

PUNJAB SKILLS DEVELOPMENT FUND

TENDER DOCUMENT

PROVISION OF OFFICE 365 LICENSES FOR PSDF

October 2019



Submission Date for Tender: October 17, 2019 before 11:00 AM

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

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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 organizations/companies/firms for **Provision of Office 365 Licenses for PSDF** (hereafter called as bidders) to PSDF. All interested and eligible bidders are requested to go through the tender and provide relevant information and supporting documents mentioned in this tender document.

2- Instruction to Bidders

The selection of Goods/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. Technical Proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL" Similarly, the Financial Proposal shall be placed in a sealed envelope clearly marked "FINANCIAL PROPOSAL" followed by the name of the assignment. The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and title of the Assignment (**Provision of Office 365 Licenses for PSDF**).
- 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 original or extended bid validity period.
- f) The financial bids of the organisations found technically non-responsive shall be returned un-opened to the respective bidders. The technical and financial proposal shall be evaluated based on PSDF evaluation criteria as provided in section – 10 and 11 of 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. Financial bids will only be opened for bids that have been technically accepted at predetermined time, venue and date communicated to the bidders.
- h) Minimum passing marks are 65, bidder who shall obtain minimum 65 marks or more shall be marked as technically qualified and shall be considered for financial bid opening.

3- Conditions for Eligibility

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

- a) The Firm/Company must be regular taxpayer (Last year tax return 17-18).
- b) Provide NTN, GST/PST details, if applicable. (Copy of Registration is required).
- c) Evidence of the firm/company's registration/incorporation is required. (Copy of certificate required).
- d) Must not be blacklisted by any government/ semi-government/autonomous body/ any organization (Declaration on stamp paper)
- e) Bidding Vendor Must be Gold Partner of Pakistan and the quoted licenses holds One-year support from the principal (Must present latest letter of ranking from Principle covering One-year support)
- f) Joint venture of any kind is not allowed to participate in the bid. (Please provide declaration on letter head)

Any, failure to provide information as per the above mentioned or fulfilment under the requirement of, "Eligibility Criteria Checklist" (**Annexure B**) shall 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. Scope of work is attached in Annexure-E.
2. PSDF technical department shall inspect and check the Office 365 Licenses supplied at the time of the delivery.
3. PSDF shall sign off User Acceptance Certificates of all Office 365 Licenses, thereafter, payment shall be released.
4. Bidder will submit complete specifications of required Office 365 Licenses in technical proposal for approval of PSDF.
5. In-case partial PO is issued upon requirement of more license's solution provider will invoice Office 365 A3 licenses fee based on the remaining period out of 12-month contract, will not charge full 12-month fee.
6. The total quantity of Office 365 A3 Licenses required mentioned in [Annex-E](#), however, PSDF can increase or decrease the quantity of required Office 365 A3 Licenses throughout the contract period. Also, PSDF can issue a partial Purchase order based on the requirement as when required.

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 be deemed 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 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 hard copy in a sealed envelope for "Provision of Office 365 Licenses to PSDF." The envelope containing hard copies of 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

- g) E-mail: Procurement@psdf.org.pk Phone: +92-42-35752408-10, Fax: +92-42-35752190.
- h) 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.
- i) Bidder presenting information intentionally incorrectly or fraudulently shall be disqualified.
- j) Questions about this technical proposal can be made only in writing: a letter or an e-mail and must be asked by or before 10-Oct-2019. For any other related information please contact the undersigned.
- k) PSDF shall enter into a formal contract with the successful Bidder only and reserves the right to terminate the contract, if performance of Bidder is unsatisfactory.

*** 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 mutual consent of both parties.
- b) The duration of the contract shall be one year however, it may be extended for one year with the mutual consent of the both parties on the same term and conditions. If PSDF chooses to cancel the contract during the contract period, a notice period of one month will apply.
- c) Successful company shall sign a contract and shall provide the agreed services within the stipulated agreed time of issuance of the Purchase Order.
- d) Penalty shall be imposed to 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.
- h) All taxes will be deducted in accordance with applicable laws.
- i) The bid shall remain valid for the period of **120 days** from the date of opening.

7- Form of Bid

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

8- Delivery Timelines or Completion Date

Unless agreed otherwise, Office 365 Licenses shall be provided same day from the date of execution of the contract/PO issuance.

9- Performance Security

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

10- Technical Evaluation Criteria

This document is governed by the procedure approved by PSDF management. The technical proposal of eligible organisations will be evaluated against requirements specified in the in "**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): -

Complete bid containing Technical and Financial proposal along with Bid Security, all required information and documentary evidences must be submitted before closing dated i.e. **Oct 17, 2019 at 11:00 AM**. Technical proposals will be publicly opened on the same day **Oct 17, 2019 at 11:30 AM** 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 successful bidder.

a. Bid Security

Bid Security of **Rs. 7,000 (Seven Thousand)** in the form of pay order or demand draft favouring 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 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 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	
		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
a	The Firm/Company must be regular tax - payer	(Copy of Last year tax return 17-18)	<input type="checkbox"/>	<input type="checkbox"/>
b	Provide NTN, GST/PST details, if applicable.	(Copy of Registration is required)	<input type="checkbox"/>	<input type="checkbox"/>
c	Evidence of the firm/company's registration/incorporation is required.	(Copy of certificate required)	<input type="checkbox"/>	<input type="checkbox"/>
d	Must not be blacklisted by any government/ semi-government/autonomous body/ any organization (Declaration on stamp paper)	(Declaration on stamp paper)	<input type="checkbox"/>	<input type="checkbox"/>
e	Bidding Vendor Must be Gold Partner of Pakistan and the quoted licenses holds One-year support from the principal (Must present latest letter of ranking from Principle covering One-year support)	(Must present latest letter of ranking from Principle covering One-year support)	<input type="checkbox"/>	<input type="checkbox"/>
f	Joint venture of any kind is not allowed to participate in the bid	(Please provide declaration on letter head)	<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 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 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	Client Portfolio	30		Documentary proof (copies of contract or purchase orders) should be furnished.
	Worked with above 10 local/international/ Telecom /MNC clients/ government/semi government and/or autonomous bodies.		30	
	Worked with more than 7 but less than or equal to 10 local/international/ Telecom /MNC clients/ government/semi government and/or autonomous bodies.		15	
	Worked with more than 4 but less than or equal to 7 local/international/ Telecom MNC clients/ government/semi government and/or autonomous bodies.		10	
2	Relevant Experience	30		Documentary proof (copies of contract or purchase orders) should be furnished.
	Providing Office 365 Licenses for more than 5 years		30	
	Providing Office 365 Licenses for more than 3 years but less than or equal to 5 years		25	
	Providing Office 365 Licenses more than 1 year but less than or equal to 3 years		10	
3	Financial Capability	20		Copy of 17-18 financial audit report done by ICAP/SBP registered auditing firm or tax return of 17-18
	Annual revenue of company should be greater than Rs. 20 million		20	
	If annual revenue is less than or equal to Rs. 20 million but greater than 15 million		15	
	If annual revenue is less than or equal Rs.15 million but greater than 10 million		10	
4	Office Address Details	20		Documentary details of Office address on company letter head
	Office address in Lahore		20	
	Office address anywhere in Pakistan.		10	
Total Points Awarded		100		

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

Specification of Office 365 Licenses		
S. No	Product	Quantity
1	Renewal Office 365 A3 for faculty	
	Licenses Renewal	107
2	Technical Support	
	12 Months Partner Local Support	Service
3	Office 365 Administrative Training	
	PSDF Technical Staff Training	Service
4	Self Service Portal	
	<ul style="list-style-type: none"> • Access to CSP Control Panel for managing licenses • Access to direct Microsoft Support Services for billing and technical issues 	Service

Annex – F Financial Proposal

Form of Bid/ Financial Proposal

Sr. No.	Description	Unit Price without Applicable Taxes PKR	Applicable Taxes PKR	Quantity	Total Price with Applicable Taxes PKR
1	Renewal Office 365 A3 for faculty			107	
2	Technical Support			Service	
3	Office 365 Administrative Training			Service	
4	Self Service Portal			Service	

Annex – G Key Management Staff

Key Management Staff of Company				
Sr #	Name of Management Staff	Designation	Area of Expertise	Number of Years with the Company
1				
2				
3				
4				

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 "[Click here and type the name of organization]"

Name	
Designation	
Signature	
Date and Place	

Cover Letter for the Submission of Technical Proposal

[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/Services for [Provision of Office 365 A3 Licenses 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 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: