same capacity/higher capacity not less than the capacity of unit supply in any case.
12. The quoted rates should be in PKR (Pakistani Rupees) inclusive of all taxes including GST, duties, carriage, handling etc. Moreover, quoted rates must be clearly legible, duly signed by authorized signatories.
13. The Rate Contract (RC) will be valid for one year from the date of issue of order. However, it can be further extended on same cost subject to performance of the internet service provider.
14. Post Monthly payment will be made and the mode of payment will be in PKR (Pakistani Rupees)
15. The rates should be quoted after allowing rebates/ discounts, if any.
16. All civil work e.g. installation, excavating, digging (soft & hard), curing, tunneling, configuration and testing of the Fiber Optic Cable within the premises of PSDF will be the responsibility of the vendor/ firm.
17. The cabling (any type) must be properly tagged/ numbered and there should not be any hanging or uncovered wire. Furthermore, installation of I/O, Crimping, Racking and related equipment/ devices must also be the liability of vendor.
18. The ISP should be able to provide online usage report through web. The ISP must provide a usage report i.e. MRT Graph that can be accessed directly by Technical Staff of Punjab Skills Development Fund.
19. The vendor/ firm will also fix the cemented tags or path indicators at the route of Fiber Optic Cable installed within the premises of PSDF in order to avoid any damage to the cable.
20. The services provided by the vendor/ firm must support all kinds of error- free network traffic including Voice, Data and Video Streaming etc.
21. Basic necessary training of the installed equipment/ devices will be given to Network Staff of PSDF to troubleshoot minor faults, errors etc.
22. The dedicated line/ service over Fiber Optic Cable or wireless so provided to PSDF will not be utilized by any other party/ firm/ person etc. during the period of contract agreement between the Ground party and second party.
23. The second party will be responsible for installation/ setting-up of the equipment/ devices i.e. ODF (Optical Fiber Distribution Frame), Joint Enclosure and Media Convertor etc. Moreover, wireless devices will also be installed/ configured at the time of the completion of work, if second party is providing wireless connectivity as back-up for the time being.
24. All quotations must be reviewed to ensure that the minimum technical requirements are met. Any submission which fails to meet the defined minimum requirements will be disqualified.
25. Bank Draft/ Call Deposit 5% of tender value (bid price of a year) as earnest money in favor of “Punjab Skills Development Fund” must be enclosed with the consolidated sealed financial bid.
26. After receiving acceptance letter, firm will have to submit Performance Security of 10% of the contract value.
27. The validity of all rates quoted in bids will be 120 days after opening of bids.
28. The maximum period allowed for installation of complete Internet Services are set to be 10 calendar days from the award of the contract to the Vendor.
29. The ISP must provide a usage report i.e. MRT Graph that can be accessed directly by Technical Staff of Punjab Skills Development Fund
30. In case of complete break-down /dis-connectivity of internet services (*Primary, Secondary* links go down) or If vendor is unable to deliver the required service delivery, the deductions will be made on the following pattern.



# 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 Internet 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 6th January, 2017 at 12:00 PMand will be publically opened on same day i.e. 6th January, 2017 at 12:30 PM 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 Internet and must be asked by or before COB 2nd January, 2017. For any other related information please contact the undersigned.

Postal Address

Management Assistant IT

Punjab Skills Development Fund

 125, Abu Bakar Block, New Garden Town, Lahore

E-mail: adil.hassan@psdf.org.pk

 Tel: 042-35913540-41 (extension 111)

 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 | Compliance of the Services (Quality) | 50 |
| 2 | Experience of the ISP | 20 |
| 3 | Projects/Clients of ISP | 20 |
| 3 | Financial Capability | 10 |
| **Total:** | **100** |

# Financial Proposal

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

# 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 a rate contract 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 (5% of total contract value) all required information and documentary evidences may be submitted before 12:00 PM on 6th January, 2017. Technical proposals will be publically opened on the same day i.e. 6th January, 2017 at 12:30 PM 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 Executive 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 INTERNET 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 | NTN/FTN & PRA Sales Tax |  |
| 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/PRA Sales Tax in the name of Organization and provide a copy of registration  | National Tax Number (NTN) |  |
| GST/PRA Sales Tax |  |
| 4 | Regular tax payer (copy of tax return of last year required) |  | Copies Attached |
|  | Copies Not Attached |
| 5 | Minimum 03 years’ experience of providing Internet in Pakistan. Documentary proof (copies of contract or work order or contact details of clients) should be furnished  |  | Copies Attached |
|  | Copies Not Attached |
| 6 | Last year’s financial audit report required |  | Copies Attached |
|  | Copies Not Attached |
| 7 | Experience of ‘2’ Relevant Projects/Assignments (Copy of evidence e.g. Experience Letter, Letter of Appointment etc.should be furnished). |  | 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 Internet services** |
| **Position** | **Employer** | **Duration** |
| **From** | **To** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| 12 | **Educational Qualifications** |
| **Degree/Diploma/Certificate** | **Year** | **Institution** | **Speciality** |
|  |  |  |  |
|  |  |  |  |

## Annex – D “Technical Evaluation Criteria”

1. **Compliance Of The ISP Service For Dedicated 20 Mb Connection (50 Marks)**

|  |  |
| --- | --- |
| **CRITERIA** | **(YES/NO)** |
| The bidder must be Major Internet Bandwidth Distributor – ISP license holder, having Own Fiber Optic Cable. (Attach Proof) |  |
| The ISP must have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose |  |
| Spanning Over 5,000 km Optical Fiber Cable in Pakistan (Attach Proof) |  |
| Main NOCs Availability in at least 05 Major Cities of Pakistan (Attach Proof) |  |
| ISP having Services i.e. System Integration, IP Core, Network Security & Surveillance System, Video Conferencing, Hosted and Communication Solution, |  |
| ISP must provide Internet Bandwidth to Customer Premises inclusive of its last mile Access Network up-to PSDF office |  |
| The ISP should be able to provide online usage report through web. |  |
| Service Level Agreement Uptime (SLA) >99.30%. |  |
| Bidder must attached Proof of Back-End Connections Detail (Minimum 2 Required) |  |

1. **Compliance Of The Isp Service For Shared 10 Mb Connection (50 Marks)**

|  |  |
| --- | --- |
| **CRITERIA** | **(YES/NO)** |
| The bidder must be Major Internet Bandwidth Distributor – ISP license holder, having Own Fiber Optic Cable. (Attach Proof) |  |
| The ISP must have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose |  |
| Spanning Over 5,000 km Optical Fiber Cable in Pakistan (Attach Proof) |  |
| Main NOCs Availability in at least 05 Major Cities of Pakistan (Attach Proof) |  |
| ISP having Services i.e. System Integration, IP Core, Network Security & Surveillance System, Video Conferencing, Hosted and Communication Solution, |  |
| ISP must provide Internet Bandwidth to Customer Premises inclusive of its last mile Access Network up-to PSDF office |  |
| The ISP should be able to provide online usage report through web. |  |
| Service Level Agreement Uptime (SLA) >99.30%. |  |

|  |
| --- |
| **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 Internet 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 |
|  | **Projects** | **10** |  |  |
|  | Relevant projects, if more than 5 |  | 10 | Documentary proof (copies of contract or work order or contact details of clients) should be furnished. |
|  | If more than 2 but less than or equal to 5 projects |  | 7 |
|  | If 2 projects |  | 5 |
|  | **Clients** | **10** |  |  |
|  | If number of clients are more than 10 |  | 10 | List of clients required with addresses |
| If more than 7 but less than or equal to 10 |  | 7 |
| If 5 or greater than but less than or equal to 7 |  | 5 |
| **2** | **Financial Capability** | **10** |  |  |
|  | Annual turnover of service provider should if more than 15 million |  | 10 | Copy of last financial audit report done by ICAP/SBP registered auditing firm or bank statement of one year. |
| If greater than 10 but less than or equal to 15 million |  | 7 |
| If more than 5 but less than or equal to 10 million |  | 5 |
| If less than 5 million |  | 0 |
| **Total Points Awarded** | **100** |  |  |
| Passing score is 65 |  |

## Annex – E “Scope of Job”

### Basic/ General Requirements for Main Dedicated Internet Connection

|  |  |  |  |
| --- | --- | --- | --- |
| **SR #** | **PARTICULARS** | **Quantity** | **DESCRIPTION** |
| 1.1 | **Bandwidth** | 20 Mbps | Availability at PSDF Head Office, Lahore.*Total* ***10 Mbps*** CIR/ dedicated internet bandwidth is required over Fiber Optic Cable for PSDF Office, situated at office building, Lahore. |
| 1.2 | **IP Pool** | 04 IPs | Usable IPs Vendor / firm will also provide a pool of 02 useable live IPs to Punjab Skills Development Fund. |
| 1.3 | **Service Level Agreement Should Includes** |  | - CIR(Committed Information Rate) Internet Bandwidth Over Fiber Optic Cable- Minimum SLA level uptime should be 99.3 %- Vendor Should be a Major Bandwidth Distributor(*having own Fiber Optic Cable)* |
| 1.4 | **Last Mile Medias** | - | - Primary Media should be Optical Fiber Cable- Secondary Media Should be Wireless |
| 1.5 | **Back-Ends** |  02 | Minimum two strong Back-ends required  |
|  |  |  | **Minimum Upload @ 2560kbps**is required for uploading of data. **Minimum Download@ 2560 kbps** is required downloading of data.  |

### Basic/ General Requirements for Backup Shared Internet Connection

|  |  |  |  |
| --- | --- | --- | --- |
| **SR #** | **PARTICULARS** | **QYT** | **DESCRIPTION** |
| 1.1 | **Bandwidth** | 10 Mbps | Availability at PSDF Office, Lahore.*Total* ***10 Mbps*** CIR/ dedicated internet bandwidth is required over Fiber Optic Cable for PSDF Office, situated at office building, Lahore. |
| 1.2 | **IP Pool** | 02 IPs | Usable IPs Vendor / firm will also provide a pool of 02 useable live IPs to Punjab Skills Development Fund. |
| 1.3 | **Service Level Agreement Should Includes** | - | - CIR(Committed Information Rate) Internet Bandwidth Over Fiber Optic Cable- Minimum SLA level uptime should be 99.3 %- Vendor Should be a Major Bandwidth Distributor(*having own Fiber Optic Cable)* |
| 1.4 | **Last Mile Medias** | - | - Primary Media should be Optical Fiber Cable- Secondary Media Should be Wireless |

## Annex – F “Financial Proposal”

Bidding ISP can quote separate bids for both or any proposal.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SR.****NO.** | **DESCRIPTION OF ITEMS.** | **Required****Bandwidth** | **Bid Price per****Month (PKR)**Exclusive of taxes | **Bid Price per****Month (PKR)**Inclusive of taxes | **Bid Price per****Year (PKR)**Inclusive of taxes |
| 1. | Provision of Main Internet Connection for PSDF Office Building, Lahore | 20Mbps |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SR.****NO.** | **DESCRIPTION OF ITEMS.** | **Required****Bandwidth** | **Bid Price per****Month (PKR)**Exclusive of taxes | **Bid Price per****Month (PKR)**Inclusive of taxes | **Bid Price per****Year (PKR)**Inclusive of taxes |
| 1. | Provision of Backup Internet connection for PSDF Office Building, Lahore | 10Mbps |  |  |  |

Note: Bid price must be inclusive of all applicable taxes.

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