

# **PUNJAB SKILLS DEVELOPMENT FUND**

## **Tender Document**

---

### **SERVERS MAINTENANCE & SUPPORT SERVICE LEVEL AGREEMENT (SLA)**

---

**FEBRUARY 2021**



**Submission Date for Sealed Bids: on or before 03:00 PM, 12 March 2021**

21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II Lahore, Pakistan

Phone: +92-42-35752408-10

Fax: +92-42-35752190

<b>Table of Contents</b>	<b><u>Page No</u></b>
<b>1) Invitation to Bids</b>	<b>2</b>
<b>2) Instruction to Bidders</b>	<b>2</b>
<b>3) Conditions for Eligibility</b>	<b>3</b>
<b>4) Scope of Work</b>	<b>3</b>
<b>5) Condition for Contract /General Guidelines</b>	<b>4</b>
<b>6) Form of Contract</b>	<b>5</b>
<b>7) Form of Bid</b>	<b>5</b>
<b>8) Delivery Timelines or Completion Date</b>	<b>6</b>
<b>9) Technical Evaluation Criteria</b>	<b>6</b>
<b>10) Performance Security</b>	<b>6</b>
<b>11) Financial Evaluation Criteria</b>	<b>6</b>
<b>12) Submission of Bids (Technical and Financial Proposal): -</b>	<b>6</b>
a. Bid Security	6
b. Cover Letter for the Submission of Technical Proposal	6
<b>Annexures</b>	<b>7</b>
Annex – A Organizational Information	7
Annex – B Eligibility Response Checklist	8
Annex – C Relevant Experience	9
Annex – D Technical Evaluation Criteria	10
Annex- E Specification of Servers	12
<b>Annex – F Financial Proposal</b>	<b>16</b>
Annex- I Cover Letter	18

## 1) Invitation to Bids

Punjab Skills Development Fund (PSDF) is the largest skills development fund in Pakistan set up by the Government of Punjab (GoPb) in collaboration with Foreign, Commonwealth and Development Office (FCDO).

It plays a leadership role in skills training by collaborating with over 500+ training partners, including 200+ businesses across 10 sectors. PSDF delivers trainings in 2,400+ locations and 40% of its beneficiaries are women. PSDF also leads the National Accelerator on Closing the Skills Gap in Pakistan in partnership with the World Economic Forum.

## 2) Instruction to Bidders

The selection of Goods will be based on **Least Cost Selection Method** through **Single Stage Two Envelopes** bidding procedure.

- a) The bid shall be a single package consisting of two separate envelopes, containing separately financial and technical proposals. The envelopes shall be marked as “Financial Proposal” and “Technical Proposal”.
- b) 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 PSDF.
- c) PSDF shall evaluate Technical Proposal in a manner prescribed in section-09 given in the document, without reference to the price and condition shall reject any proposal which does not conform to specified requirements.
- d) During the technical evaluation, no amendments to Technical Proposal shall be permitted.
- e) After the evaluation and approval of the technical proposals, the fund shall open the financial proposals of the technically responsive bids, publicly at a time, date and venue announced and communicated to the bidders in advance, within the Bid validity period.
- f) The financial bids found technically non-responsive shall be returned un-opened to respective bidders.
- g) The Technical and Financial Proposal will be evaluated based on PSDF’s evaluation criteria as provided in section-09 and 11 of the document.
- h) This document has different sections carrying information on eligibility, technical evaluation, Scope of work, conditions of tender and form of contract, etc. to assist potential bidders to develop their Technical Proposals. Bidders those found eligible and qualify in technical evaluation will be short-listed for financial bid opening.
- i) Minimum passing marks are 65, a bidder who shall obtain a minimum of 65 marks or more shall be marked as technically qualified and shall be considered for financial bid opening.

### 3) Conditions for Eligibility

The bidders, fulfilling the following criteria, will be considered eligible for the bidding process.

1. Provide National Tax Number (NTN) and GST/ PST, (if applicable) in the name of the Organization (Copy of Registration is required).
2. Should be an Active Taxpayer as per “Active Taxpayer List” of FBR (Proof Required)
3. Affidavit on stamp paper, declaring that the company is not blacklisted by any autonomous body/government/semi-government or any organization. (Original required)
4. Evidence of the bidding firm/company’s registration/Incorporation is required (Copy of certificate of incorporation/company registration certificate is required)
5. Joint venture of any kind is not allowed to participate in the bid. (Please provide a declaration on letterhead)
6. Bidder must provide authorized top-level partnership for Servers (Tier 1/Platinum partnership/Top Tier) of the manufacturer. (Copy of partnership letter is required)

If the bidder fails to provide information as per the above-mentioned or does not fulfill the requirement of, “Eligibility Criteria Checklist” (Annex B) shall be disqualified and declared ineligible from the bidding process and its technical evaluation will not be carried out.

**Note (Please mark the supporting documents for Eligibility Criteria Checklist).**

### 4) Scope of Work

1. Specification of Servers are attached in Annex-E.
2. The servers maintenance & support (SLA) is for branded Hardware Components already installed at the Data Center of PSDF for the period of one 01-year extendable on yearly basis on already approved rates, if desired by the PSDF.
3. For the execution of the servers maintenance & support (SLA), the bidder shall undertake for provisioning all hardware parts, patches, material, accessories, and support backed by OEM, etc. which shall be necessary for the complete functioning of hardware/equipment.
4. Bidder shall ensure 9x5 NBD On-Site Servers maintenance & support (SLA) with (Manufacturer-backed for support period of 01 Year) including onsite Hardware replacement, Configuration, etc. on the successful execution of SLA.
5. Bidder shall provide maintenance of all servers quarterly which includes health checks, cleaning, and waring reports to PSDF.
6. Bidder shall provide the backup of the faulty equipment with same /higher/ compatible configurations and settings until the replacement of the good part.

7. Bidder shall ensure that integration of replaced equipment/ parts (if any) shall not conflict or cause to degrade performance with the existing infrastructure.
8. Firms /organizations must bid for all the Hardware/Equipment. Partial bidding within all categories will not be entertained.
9. Servers maintenance & support (SLA) in response to this RFP should be quoted as a Turn-key basis installation & configuration etc.; at Data Center of PSDF with comprehensive Onsite support, maintenance, troubleshooting, labour and replacement etc. backed by OEM along with training and related manuals.
10. During the Servers maintenance & support (SLA) inventory of all critical spares should be maintained by bidder and shall be replaced in case of hardware fault/failure.
11. Any other fittings or accessories under scope of work which may not have specifically mentioned in the Tender document or not covered in technical proposal of the firm/company, but which are necessary to meet the hardware/equipment functionality and the site requirements, for full functioning of the Hardware, Components like power cables, PDUs etc shall be provided by the bidder without paying extra charges by PSDF.

Total quantity of Servers is mention in **Annex – E**, however, PSDF can increase or decrease the quantity of required BOQ at the time of signing the contract.

## 5) Condition for Contract /General Guidelines

The successful bidder shall agree to the following terms of references to provide goods to PSDF:

- a) PSDF reserves the right to award or not to award this contract, bidders who fail to submit complete and attach all the relevant documents shall be disqualified. No tender document shall be accepted, if not properly sealed, marked, signed, and stamped.
- b) PSDF shall be entered into a formal contract with the successful bidder only and reserves the right to terminate the contract if the performance of the Bidder is unsatisfactory.
- c) Bidders to ensure that their bid documents are submitted before the closing time and date of the tender. **Bids received after closing time and date will NOT be considered.**
- d) All documents and information received by PSDF from bidders will be treated in the strictest confidence. Documents submitted to PSDF will not be returned.
- e) All expenses related to participation in this bidding document shall be borne by the bidder.
- f) Only short-listed bidders fulfilling the eligibility criteria will be considered for technical evaluation.
- g) Documents shall be submitted in hard copies in a sealed envelope marked as “PROPOSAL” as a hard copy in a sealed envelope for “**Servers maintenance & Support (SLA) for PSDF**” The envelope containing separate hard copies of the technical and financial proposal shall be received at the postal address given below.

### **Procurement Department**

Punjab Skills Development Fund, 21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II Lahore

E-mail: Procurement@psdf.org.pk Phone: +92-42-35752408-10, Fax: +92-42-35752190.

- h) PSDF reserves the right to request submission of additional information from applicants to clarify/further understand aspects of the technical proposal if required. PSDF also reserves the right to verify any information provided by the applicants.
- i) PSDF has the right to visit business premises to verify the information shared in tender documents. Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.
- j) **Questions about this bidding document can be made only in writing through a letter or E-mail: at Procurement@psdf.org.pk and must be asked before COB March 02, 2021.**

Although adequate thought has been given in the drafting of this document, errors such as typos may occur which the PSDF will not be responsible.

### **6) Form of Contract**

- a. The successful bidder shall sign and execute the standard contract of PSDF including any general conditions on the terms and conditions specified therein. Any amendment to the standard contract shall be made with the mutual consent of both parties.
- b. The successful bidder will sign a contract and will provide the agreed goods within the stipulated agreed time of issuance of the Purchase Order.
- c. The duration of the contract shall be 1-years.
- d. If PSDF cancels the contract during the contract period, a notice period of 1 month will apply.
- e. In case of any dispute regarding goods & services, the decision of the PSDF shall be final & binding.
- f. 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 bidder, the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.
- g. All taxes will be deducted in accordance with the applicable laws.
- h. The bid shall remain valid for the period of **90 days** from the date of bid opening.

### **7) Form of Bid**

The Bidders shall follow the Form of Bid specified in **Annex F**.

**8) Delivery Timelines or Completion Date**

Unless agreed otherwise, servers maintenance & support (SLA) shall be started from the date of execution of the contract and issuance of Purchase Order (PO).

**9) Technical Evaluation Criteria**

This document is governed by the procedure approved by PSDF management. The technical proposal of eligible organizations will be evaluated against requirements specified in the in “Annex – D”.

**10) Performance Security**

Successful bidder will submit a performance guarantee (bank guarantee or any other form of performance security acceptable to PSDF) of 2% of contract value at the time of signing the contract which will be returned after completion of contract.

**11) Financial Evaluation Criteria**

The Financial Proposals of only eligible bidders with technically qualified specifications will be opened in the presence of all the bidders. All bids shall be opened publicly in the presence of bidders or their representatives who may choose to be present, at the time and place announced prior to the bidding, and the person designated for PSDF shall read aloud the unit price as well as the bid amount and shall record the minutes of the bid opening. All bidders shall sign an attendance sheet at the time of bid opening. Please provide information regarding Financials in Annex – F”.

**12) Submission of Bids (Technical and Financial Proposal): -**

Complete bid containing Technical and Financial proposal along with Bid Security, all required information and documentary evidence must be submitted before closing dated i.e.-March 12, 2021 at 03:00 PM-. Technical proposals will be publicly opened on the same day March 12, 2021, at 03:30 PM-in the presence of bidder’s representatives who wish to attend it. Bid Security of disqualified bidders will be returned after awarding the business to the successful bidder.

**a. Bid Security**

Bid Security of Rs. 30,000 (Thirty Thousand) in the form of a pay-order or demand draft favoring Punjab Skills Development Fund shall be submitted along with the proposal. The Bid Security should be valid for a period not less than 6 months and must be enclosed with a financial bid.

**b. Cover Letter for the Submission of Technical Proposal**

A cover letter as specified in **Annex I** shall be submitted with the proposal.

**Note: Please provide the required Information/Response to all Annexes mentioned in this document and mark them while submitting the bid.**

## Annexures

### Annex – A Organizational Information

Organization Information			
Sr. #	Required Information	Response	
1	The legal name of the organization		
2	Year of Registration / Establishment of the Organisation		
3	National Tax Number		
	General / Punjab Sales Tax Number		
5	What is the legal status of your organization? 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	
		Private 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**

Eligibility Check List				
Sr. No	Eligibility Criteria Details	Response/Elaboration/ Proof Required	Attached Supporting Documents/Proof and mark Yes/No	
			Yes	No
1	Provide National Tax Number (NTN) and GST/ PST, (if applicable) in the name of the Organization.	(Copy of Registration is required)	<input type="checkbox"/>	<input type="checkbox"/>
2	Should be an Active Taxpayer as per “Active Taxpayer List” of FBR (Proof Required).	(Proof Required)	<input type="checkbox"/>	<input type="checkbox"/>
3	Affidavit on stamp paper, declaring that the company is not blacklisted by any autonomous body/government/semi-government or any organization.	(Original required)	<input type="checkbox"/>	<input type="checkbox"/>
4	Evidence of the bidding firm/company's registration/Incorporation is required	(Copy of certificate of incorporation/company registration certificate is required)	<input type="checkbox"/>	<input type="checkbox"/>
5	A joint venture of any kind is not allowed to participate in the bid.	(Please provide a declaration on letterhead)	<input type="checkbox"/>	<input type="checkbox"/>
6	Bidder must provide an authorized top-level partnership for Servers maintenance & support (Tier 1/Platinum partnership/Top Tier) of the manufacturer.	(Copy of partnership letter is required)	<input type="checkbox"/>	<input type="checkbox"/>

**Annex – C Relevant Experience**

Relevant Experience		
Sr. #	Required Information	Response  (Please provide exact information with organization name, location/s and duration)  Provide data in sequence given below
1	Name of Organizations with addresses	i.
		ii.
		iii.
		iv.
2	Start and end dates of providing Goods/Services (For example – Jan 2010 to September 2020)	i.
		ii.
		iii.
		iv.
3	Goods/Services provided to Number of companies/firms	i.
		ii.
		iii.
		iv.

**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)
<b>1</b>	<b>Relevant Experience</b>	<b>25</b>		Documentary proof (copies of contract or Purchase Orders) should be furnished.
	Providing Servers Maintenance & Support (SLA) for more than 12 years		25	
	Providing Servers Maintenance & Support (SLA) for more than 10 years but less than or equal to 12 years		15	
	Providing Servers Maintenance & Support (SLA) for more than 7 years but less than or equal to 10 years		10	
<b>2</b>	<b>Client Portfolio</b>	<b>25</b>		Documentary proof (copies of contract or Purchase Orders) should be furnished.
	Worked with above 16 local/international.		25	
	Worked with more than 10 but less than or equal to 16 local/international		15	
	Worked with 6 but less than or equal to 10 local/international.		10	
<b>3</b>	<b>The Firm/Company Support office in Lahore</b>	<b>25</b>		Documentary details of the office address on company letterhead
	Firm/Company Support office in Lahore		25	
	Firm/Company Support office anywhere in Pakistan		10	
<b>4</b>	<b>Financial Capability/Annual Turn Over/Sales/Revenue</b>	<b>25</b>		Copy of 18-19/19-20 financial audit report done by ICAP/SBP registered auditing firm or Annual tax return of 18-19/19-20
	If greater than Rs. 20 million		25	
	If greater than Rs. 15 million but less than Rs. 20 million		10	



Skills For Success

<b>Total Points Awarded</b>	<b>100</b>		
-----------------------------	------------	--	--

- **Minimum passing marks for technical qualification are 65. Please mark/flag the supporting documents shared for technical qualification scoring.**

## Annex- E Specification of Servers

### Specification of Servers

<b>HPE Server Category – I (Installed Quantity 01)</b>	
Chassis	Branded 2U rack mounting and arm management kits
CPU	2 x Intel® Xeon® E5-2620v4 (2.1GHz/8-core) Processor
Motherboard	Intel® C610 Series Chipset
Memory	128GB R-DIMMS Dual Rank (DDR4 2400Mhz)
Hard Disk Drive	3 x 900GB 12G SAS 10K RPM 2.5in hot plugable
Optical drive Bay	DVD-RW/USB
Controller	2GB RAID controller
	1x Embedded SATA controller Advanced Data Mirroring with 2GB battery backed write cache preferably (onboard or in a PCI Express slot)
Interfaces	Embedded 4x1Gbe NIC
	Serial – 1
	Micro SD slot – 1
	USB support with Up to 5 total: 1 front, 2 rear, 2 internal
Bus Slots	Six PCI-Express 3.0 slots, two slots are x16 and remaining four are x8
Power Supply	Redundant 500W Hot Plug Power Supply
Fans	Redundant hot-plug system fans
Embedded Support	Should support Embedded monitoring ongoing management, service alerting, reporting and remote management with license if required
Operating System	Microsoft Server 2016 Standard
<b>HPE Server Category – II (Installed Quantity 02)</b>	
Chassis	Branded 1U rack mounting and arm management kits

CPU	2 x Intel® Xeon® E5-2603v4 (1.7GHz/6-core) Processor
Motherboard	Intel® C610 Series Chipset
Memory	128GB R-DIMMS Dual Rank (DDR4 2400Mhz)
Hard Disk Drive	3 x 900GB 12G SAS 10K RPM 2.5in hot plugable
Optical drive Bay	DVD-RW/USB
Controller	2GB RAID controller
	1x Embedded SATA controller Advanced Data Mirroring with 2GB battery backed write cache preferably (onboard or in a PCI Express slot)
Interfaces	Embedded 4x1Gbe NIC
	Serial - 1
	Micro SD slot - 1
	USB support with Up to 5 total: 1 front, 2 rear, 2 internal
Bus Slots	Six PCI-Express 3.0 slots, two slots are x16 and remaining four are x8
Power Supply	Redundant 500W Hot Plug Power Supply
Fans	Redundant hot-plug system fans
Embedded Support	Should support Embedded monitoring ongoing management, service alerting, reporting and remote management with license if required
Operating System	Microsoft Server 2016 Standard

<b>HPE Server Category – III (Installed Quantity 04)</b>	
Chassis	Branded 1U rack mounting and arm management kits
CPU	2 x Intel® Xeon® E5-2603v4 (1.7GHz/6-core) Processor
Motherboard	Intel® C610 Series Chipset

Memory	64GB R-DIMMS Dual Rank (DDR4 2400Mhz)
Hard Disk Drive	3 x 900GB 12G SAS 10K RPM 2.5in hot plugable
Optical drive Bay	DVD-RW/USB
Controller	2GB RAID controller
	1x Embedded SATA controller Advanced Data Mirroring with 2GB battery backed write cache preferably (onboard or in a PCI Express slot)
Interfaces	Embedded 4x1Gbe NIC
	Serial – 1
	Micro SD slot – 1
	USB support with Up to 5 total: 1 front, 2 rear, 2 internal (preferably 3.0)
Bus Slots	Six PCI-Express 3.0 slots, two slots are x16 and remaining four are x8
Power Supply	Redundant 500W Hot Plug Power Supply
Fans	Redundant hot-plug system fans
Embedded Support	Should support Embedded monitoring ongoing management, service alerting, reporting and remote management with license if required
Operating System	Microsoft Server 2016 Standard

<b>HPE Server Category – IV NAS Storage (Installed Quantity 01)</b>
Intel® Xeon® E5-2609v4 Processor (1.7GHz/8-core/20MB/85W)
16GB Memory
4 x 4TB 12G SAS 7.2K 3.5in Hard drives
Total: 16 TB of hard disk space (Raw Capacity)
Windows Storage server 2016, Standard Edition Pre-Installed
2x 120GB 6Gbps SSDs (with pre-installed OS)



Skills For Success

- Ethernet 1G 4-port Adapter
- 3 x PCIe Slot
- 1x Integrated SAS Adapter
- 1x SAS Controller

2GB or more Integrated RAID Controller with Raid 1+0.

- 2x 800Watt Hot Plug Power Supply Kit
- 2U Form Factor, High Performance Redundant Fans, Rail Kit & Cable Management Arm
- NAS Management: Advanced interface with following:

- NAS also have Hot Plug redundant power supply and FAN
- File Management:



**Annex – F Financial Proposal**

SR #	Description	Unit Price (PKR)	QTY	Total Price without Taxes (PKR)	Total Price Inclusive of all Taxes (PKR)
1	HPE Server Category – I		1		
2	HPE Server Category – II		2		
3	HPE Server Category – III		4		
4	HPE Server Category – IV		1		
	<b>Grand Total</b>				

- Business will be awarded based on Least Cost Selection Method

**Payment Terms:**

- Payment shall be made quarterly in arrears within 30 days after submission of UAT and Invoice.

Annex- H Declaration

**Declaration**

Kindly provide the declaration as per the format provided below at the end of the 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 "[Click here and type the name of organization]"

<b>Name</b>	
<b>Designation</b>	
<b>Signature</b>	
<b>Date and Place</b>	

**Annex- I Cover Letter**

[Firm letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guidelines]

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

Dear Sir,

We offer to provide the Goods for [Servers Maintenance & Support for PSDF] in accordance with your Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our technical Proposal including the required documents in a sealed envelope.

We assure that the quoted Servers maintenance & Support (SLA) are with a complete 1-year free parts, free replacement, and free service. and we will execute the complete parts provisioning and service closure within 9x5 NBD, incase if any fix or parts provisioning takes more than 5 business days, we will provide with backup equipment with same /higher/ compatible configurations and settings until the replacement of the good part.

Servers Maintenance & Support are offered with 1-year warranty backed by the OEM.

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: