



**PUNJAB SKILLS DEVELOPMENT FUND**

**Tender Document**  
**Provisioning, Installation and Complete Commissioning of Backup Solution**

**March , 2019**

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**Submission Date for Sealed Bids: 01<sup>ST</sup> of April 2019, by 03:00 PM**

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## 1- Invitation to Bids

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. Sealed bids/proposals will be invited from established companies/firms for - **Provisioning, Installation and Complete Commissioning of Backup Solution** (hereafter called as bidders) to PSDF. All interested and eligible bidders are requested to go through the Tender document and provide relevant information along with supporting documents mentioned in this tender document.

## 2- Instruction to Bidders

The selection of Goods and services 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 Technical and Financial proposals. The envelopes shall be marked as (**Provisioning, Installation and Complete Commissioning of Backup Solution**) "Technical Proposal" and "Financial Proposal"
- b) The bidders shall submit complete standard documentation appended as Annexures along with any specific documents required by PSDF.
- c) In the first instance, the "Technical Proposal" shall be opened and envelope marked as "Financial Proposal" shall be retained unopened in the custody of PSDF.
- d) PSDF shall evaluate Technical Proposal in a manner prescribed in the document, without reference to the price and condition shall be entitled to reject any proposal which does not conform to specified requirements. During the technical evaluation, no amendments in Technical Proposal shall be permitted.
- e) After the evaluation and approval of technical proposals, PSDF shall open financial proposals of the technically accepted 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 of the organizations found technically non-responsive shall be returned un-opened to the respective bidders. The technical and financial proposal will be evaluated based on PSDF evaluation criteria as provided in this document.
- g) This document has different sections carrying information of eligibility, technical evaluation and terms of references, conditions of tender, type of contract etc. to assist potential contractors to develop their technical proposals.
- h) Financial bids will only be opened for bids that have been technically accepted at the predetermined time, venue and date communicated to the bidders.
- i) Minimum passing marks are 65, a bidder who shall obtain minimum 65 marks or more shall be marked as technically qualified and shall be considered for financial bid opening.
- j) Technical evaluation shall be done for pass and fail purpose only and no weightage shall be given even, if the bidder scores 65 or more than 65 marks in the technical evaluation.

## 3- Conditions for Eligibility

The successful bidder, fulfilling the following criteria, will be considered as an eligible bidder for the evaluation process;

1. The Firm/Company must be regular tax-payer (Last year tax return, 17-18).
2. Provide NTN, GST/PST details, if applicable. (Copy of Registration is required).
3. Evidence of the firm/company's registration/incorporation is required. (Copy of certificate required).
4. Must not be blacklisted by any government or bi-lateral/multi-lateral financial institution/any organizations (Declaration on stamp paper).
5. Bidding Vendor must be Tier 1 Partner of the principle of hardware solution provider (Must present the latest letter of ranking from Principle).
6. A joint venture of any kind is not allowed to participate in the bid. (Please provide a declaration on letterhead)

Any, failure to provide information as per the above mentioned or fulfillment under the requirement of, "Eligibility Criteria Checklist" (**Annexure B**) shall be deemed to be or declared ineligible for the bidding process and its technical evaluation will not be carried out.

**Please mark/flag the supporting documents for Eligibility Criteria Checklist.**

#### **4- Terms of Reference/Scope of Work**

1. Provisioning, installation and complete commissioning of backup solution with specifications and quantities mentioned in **Annex-E**
2. PSDF IT department shall inspect and check the **Provisioning, Installation and Complete Commissioning of Backup Solution** supplied at the time of the delivery.
3. The bidder will submit complete specifications of required **Provisioning, Installation and Complete Commissioning of Backup Solution** with pictures and complete specification and compliance with items/specifications required (as per Annex E) in the technical proposal for approval of PSDF.
4. UAT and its signoff of complete infrastructure installed and configured as per requirements (backup and restores) will be done by PSDF IT department to close the project.
5. Training of Technical Staff on the **Provisioning, Installation and Complete Commissioning of Backup Solution** with complete configuration and its Usage is mandatory.
6. Bidder will provide basic operations and troubleshooting document of the commissioned Solution.
7. Compliance to the following SLA (signed and stamped on letter head is required):
  - a. All parts replacement or issue rectification will be made within 24 hours of issue notification.
  - b. It is mandatory for the bidding organization to keep all the items in their backup inventory for rectification within 24 hours of issue reporting.
8. The total quantity of **Provisioning, Installation and Complete Commissioning of Backup Solution** required mentioned in Annexure-E, however, PSDF may increase or decrease the quantity of required at the time of signing the contract.

#### **5- General or Special Conditions of Contract**

- a) PSDF reserves the right to award or not to award the contract and Bidders who fail to complete and attach all the relevant documents shall deem to be or declared to be ineligible.
- b) No tender document shall be accepted, if not **properly sealed, marked, signed and stamped**.
- c) Bidders to ensure that their bid documents are submitted before the closing time and date of the tender. **Bids received after the closing time and date will NOT be accepted**.
- d) All documents and information received by PSDF from applicants will be treated in 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) Documents shall be submitted in hard copies in a sealed envelope marked as "PROPOSAL" as a hard copy in a sealed envelope for "**Provisioning, Installation and Complete Commissioning of Backup Solution**" The envelope containing hard copies of the technical proposal and financial proposal shall be received on 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](mailto:Procurement@psdf.org.pk) Phone: +92-42-35752408-10, Fax: +92-42-35752190.

- g) PSDF also reserves the right to verify any information provided by the applicants or may visit business premises to verify the information shared in tender documents.
- h) Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.
- i) Questions about this technical proposal can be made only in writing: a letter or an e-mail and must be asked by or before 3 days of bid submission date. For any other related information please contact the undersigned.
- j) PSDF shall enter into a formal contract with the successful Bidder only and reserves the right to terminate the contract if the performance of Bidder is unsatisfactory.

- k) PSDF may increase or decrease quantities or any item(s) mentioned in Annex E and F.

\*\*\* Although adequate thought has been given in the drafting of this document, errors such as typos may occur without any responsibility on PSDF's part.

#### **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 duration of the contract shall be three years, If PSDF chooses to cancel the contract during the contract period, a notice period of one month will apply.
- c) The successful company will sign a contract and shall provide the agreed services within the stipulated agreed time of issuance of the Purchase Order.
- d) The penalty shall be imposed to the successful bidder if he fails to deliver the goods on agreed terms & conditions mentioned in the bidding document and contract.
- e) In case of any dispute regarding goods/services, the decision of the PSDF shall be final & binding.
- f) The PSDF 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 firm, the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.
- g) The PSDF undertakes to pay the valid and complete invoice based on the successful performance of the successful bidders within thirty (30) days after the delivery of goods and signoff of User Acceptance Certificates.
- h) All taxes will be deducted in accordance with applicable laws.
- i) The bid shall remain valid for the period of **150 days** from the date of opening.

#### **7- Form of Bid**

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

#### **8- Delivery Timelines & Completion Date**

Backup Solution and its Complete Commissioning shall be provided from 6-8 weeks from the date of execution of the contract/PO issuance.

**Installation and Deployment of Backup Solution with Complete Commissioning** within 2 weeks after delivery.

#### **9- Performance Security**

- a) The successful bidder will submit a performance 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 the contract.
- b) Any delay in delivery of Goods/Services as per agreed time frame will be subject to a penalty of @1% per day, up to a maximum 10% of the total contract value.

#### **10- Technical Evaluation Criteria**

This document is governed by the procedure approved by PSDF management and PSDF, Procurement Rule, 2016. The technical proposal of eligible organizations will be evaluated against requirements specified in the "**Annexure – D**".

#### **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 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 Annexure – F".

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

A 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.-April 01, 2019 at 3:00 PM-. Technical proposals will be publicly opened on the same day April 01, 2019, at 3:30 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. 5,000 (Five Thousand) in the form of 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 the financial bid.

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

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

**Annexures**

**Annex – A Organizational Information**

Organization Information			
Sr. #	Required Information	Response	
1	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	The Firm/Company must be regular tax-payer	(Last year tax return, 17-18)	<input type="checkbox"/>	<input type="checkbox"/>
2	Provide NTN, GST/PST details, if applicable.	(Copy of Registration is required)	<input type="checkbox"/>	<input type="checkbox"/>
3	Evidence of the firm/company's registration/incorporation is required.	(Copy of certificate required)	<input type="checkbox"/>	<input type="checkbox"/>
4	Must not be blacklisted by any government or bi-lateral/multi-lateral financial institution/any organizations	(Declaration on stamp paper)	<input type="checkbox"/>	<input type="checkbox"/>
5	Bidding Vendor must be Tier 1 Partner of the principle of hardware solution provider	(Must present the latest letter of ranking from Principle)	<input type="checkbox"/>	<input type="checkbox"/>
6	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"/>



Annex – C Relevant Experience

Relevant Experience		
Sr. #	Required Information	Response  (Please provide exact information with organization name, location/s, and duration)  Provide data in the 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 2009 to September 2017)	i.
		ii.
		iii.
		iv.
3	Goods/Services provided to Number of companies/firms	i.
		ii.
		iii.
		iv.

Annex – D Technical Evaluation Criteria

Technical Evaluation				
S.	Descriptions	Total Points	Category Points	Remarks
<b>1</b>	<b>General Experience</b>	<b>20</b>		
	Worked with above 15 local/international/ Telecom/MNC clients/government and semi government/autonomous bodies.		20	Documentary proof (copies of the contract or work order) should be furnished.
	Worked with more than 10 but less than or equal to 15 locals/international/Telecom/MNC clients/ government/ semi government /autonomous bodies.		15	
	Worked with 5 but less than or equal to 10 locals/international/Telecom/MNC clients/ government/ semi government /autonomous bodies.		10	
<b>2</b>	<b>Relevant Experience</b>	<b>20</b>		
	Provisioning, Installation and Complete Commissioning of Backup Solution for more than 7 years		20	Documentary proof (copies of the contract or purchase orders of each year) should be furnished.
	Provisioning, Installation and Complete Commissioning of Backup Solution for more than 5 years but less than or equal to 7 years		10	
<b>3</b>	<b>Financial Capability</b>	<b>20</b>		
	Annual revenue of the company should be greater than Rs. 50 million		20	Copy of last financial audit report done by ICAP/SBP registered auditing firm or tax return of last year
	If annual revenue is less than or equal to Rs. 50 million but greater than 30 million		15	
	If annual revenue is less than or equal Rs.30 million but greater than 20 million		10	
<b>4</b>	<b>Workshop for Repair &amp; Maintenance</b>	<b>20</b>		
	Details of workshop including repair & maintenance in Lahore		20	Documentary details of workshop including repair & maintenance service on company letterhead
	Details of workshop including repair & maintenance anywhere in Pakistan.		10	
<b>5</b>	<b>Certified Engineers</b>	<b>20</b>		
	More than or equal to 3 Certified engineers		20	Resumes and certificates of the certified engineers is to be provided
	2 Certified engineers		15	
	1 Certified engineer		10	
		<b>100</b>		

Note: Please mark/flag the supporting documents for Technical Evaluation Criteria.

Annex– E Quantity and Specifications for required backup solution:

**A) Backup Software (Server and Clients)**

**Qty= as per existing infra mentioned below**

**We require Small and Medium Sized Businesses based centrally managed backup and restoration software having following features**

Solution should provide capability of automated management of frequency and retention periods of backups with complete reporting of history, successful and failed backups with standard statics and alerts etc.

**Application-aware backup:** Application-aware back up of Microsoft environment, including SQL Server, Exchange, and SharePoint, .Net applications. Should support **full, incremental, hot and cold types etc.**

**Files backup:** Back up files, folders and volumes for computers running Windows 2016 Server and Windows 10 client operating systems. Should support **synchronization.**

**System backup:** Backup system state or run full, bare-metal backups of physical computers running Windows server or Windows client operating systems.

**Hyper-V backup:** Back up Hyper-V virtual machines (VM) running Windows or Linux. Can back up an entire VM or run application-aware backups of Microsoft workloads on Hyper-V VMs running Windows.

The software should be able to backup data to:

Disk, Azure, Tape

Existing Infrastructure:

Backup solution must at least handle the existing deployed IT infrastructure at PSDF

Brief information of it is as follows:

**Servers Qty= 7 (MS windows server 2016 standard edition)**

**B) Server (Qty 1)**

Operating System	Operating System Microsoft Server 2016 Standard (User CAL = 5)
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Processor Family	Intel® Xeon® Processor E3-1220 v6 8M Cache, 3.0 GHz
Chipset	Chipset Intel® C610 Series Chipset
Memory	Memory 32 GB Memory (Single Rank x8 DDR4-2133)
Network	Network Controller Ethernet 1GbE 4P embedded adapter
Controller	Storage Controller 2GB RAID Controller
Smart Host Bus Adapter Card	12Gb 2-ports Ext Smart Host Bus Adapter (with cables)
Optical Drive	Internal DVD-RW Drive
Hard disk Drive	Hard Drive 3 x 1.2TB SAS 10K SFF Hot pluggable (Small-Form-Factor)
Power Supply	Power Supply 2 x 290W Hot Pluggable Unit Kit
Management Port	Management port with Advanced License
Accessories	Cable Management Kit  Form Factor Rack (1U) with Rail kits
Warranty	Warranty 3 years 9X5 NBD on (parts/labour/onsite) support for server

**C) LTO-7 Ultrium (External Tape Drive QTY:1)**

- Seventh-generation of LTO tape drive technology capable of storing up to 15TB (compressed 2.5:1) per cartridge while providing ease of use with support for LTFS and AES 256-bit hardware data encryption easy-to-enable security to protect the most sensitive data and prevent unauthorized access of tape cartridges.
- Offered LTO-7 drive shall have native speed of 300MB/sec
- Operating system support
  - Microsoft® Windows
  - HPE-UX
  - Red Hat Linux
  - SUSE Linux
  - IBM-AIX

- Sun Solaris
- VMware
- SAS cable
- Warranty 3 years 9X5 NBD on (parts/labor/onsite) support for drive.

**D) LTO 7 Cartridges (Qty 4)**

- Format : LTO Ultrium 7 Tape Media
- Native Capacity : 6 TB
- Compressed : Up to 15 TB (assuming 2.5:1 Compression)
- Data Rate : 300 MB/s / Up to 750 MB/s Compressed

**E) LTO 7 Cleaning Cartridge (Qty 1)**

- Cleanings: 15-50 Cleanings

**Note:** All the hardware (Server, LTO-7 ultrium, LTO 7 cartridges and LTO 7 cleaning cartridge) should be of the same brand.

Annex– F Financial Proposal:

Form of Bid/ Financial Proposal

Sr. No.	Description	Quantity	Unit Price without Applicable Taxes PKR	Applicable Taxes PKR	Total Price with Applicable Taxes PKR
1	<b>Backup Software</b> with complete feature set mentioned in <b>Annex E</b>	1			
2	<b>Server</b> with complete feature set mentioned in <b>Annex E</b>	1			
3	<b>LTO-7 Ultrium</b> with complete feature set mentioned in <b>Annex E</b>	1			
4	<b>LTO 7 Cartridges</b> with complete feature set mentioned in <b>Annex E</b>	4			
5	<b>LTO 7 Cleaning Cartridge</b> with complete feature set mentioned in <b>Annex E</b>	1			
	<b>Total Cumulative Cost inclusive of all applicable Taxes (PKR)</b>				

**Annex- H Declaration**

**Declaration**

Kindly provide the declaration as per 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>	

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

[Firm letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guide lines]

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

Dear Sir,

We offer to provide the Goods for [**Provisioning, Installation and Complete Commissioning of Backup Solution**] 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 solution provided does not contain any end of life or end of support item. Our proposal may be rejected at any stage in case, any item proposed is found to be falling under end of life or end of support by the principal on or before the date the submission of bid.

We assure that our proposed solution completely complies with all the requirements mentioned in the Annex E of this document.

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: