

PUNJAB SKILLS DEVELOPMENT FUND

Tender Document

Network Maintenance & Support Service Level Agreement (SLA)

December 2021



Submission Date for Sealed Bids: January 11, 2022, on or before 03:00 PM

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

UAN: 042-111-11-PSDF(7733) | Toll Free:0800-48627 (HUNAR) | Website: psdf.org.pk

<u>Table of Contents</u>	<u>Page No</u>
1) Invitation to Bids	2
2) Instruction to Bidders	2
3) Conditions for Eligibility (Qualification Envelope)	3
4) Scope of Work	3
5) Condition for Contract /General Guidelines	4
6) Form of Contract	6
7) Form of Bid	6
8) Delivery Timelines or Completion Date	6
9) Technical Evaluation Criteria	6
10) Performance Security	6
11) Financial Evaluation Criteria	7
12) Submission of Bids (Technical and Financial Proposal): -	7
a. Bid Security	7
b. Cover Letter for the Submission of Technical Proposal	7
Annexures	8
Annex – A Organizational Information	8
Annex – B Eligibility Response Checklist	9
Annex – C Relevant Experience	10
Annex – D (Specification of Network)	11
Annex – E Technical Evaluation Criteria	13
Annex – F Financial Proposal	15
Annex – H Declaration	16
Annex – I Cover Letter	17

1) Invitation to Bids

Punjab Skills Development Fund (PSDF) is the largest skills development fund in Pakistan. PSDF was established in 2010 as a not-for-profit company set up under the Companies Ordinance 1984 by the Government of Punjab (GoPb). PSDF offers quality demand driven skills training to vulnerable and poor youth of Punjab helping them to create sustainable income generation opportunities in Pakistan and beyond.

Sealed bids/proposals are invited from established firms/companies for “Network Maintenance & support (SLA)” (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 Bidder will be based on **Least Cost Selection Method** through **Single Stage Two Envelopes** bidding procedure.

- a) The bid shall be submitted through E-tendering portal under Qualification (Eligibility), Technical and Financial/Commercial envelopes with all the supporting documentary evidence.
- b) In the first instance, qualification/technical envelope shall be opened on the E tender portal, and the envelope marked as “Financial Proposal” shall be retained unopened
- c) PSDF shall evaluate Technical Proposals in a manner prescribed in section– **03 and 09** (Qualification and Technical Envelope) available on the portal, without reference to the price and 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 financial/commercial envelope (on E-tender portal) shall be opened for technically responsive bids, publicly at a time, date and venue announced and communicated to the bidders in advance, with in the bid validity period.
- f) The financial bids found technically non-responsive shall be rejected.
- g) Financial (Commercial Envelope) Proposal shall be evaluated based on PSDF’s evaluation criteria as provided in section **11** of the bidding document and envelopes available on portal.
- h) Minimum passing marks are 65, a bidder who obtains a minimum of 65 marks or more shall be marked as technically qualified and shall be considered for financial bid opening.
- i) The financial proposal of the bids found technically non-responsive shall be retained unopened and shall be returned on the expiry of the grievance period or the decision of the

complaint, if any, filed by the non-responsive bidder, whichever is later: provided that the procuring agency may return the sealed financial proposal earlier if the disqualified or non-responsive bidder, contractor or consultant submits an affidavit, through an authorized representative, to the effect that he is satisfied with the proceedings of the procuring agency

- j) The lowest evaluated bid shall be awarded the contract
- k) 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.

3) Conditions for Eligibility (Qualification Envelope)

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

1. Must be an Active Taxpayer as per “Active Taxpayer List” of FBR and provide General Sales Tax (GST)/ Provincial Sales Tax (PST) (if applicable) in the name of organization and provide a copy of registration. (Please attach proof to ascertain that firm is on active taxpayer list of FBR and proof for registration in PRA (if applicable) in the name of the firm is also required.)
2. Affidavit on stamp paper, declaring that the company is not blacklisted by any autonomous body/government/semi-government or any organization. (Please attached copy of Affidavit on stamp paper, declaring that the company is not blacklisted.)
3. Evidence of the bidding firm/company’s registration/Incorporation is required (Please attach Copy of certificate of incorporation/company registration certificate.)
4. Joint venture of any kind is not allowed to participate in the bid. (Please attached a declaration on letterhead that not participating as Joint venture.)
5. Bidder must provide authorized top-level partnership for Network (Tier 1/Platinum partnership/Top Tier) of the manufacturer. (Please attached copy of partnership for network (Tier 1/Platinum partnership/Top Tier) of the manufacturer.)

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 shall not be carried out.

4) Scope of Work

1. Specification of Network are attached in **Annex-D**.
2. The network maintenance & support (SLA) is for branded Hardware Components already installed at PSDF for the period of one 01-year extendable for other terms on mutual consent of both parties.
3. For the execution of the network 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 & 24/7 Online remote Network 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 network equipment quarterly which includes health checks, cleaning, and warning 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 /company must bid for all the Hardware/Equipment. Partial bidding within all categories will not be entertained.
9. Network maintenance & support (SLA) in response to this bid should be quoted as a Turn-key basis installation & configuration etc.; at PSDF with comprehensive Onsite support, maintenance, troubleshooting, labour, and replacement etc. backed by OEM along with training and related manuals.
10. During the Network 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 cables etc shall be provided by the bidder without paying extra charges by PSDF.

Total quantity of Network is mentioned in **Annex – D**, however, PSDF can increase or decrease the quantity of required BOQ at the time of signing of the contract.

5) Condition for Contract /General Guidelines

The successful bidder shall agree to the following terms of references to provide services 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.
- b) PSDF shall enter 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 online through E-tendering portal by or before the closing date and time.
- d) All documents and information received by PSDF from bidders will be treated strictly confidential.
- e) All expenses related to participation in this bidding process shall be borne by the bidder.
- f) PSDF reserves the right to request submission of additional information from applicants to clarify/further understand aspects of the technical proposal, if required.
- g) PSDF reserves the right to verify any information provided by the bidder and can visit business premises to verify the information.
- h) Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.
- i) 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.
- j) Successful bidders shall work with close coordination of PSDF IT team.
- k) All the services shall be checked and verified by PSDF IT team.
- l) Bidder shall provide the details of the staff to contact with PSDF on regular basis to provide the services without any failure.
- m) **Clarifications/ queries may be requested by January 07, 2022, before 5:00 PM through message box option of e-tendering portal and no response shall be given, if not requested through the message box of e-tendering portal.**
- n) The pre-bid meeting will be conducted on **January 04, 2022**, at 11:30 AM on Microsoft Teams (ONLINE). Bidders who want to join shall have to write an email to Procurement@psdf.org.pk before 5:00 PM, **January 03, 2022**, for **registration** and the link will be shared via email before start of the session. The purpose of the meeting is to provide clarification and an understanding/capacity building of the E-Tender portal in case there are any queries or ambiguities in this regard.
- o) Punjab Procurement Regulatory Authority (PPRA) Rules, 2014 will be applicable for this procurement
- p) 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 shall sign a contract and shall provide the agreed services within the stipulated time agreed in the contract.
- c. The duration of the contract shall be 1-year, however, it can be extendable for another term with the mutual consent of both the parties.
- d. If PSDF cancel the contract during the contract period, a notice period of 1 month shall apply.
- e. In case of any dispute arises regarding the services, the decision of the PSDF shall be considered final & binding.
- f. Failure to comply with any terms and conditions in the tender document and contract given out to the successful bidder could incur imposition of penalties as spelled out later in the contract.
- g. All the payments will be done on post monthly basis, after verification of satisfactory services by the IT team of PSDF.
- h. All taxes will be deducted in accordance with the applicable laws.
- i. The bid shall remain valid for the period of **120 days** from the date of bid opening.

7) Form of Bid

The Bidders shall follow the Form of Bid specified in **Annex F** to submit the financial bid.

8) Delivery Timelines or Completion Date

The successful bidder shall be bound to provide the required, network maintenance & support (SLA) after signing the agreement in 1 week and as per the duration mentioned in form of contract.

9) Technical Evaluation Criteria

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 3% 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 will 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 opening. Please provide information regarding Financials in Annex – F” and commercial envelope of the E-tendering portal.

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

Complete bid containing the Technical (Qualification & Technical Envelopes) and Financial (Commercial Envelope), with all required information, documentary evidence, and annexures must be submitted on the e-tendering portal before closing dated i.e., **January 11, 2022, at 03:00 PM**. Technical proposals shall be publicly opened on the same day **January 11, 2022, at 03:30 PM** in the presence of bidder’s representatives who wish to attend it.

a. Bid Security

Bid Security of Rs. 20,000 (Twenty Thousand) in the form of a pay-order or demand draft favouring Punjab Skills Development Fund shall reach to PSDF, **Procurement Department on 21 A, H-Block, Dr. Mateen Fatima Road, Gulberg II, Lahore – Pakistan** before the opening of the bid (Please mention the title of the procurement on envelope). If original bid security is not delivered before the opening of the bid, the bidder shall be disqualified for further proceeding. ***The Bid Security should be valid for a period not less than 6 months and a scanned copy must be attached in the financial envelope of the e-tendering portal.*** Bid Security of disqualified bidders will be returned after awarding the business to the successful bidder on request.

b. Cover Letter for the Submission of Technical Proposal

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

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	Must be an Active Taxpayer as per “Active Taxpayer List” of FBR and provide General Sales Tax (GST)/ Provincial Sales Tax (PST) (if applicable) in the name of organization and provide a copy of registration.	(Please attach proof to ascertain that firm is on active taxpayer list of FBR and proof for registration in PRA (if applicable) in the name of the firm is also required.)	<input type="checkbox"/>	<input type="checkbox"/>
2	Affidavit on stamp paper, declaring that the company is not blacklisted by any autonomous body/government/semi-government or any organization.	(Please attached copy of Affidavit on stamp paper, declaring that the company is not blacklisted.)		
3	Evidence of the bidding firm/company's registration/Incorporation is required.	(Please attach Copy of certificate of incorporation/company registration certificate.)	<input type="checkbox"/>	<input type="checkbox"/>
4	Joint venture of any kind is not allowed to participate in the bid.	(Please attached a declaration on letterhead that not participating as Joint venture.)		
5	Bidder must provide an authorized top-level partnership for Network maintenance & support (Tier 1/Platinum partnership/Top Tier) of the manufacturer.	Please attached copy of partnership for network (Tier 1/Platinum partnership/Top Tier) of the manufacturer.	<input type="checkbox"/>	<input type="checkbox"/>

Annex – C Relevant Experience

Relevant Experience		
Sr. #	Required Information	Response (Please provide exact information with the 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 2010 to September 2020)	i.
		ii.
		iii.
		iv.
3	Goods/Services provided to Number of companies/firms	i.
		ii.
		iii.
		iv.

Annex – D (Specification of Network)

Brand & Model of all Network Equipment.

Huawei Firewall (Qty = 1)	
Model	Serial No
USG6350	210235945510HA000181

Huawei Switch (Qty = 5)	
Model	Serial No
S5720-56C-PWR-EI-AC	2102359576DMH3001120
S5720-52X-PWR-LI-AC	21980106192SH9600084
S5720-52X-PWR-LI-AC	21980106192SH9600085
S5720-52X-PWR-LI-AC	21980106192SJB610122
S5720-28P-PWR-LI-AC	21980107692514600081

Huawei Wireless LAN Controllers (Qty = 2)	
Model	Serial No
AC6005	21023568169WGC000087
AC6005	21023568169WGC000344

Huawei Access Points (Qty = 8)	
Model	Serial No
AP5030DN	21500826608WGC000275
AP5030DN	21500826608WGC000276
AP5030DN	21500826608WGC002647
AP5030DN	21500826608WGC002649
AP5030DN	21500826608WGC002650

AP5030DN	21500826608WGC002652
AP5030DN	21500826608WJ5000214
AP5030DN	21500826608 WJ5000209

Annex – E Technical Evaluation Criteria

Technical Evaluation Criteria				
S. No.	Descriptions	Total Points	Categorized Points	Remarks (Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	Relevant Experience	25		Documentary proof (copies of contract or Purchase Orders) should be furnished. if no valid attachment is provided then no marks for section 2.1.1 of (e-tender) will be awarded
	Providing Network Maintenance & Support (SLA) for more than 12 years		25	
	Providing Network Maintenance & Support (SLA) for more than 10 years but less than or equal to 12 years		20	
	Providing Network Maintenance & Support (SLA) for more than 7 years but less than or equal to 10 years		15	
2	Client Portfolio	25		Documentary proof (copies of contract or Purchase Orders) should be furnished. if no valid attachment is provided then no marks for section 2.2.1 of (e-tender) will be awarded
	Worked with above 16 local/international.		25	
	Worked with more than 10 but less than or equal to 16 local/international.		20	
	Worked with 6 but less than or equal to 10 local/international.		15	
3	The Firm/Company Support office in Lahore	15		Documentary details of the office address on company letterhead If no valid attachment is provided, then no marks for section 2.3.1 of (e-tender) will be awarded.
	Support & Maintenance Office in Lahore		15	
	Support & Maintenance Office within Pakistan but not in Lahore		10	
4	Certified Engineers in Providing Network Maintenance & Support (SLA)	15		Resumes and certificates of the certified engineers should be
	More than or equal to 3 Certified engineers		15	

	2 Certified engineers		10	furnished like CCNP and HCIE. If no valid attachment is provided, then no marks for section 2.4.1 of (e-tender) will be awarded.
	1 Certified engineer		5	
5	Financial Capability/Annual Turn Over/Sales/Revenue	20		Copy of 19-20/20-21 financial audit report done by ICAP/SBP registered auditing firm or Annual tax return of 19-20/20-21. if no valid attachment is provided then no marks for section 2.5.1 (e-tender) will be awarded.
	Annual Turnover of organization more than or equals to PKR 20 million		20	
	Annual Turnover of organization If more than or equal to PKR 15 million but less than PKR 20 million		15	
	Annual Turnover of organization If more than or equal to PKR 10 million but less than PKR 15 million		10	
Total Points Awarded		100		

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

Annex -F Financial Proposal

SR #	Description	QTY	Unit Price Inclusive of Taxes (PKR)	Taxes (%)
1	Huawei Firewall	1		
2	Huawei Switch	5		
3	Huawei Wireless LAN Controllers	2		
4	Huawei Access Points	8		
	Grand Total			

Note:

- Business shall be awarded based on Least Cost Selection Method.
- Payment shall be made quarterly in arrears within 30 days after user acceptance and submission of Invoice.
- All the payments shall be made in PKR after applying all the applicable taxes.

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]"

Name	
Designation	
Signature	
Date and Place	

Annex- I Cover Letter

[Firm/company's 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 services for [Network Maintenance & Support (SLA) 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 on E-tendering portal.

We assure that the quoted Network 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, in case 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.

Network Maintenance & Support Service Level Agreement (SLA) 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:

Note: Kindly fill all the above relevant annexures and attach with the proposal.