



Ministry of Information Technology & Telecom
Government of Pakistan



REQUEST FOR PROPOSAL

IT Maintenance and Support Service, Migration & Hardware Upgrade

IGNITE/IT Maintenance & Support/2020-21/0012/Proc.

Date: October 17, 2020

IGNITE

Ministry of Information Technology & Telecom
Government of Pakistan

**IGNITE National Fund, 6th Floor, HBL Tower, Jinnah Avenue, Blue
Area, Islamabad**

Table of Contents

PART A – DEFINITIONS, INSTRUCTIONS & INFORMATION FOR BIDDERS	1
1 Mandatory Eligibility Criteria Checklist	2
2 Definitions	4
3 Instructions for Bidders	6
4 Solicitation Document	6
4.1 Contents	6
5 Preparation of Proposal	7
5.1 Language of the Proposal	7
5.2 Proposal Currency	7
5.3 Period of Validity of Proposal	7
5.4 Supporting Documents	7
5.5 Cost of Preparing Proposal	7
5.6 Proposal Documents	8
5.7 Taxes	8
5.8 Format and signing of proposal	8
6 Submission, Receipt, and Opening of Proposal	9
7 Proposal Evaluation	11
8 Evaluation of Technical Proposals	12
9 Financial Proposals	13
10 Combined Score	14
11 Availability of Management Team	14
12 Award of Agreement	15
13 Confidentiality	15
14 Conflict of Interest	15
15 Fraud and Corruption:	16
16 Clarification Request/Amendment	17
PART B - TERMS OF REFERENCE	18
17 Overview	19
18 Outputs/Deliverables	19
PART C – FORMS TO BE SUBMITTED WITH THE PROPOSAL	20
Technical Proposal - Standard Forms	21
B1. Technical Proposal Submission Form	22
B2. Firms/Bidders Profile	23
B3. Firm’s competence and experience in completing projects of a similar nature in a timely and efficient manner	24
B4. – General Experience of firm	25

B5. – Proposed methodology and time line.....	26
C1. – Financial Proposal Submission Form	27
Annexure A	29
Annexure C	30
HP Storage MSA 2040 SAN Controller with:	30
Annexure D	30
Hardware Specifications:.....	30
Annexure E.....	30
SLA (Service Level Agreement).....	30
Coverage Time.....	30
Intervention Time.....	30
Repair Time	30
Annexure B	32

**PART A – DEFINITIONS, INSTRUCTIONS &
INFORMATION FOR BIDDERS**

1 Mandatory Eligibility Criteria Checklist

Before the bidders submit their proposals within the stipulated time mentioned in this Request for Proposal document, bidders are required to make sure that following mandatory requirements of this RFP document are fulfilled **These requirements must be furnished at the time of submission of Proposal. Non-submission of any one of the following applicable requirements shall result in disqualification:**

#	Mandatory Eligibility Criteria Checklist	Mark <input checked="" type="checkbox"/> / <input type="checkbox"/>
1.	Proof of Certificate of Incorporation or Registration or equivalent	
2.	Proof of NTN Certificate (If Applicable, please check <input checked="" type="checkbox"/> , otherwise put a Cross <input type="checkbox"/> in the Mark Column)	
3.	Proof of GST Certificate (If Applicable, please check <input checked="" type="checkbox"/> , otherwise put a Cross <input type="checkbox"/> in the Mark Column)	
4.	Proof of FTN certificate /Tax exemption certificate (<i>for public sector entity</i>),(If applicable, please check <input checked="" type="checkbox"/> , otherwise put a Cross <input type="checkbox"/> in the Mark Column).	
5.	Original affidavit (not older than one month) on Stamp Paper(s) of worth Rs.100 or more that Bidder is not insolvent, bankrupt and is not blacklisted or debarred by PPRA, Government, Semi-Government, Private, Autonomous body or any other international organization.	
6.	Original affidavit (not older than one month) on Stamp Paper(s) of worth Rs.100 or more that the bidder is an active tax payer and has submitted its tax return for the preceding fiscal year. Tax payer list serial number (downloadable from FBR's website) is also to be mentioned.	
7.	<u>Two separately sealed envelopes:</u> <u>Envelope #1 shall clearly bear the name "IT Maintenance and Support Service, Migration & Hardware Upgrade"</u>	

	<p>Two hard copies of Technical Proposal, one marked as Original and one marked as Copy* must be submitted with one soft Copy in Flash Disk. Bidders are to make sure that Financial Proposal is not part of the Technical Proposal in any form.</p> <p>*Additional hard copy of Technical proposal is not a mandatory requirement.</p>	
8.	<p><u>Envelope #2 shall clearly bear the name “Financial Proposal for IT Maintenance and Support Service, Migration & Hardware Upgrade”</u></p> <p>Financial Proposal must be submitted in one hard copy and one soft copy Flash Disk in MS Excel format. (The hard copy or soft copy of financial proposal must be sealed in Envelope # 2 and should not be part of technical proposal in any form).</p>	

Note: Bidders are required to submit the *filled, signed & stamped copy of the above checklist* along with the proposal.

2 Definitions

This is Request for Proposal, unless the context provides otherwise:

- a. **“Agreement”** means “an agreement concluded between Company and the Successful Bidder”. (See Annexure B).
- b. **“Board”** means the Board of Directors of the Ignite.
- c. **“Bidder”** means “any company/firm who has responded to this RFP by submitting a formal proposal/bid.
- d. **“Company”** means Ignite registered under Section 42 of the Companies Ordinance, 1984, with its office at 6th Floor, HBL Tower, Jinnah Avenue, Blue Area, Islamabad, Pakistan.”
- e. **“Date of Issue”** means “the date on which this RFP is issued by Company to solicit bids from potential bidders for IT Support & Maintenance, Migration & Hardware Upgrade.”
- f. **“Day”** means calendar day.
- g. **“Regular Staff”** means “permanent/full time staff employed by the successful bidder to perform the services or any part thereof”.
- h. **“Request for Proposal (RFP)”** means set of documents prepared by the Ignite, to solicit proposal, which consists of definition, instructions for bidders, ToR, evaluation criteria, forms for providing information and draft contract.
- i. **“Scope of Work”** means “the description of formal work activities under this RFP to be completed by the Successful Bidder in accordance with the Contract signed between Successful Bidder and the Company.”
- j. **“Successful Bidder/Service Provider”** means “a bidder who has been awarded the contract pursuant to this RFP and who shall be responsible to complete assignments as enlisted in the Scope of Work and further quantified under the Scope of Work”.
- k. **“Terms of Reference”** (ToR) means that part of Bidding Document which explains the scope of work, activities, tasks to be performed, evaluation criteria, respective responsibilities of the bidder as well as expected results and deliverables of the assignment.
- l. **“SLA”** means service level agreement between Ignite and service provider for technical support.
- m. **“Critical Incident”** that prevent usage of essential function of product.

- n. ***“Major Incident”*** Impacting and essential function of the product without preventing totally in use.
- o. ***“Minor Incident”*** which is neither Critical nor major, which disrupt minor function of product.

IGNITE (The Company)

Ignite (The Company) has been incorporated with the Securities and Exchange Commission of Pakistan (SECP) under Section 42 of the repealed Companies Ordinance, 1984 (Now Company's Act 2017) by the Ministry of IT & Telecom, Government of Pakistan (hereinafter referred to as the "Company" and/or "Ignite"). The Company is mandated to fund research and development in Information and Communication Technology (ICT) with the vision to transform Pakistan's economy into knowledge-based economy by promoting efficient, sustainable and effective ICT initiatives through synergic development of industrial and academic resources. More details about the Company are available at <http://www.ignite.org.pk>

3 Instructions for Bidders

This document contains all the information pertinent to our solicitation, and governs the preparation and submission of proposals. The technical & financial forms to be filled by bidder for the assignment are annexed with this RFP document. Proposals must be submitted by the deadline, completed on the formats provided by the Company, with supporting documents, according to the guidelines given in the document titled **Instructions & Information for Bidders**. The proposals will be evaluated by a Bid Evaluation Committee (BEC) constituted by the company. The selection of bidder will be on quality and cost-based selection methodology as provided in the bidding document.

4 Solicitation Document

4.1 Contents

The bidder is expected to examine all instructions, general conditions, forms, terms and specifications contained in the RFP document and its annexures. Failure to comply with instructions will be at the bidder's risk and may affect the evaluation of the proposal. Proposals that do not comprehensively address the scope of work/ToR and requirements may be rejected. Inability to comply with the corresponding instructions, general conditions of contract, terms and specifications may lead to rejection of proposal.

In the event of non-compliance with the ToR of the RFP document and obligations contained in the agreement, the Company may terminate the agreement by providing 02 month written notice to the successful bidder without any further obligation or compensation on the part of the Company.

5 Preparation of Proposal

5.1 Language of the Proposal

The proposals prepared by the bidders and all correspondence and documents relating to the proposal exchanged between the bidders and the Company shall be in writing and in English Language.

5.2 Proposal Currency

All prices shall be quoted in Pak Rupees (PKR) inclusive of all taxes and all payments will be made in PKR.

5.3 Period of Validity of Proposal

Proposals shall remain valid for 120 days from the date of advertisement as provided in the RFP document. In exceptional circumstances, Company may solicit the bidder's consent to an extension of the period of validity without any material changes in the bidding document.

5.4 Supporting Documents

While preparing the Technical Proposal, the bidding firm shall ensure that it provides the Company with documentary evidence. Since the evaluation committee will evaluate the bids solely on the basis of the documentary evidence submitted in accordance with the technical evaluation criteria.

5.5 Cost of Preparing Proposal

The costs of preparing the proposal and of negotiating any subsequent funding, including visits for discussion with the Company are not reimbursable.

5.6 Proposal Documents

The bidding document in binder form with serial number of each page should comprise the following:

Technical Proposal
<p>The Technical Proposal is to consist of the following:</p> <ul style="list-style-type: none">a) Checklist (Mandatory Documents required with the Proposal) – Page 2b) Technical Proposal Submission <i>Form B1</i>c) Firms/Bidders Profile - <i>Form B2</i>d) Firm’s competence and experience in completing projects of a similar nature in a timely and efficient manner - <i>Form B3</i>e) General Experience of recruitment test conduction - Form B4f) Proposed methodology and time line - Form <i>B5</i> <p>Technical Proposal should detail the capability and experience of delivering the services specified in the ToR. Bidder should submit details of maximum five of their most relevant/similar nature assignments for technical evaluation using the prescribed format.</p> <p>Technical proposal should not contain any financial information. <u>Cost and financial estimates need to be provided in a separate sealed envelope clearly indicating Financial Proposal.</u></p>
Financial Proposal

5.7 Taxes

The quoted costs should be inclusive of all applicable (direct & indirect) taxes. The financial bid will be scored based upon the bid amount inclusive of all taxes.

5.8 Format and signing of proposal

The proposal shall contain no interlineations, erasures, or overwriting, except, as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by bidder’s authorized person. The proposals shall be clear and elaborate. Different parts of the proposals shall be separated using color separators, flags or tags.

Note: *The technical proposal must not contain any pricing information whatsoever on the services being offered. Non-compliance may lead to rejection of the proposal.*

6 Submission, Receipt, and Opening of Proposal

6.1 Proposals will be accepted and evaluated using One Stage, Two Envelope Procedure. (Separate sealed envelopes of technical and financial proposals)- **Annexure-A**.

6.2 The original proposal shall contain no interlineations or overwriting. All pages of the proposals (Technical & Financial) must be numbered. Submission letters for both Technical and Financial Proposals should respectively be in the attached format (Form B1 & C1) in separate envelopes.

6.3 The bidder's Organization Head or an authorized representative on his/her behalf shall initial and stamp all pages of the original Technical and Financial Proposals. In case of latter, an authorization shall be provided which shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign.

6.4 Hard copies of the Technical Proposal shall be sent to the addresses referred in the document. All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original governs.

6.5 Bidder is required to submit one original and one hard copy of Technical Proposal along with all supporting documents.

6.6 One flash disk containing an electronic copy (labelled 'Electronic Copy') of all proposal documents in PDF format (excluding the Financial Proposal) must be provided with the Technical Proposal. In the event of any discrepancy between the Original Proposal and the Electronic Copy, the former shall be deemed as the accurate proposal. In the event of copying the financial proposal in the flash disk containing Technical Proposal would subject to rejection of proposal.

6.7 The Technical Proposal shall be placed in a sealed envelope **clearly marked "TECHNICAL PROPOSAL IT Maintenance and Support Service, migration & Hardware Upgrade"**. Similarly, the Financial Proposals shall be placed in separate sealed envelopes clearly marked **"FINANCIAL PROPOSAL IT Maintenance and Support Service, migration & Hardware Upgrade"** followed by the name of the assignment **"IT Maintenance and Support Service & Hardware Upgrade"** with a warning **"DO NOT OPEN WITH THE TECHNICAL PROPOSAL"**. 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 mentioned in this document and clearly marked **“DO NOT OPEN BEFORE SUBMISSION DEADLINE”**. Ignite (The Company) shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and / or marked as stipulated. This circumstance may be case for Proposal rejection. If the Financial Proposals are not submitted in separate sealed envelopes duly marked as indicated above, this will constitute grounds for declaring the Proposals ineligible.

The Proposal must be sent to the following address and received by the Company not later than the time and the date indicated in RFP document:

Title/Position:	Manager Procurement
Telephone:	+92-51-921 5360-5 Ext. 135
Cell:	+92-306-199-1234
Facsimile:	+92-51-921-5366
Email address:	procurement@ignite.org.pk
Official Postal address:	Ignite 6th Floor, HBL Tower, Jinnah Avenue, Blue Area Islamabad, Pakistan

6.8 Bidders must submit their response to the Company by registered post/ courier or by hand to the official postal address of the Company before or on submission deadline mentioned in the RFP document.

6.9 Any proposal received by the Company after the deadline for submission shall be returned unopened.

6.10 Company reserves the right to accept or reject all of the proposals submitted at any time in accordance with applicable PPRA rules.

6.11 Company shall open the Technical Proposal thirty minutes after the submission deadline. The envelopes with the Financial Proposal shall remain sealed and securely stored in the custody of Company.

6.12 Key Activities & Timeline

The tentative timeline set out herein represent the Company’s best estimate of the schedule that will be followed. If a component of this schedule, such as the opening date, is delayed, the rest of the schedule will be shifted by the same number of days. The approximate contract schedule is as follows:

#	ACTIVITY	TIMELINE
1	RFP Issuance	October 17, 2020
2	Deadline for receiving queries / questions	October 22, 2020
3	Response to queries/questions related to RFP	October 26, 2020
4	Proposal Submission Deadline	November 02, 2020
5	Opening of Technical Proposals (in front of bidders present at 6 th Floor, HBL Tower, Jinnah Avenue, Blue Area, Islamabad)	Manager Procurement will communicate date & time to technically qualified bidders
6	Opening of Financial Proposals (in front of bidders present at 6 th Floor, HBL Tower, Jinnah Avenue, Blue Area, Islamabad)	Manager Procurement will communicate date & time to technically qualified bidders
7	Award of Contract	TBC

7 Proposal Evaluation

7.1 From the time the Proposals are opened to the time evaluation report is announced, the bidders should not contact the Company on any matter related to its Technical and/or Financial Proposal. Any effort by the bidder to influence the Company in the examination, evaluation, ranking of Proposals, and recommendation for award of Agreement may result in the rejection of the bidder’s Proposal. However, the Company may contact the bidder for seeking clarification of any aspect of technical proposal or demand any missing information.

7.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

7.3 Overall evaluation shall be carried out based on weighted average methodology wherein technical evaluation will carry 70% and financial evaluation will carry 30% weightage.

8 Evaluation of Technical Proposals

8.1 During the technical evaluation no amendments in the proposals shall be permitted. The evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria and point system specified in the RFP document. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP and particularly the eligibility criteria or if it fails to achieve the minimum qualifying technical score indicated in the RFP document. The Bidders who obtain at least 49 out of 70 marks in technical evaluation criteria will qualify and financial proposals would be opened only for technically qualified Bidders.

8.2 Financial proposals of those Bidders obtaining less than 49 marks out of 70 in Technical Evaluation shall remain un-opened and will be returned to the Bidders. An evaluation committee appointed by the Company will evaluate the technical proposals on the basis of their compliance with the RFP and by applying the evaluation criteria and the point system, specified below:

S#	Technical Evaluation	Total Marks	Sub Marks
a.	<p>Firm Profile (Registered age, Location, Number of Employees and Financial position) – (Form B2)</p> <ol style="list-style-type: none"> 1. Registered Age, Number of Employees, Goodwill 2. Financial Position 3. Client list (Demonstrated experience of maintenance and support in a reputed company or sector) 4. 3rd Party Vendor Viability/Contracts/Partnerships 	25	<p>7</p> <p>5</p> <p>3</p> <p>4</p>

	5. Dedicated warehouse in Islamabad		6
b.	Relevant Experience of the Firm/Bidder - (Form B3) 1. Experience of successfully completed similar assignments	5	5
c.	Proposed Compliance methodology and time line – (Form B4) 1. Technical support mechanism (dedicated contact 24/7 contact, escalation matrix,) and staff (relevant certification and expertise in power, OS, BIOS etc.) 2. Compliance with Company’s provided SLA 3. Compliance to Company’s hardware equipment list in all aspects 4. Maintenance of minimum 20% spares in Islamabad warehouse i.e. power supplies, Boards, HDD, RAM, controller, RAIDs etc.	40	10 10 10 10
Total Marks		70	
Minimum qualification score (60%)		49	

Note: It is the responsibility of the bidders to ensure provision of sufficient documents to the company, along with the proposal, to evaluate the bids solely on the basis of the documentation submitted. Evaluation committee may visit warehouse in Islamabad.

9 Financial Proposals

9.1 After the evaluation and approval of technical proposal, the Company shall inform the bidders, who have submitted proposals, the technical scores obtained by their Technical Proposal and shall notify those whose Proposal did not meet the minimum qualifying score or were considered non responsive, that their Financial Proposals will be returned unopened after completing the selection process. The Company shall simultaneously notify in writing bidders that have secured the minimum qualifying technical score, the date, time and location for opening the Financial Proposals, within the bid validity period. Bidder’s attendance at the

opening of Financial Proposals is optional. The opening date shall be set so as to allow interested bidder sufficient time to make arrangements for attending the Financial opening.

9.2 Before opening of financial bid, technical score of qualified bidder(s) shall be read aloud during financial bid opening session.

9.3 The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures, the formers will prevail. In addition to the above corrections, all activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

9.4 Quality and Cost Based Selection (QCBS) method will be used for evaluation of proposal. The lowest evaluated Financial Proposal will be given the maximum financial score of 30 points.

10 Combined Score

10.1 Technical Score (St) of qualified bidder shall be added to financial score.

10.2 Financial Score (Sf) shall be calculated as follows: (Lowest bidder's total cost/bidder's total cost) x 30.

10.3 Combined Score (Total Score) = St + Sf

10.4 All bidders will be ranked based upon the combined technical and financial score.

11 Availability of Management Team

11.1 The successful bidder is bound to provide the services of the professional staff proposed in technical proposal. In case of non-availability of any proposed professional staff during the contract period, the bidder will provide valid reason and documentary justification. The bidder is bound to provide the substitute professional staff with same technical strength with no delay after mutual agreement of both parties i.e. the bidder and the Company.

11.2 No member of Management Team including Project Leader should be a proposed team member in any other bid (currently invited or under review for selection purposes) submitted to the Company for another project.

12 Award of Agreement

After completing required documentation / process the Company shall award the Agreement to the selected bidder (highest ranked). After agreement signature, the Company shall return the unopened Financial Proposals of the non-responsive bidders.

13 Confidentiality

The Company shall keep all information regarding the bid evaluation confidential until the time of the announcement of the evaluation report under PPRA Rule no. 41.

14 Conflict of Interest

Without limitation on the generality of the foregoing, bidder shall be considered to have a conflict of interest and shall not be recruited under any of the circumstances set forth below:

a. Conflicting assignments

- The bidder (including its Personnel) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment to be executed for the same or for another Client.

b. Conflicting Relationships

- The bidder (including its Personnel) or any of its affiliates that has a business or family relationship with a member of the Company Board, Management, or staff who is directly or indirectly involved in the preparation of Terms of Reference, selection process of third party evaluation services and/or supervision of the Agreement may not be awarded an Agreement unless conflict stemming from this relationship has been resolved in a manner acceptable to the Board throughout the selection process and the execution of the Agreement.

- The bidder has an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest, or that may reasonably be perceived as having this effect by notifying the Company in writing. Failure to disclose said situations may lead to disqualification of the bidder or the termination of its Agreement.
- Current employees of the Company shall not work as and for the bidder.

15 Fraud and Corruption:

15.1 The Company requires the bidder/s participating in provision of Service/s to adhere to the highest ethical standards, both during the selection process and throughout the execution of an agreement. In pursuance of this policy, Company defines, for the purpose of this paragraph, the terms set forth below as follows:

“Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any employee of the Company in the selection process or in agreement execution;

“Fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of an agreement;

15.2 “Collusive practices” means a scheme or arrangement between two or more with or without the knowledge of the Client, designed to establish prices at artificial, non-competitive levels;

“Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of an agreement. The Company will reject a proposal for award if it determines that the bidder recommended for award has directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the agreement in question. The Company may also impose penalties on the bidder, declaring it ineligible, either indefinitely or for a stated period of time, for Company funding, if at any time it determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Company funded project.

15.3 The Company will have the right to inspect the bidding firm’s accounts and records and other documents relating to the submission of proposals and agreement performance, and have them audited by auditors appointed by the Company.

16 Clarification Request/Amendment

16.1 The bidder can request a clarification in RFP document up to the date indicated in the RFP document. Any request for clarification must be sent in writing, or by standard electronic means to the Company's e-mail address indicated in the RFP document. The Company will respond in writing or by standard electronic means and may place responses on the Company's website under FAQ's for understanding of all potential bidders.

16.2 At any time before the submission of Proposals, the Company may amend the RFP document by issuing an addendum in writing or by standard electronic means. The addendum shall be published in the local newspaper and uploaded at PPRA & Company web site, and revised RFP document will be uploaded on Company's Website and PPRA web site.

PART B - TERMS OF REFERENCE

17 Overview

Company invites proposals from qualified, registered and well reputed companies for “**IT Maintenance and Support Service, migration & Hardware Upgrade**” as per guidelines mentioned in this RFP.

Terms of Reference

1. Delivery of equipment as per details mentioned in **Annex C**.
2. Original quality products as per desired specifications.
3. Fully hardware maintenance service including BIOS/firmware as per SoW mentioned in **Annex D**.
4. Complete compliance with SLA in **Annex E**.
5. Complete migration of IT equipment mentioned in **Annex F** from current office location to 3rd floor TF Complex, G-9/4, Islamabad including power and network.

18 Outputs/Deliverables

Deliverable 1: Delivery and installation of HP Storage controller as per specification mentioned in this RFP.

Deliverable 2: Maintenance and support SLA for IT Infrastructure mentioned in this RFP.

Deliverable 3: IT equipment migration on date/time communicated by the Company.

**PART C – FORMS TO BE SUBMITTED WITH THE
PROPOSAL**

Technical Proposal - Standard Forms

B1. Technical Proposal Submission Form

B2. Firms/Bidders Profile

B3. Firm's competence and experience in completing projects of a similar nature in a timely and efficient manner

B4. General Experience of recruitment test conduction

B5. Proposed methodology and time line

B1. Technical Proposal Submission Form

[Location, Date]

To:

Manager Procurement

Ignite(The Company)

6th Floor, HBL Tower

Islamabad, Pakistan

Tel: +92-51- 921-5360-65

Cell: +92-306-199-1234

Fax: +92-51- 921-5366

Email: procurement@ignite.org.pk

Sir,

We, the undersigned, offer to provide the services of “XXX” in accordance with your Request for Proposal dated [ADVERTISEMENT DATE]. We are hereby submitting our Proposal, which includes this Technical Proposal and Financial Proposal sealed under a separate envelope.

Our Technical Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, which is 90 calendar days from the date of advertisement.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

B2. Firms/Bidders Profile

S #	Criteria	
1	Profile of the agency: i. Registered age of Company ii. Names of Managers/ Owners/ CEO/ Directors/ Partners	
2	Financial Position i. Name of Banks ii. Certificate of Financial position iii. Copy of audited Annual Accounts (of last 3 years) iv. Tax Registration (NTN/STN/FTN)	
3	Clientele	

B3. Firm's competence and experience in completing projects of a similar nature in a timely and efficient manner

Name of Client	Name of Assignment/ Project	Period of Assignment/ Project	Value of Assignment / Project	Present Status of the Assignment/ Project

B4. – General Experience of firm

Name of Client	Name of Assignment/ Project	Period of Assignment/ Project	Value of Assignment / Project	Present Status of the Assignment/ Project

B5. – Proposed methodology and time line

(Breakup of activities with time lines for each testing cycle to be completed as per TOR).

C1. – Financial Proposal Submission Form

[Location, Date]

To:

Manager Procurement

Ignite(The Company)

6th Floor, HBL Tower, Jinnah Avenue

Blue Area, Islamabad, Pakistan

Tel: +92-51- 921-5360-65

Cell: +92-306-199-1234

Fax: +92-51- 921-5366

Email: procurement@ignite.org.pk

Sir,

We, the undersigned, offer to provide services for provision of **“XXXX”** in accordance with your Request for Proposal dated [ADVERTISEMENT DATE] and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [Amount in words and figures]. This amount is inclusive of all the local taxes, duties, fees, levies and other charges applicable on our company, our sub-contractors and collaborations under the Pakistani law.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, which is 90 calendar days from the date of advertisement.

Though included in the above mentioned fee, Commissions and gratuities, if any, paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount in Pak Rs.	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Annexure A

One Stage Two Envelope Procedure for Bidding Public Procurement Rules 2004

Single stage - Two envelope procedure:

- (i) The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- (ii) The envelopes shall be marked as “**FINANCIAL PROPOSAL IT Maintenance and Support Service, migration & Hardware Upgrade**” and “**TECHNICAL PROPOSAL IT Maintenance and Support Service, migration & Hardware Upgrade**” in bold and legible letters to avoid confusion;
- (iii) Initially, only the envelope marked “**TECHNICAL PROPOSAL IT Maintenance and Support Service, migration & Hardware Upgrade**” shall be opened;
- (iv) The envelope marked as “**FINANCIAL PROPOSAL IT Maintenance and Support Service, migration & Hardware Upgrade**” shall be retained in the custody of the procuring agency without being opened;
- (v) The procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which do not conform to the specified requirements;
- (vi) During the technical evaluation no amendments in the technical proposal shall be permitted;
- (vii) The financial proposals of bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
- (viii) After the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the **financial proposals of the technically accepted bids only**. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
- (ix) The bid found to be the lowest evaluated bid shall be accepted.

Annexure C

HP Storage MSA 2040 SAN Controller with:

- i) On site installation
- ii) One-year warranty and support
- iii) Part number “C8R09A”.

Annexure D

Hardware Specifications:

- 1) 2 × HP ProLiant 360 Gen 9 with 2 (10k) SAS drives of 300 GB
- 2) 1 × HP ProLiant 360 Gen 9 with 4 (7.2k) SAS drives of 2 TB
- 3) 1 × HP MSA 2040 with 18 (12G DP 15K) SAS drives of 450 GB

Annexure E

SLA (Service Level Agreement)

Services of corrective maintenance should perform within the time limits defined in the conditions, depending on the SLA options defined below. The SLA should be assigned per incident according to the severity of the Incident (Minor, Major or Critical), see definitions. The priorities are a combination of impact and urgency for the specific elements and/or solutions.

Coverage Time

Service provider should be available on the phone and for the intervention during this call login window.

Intervention Time

Service provider should arrive at the required sites with the relevant spare parts within the intervention time of the initial call/email to the support center.

Repair Time

Service provider should fix the issue within this repair time of the initial call/email to the support center.

the following table defines the SLA requirements.

SLA	Description
24x7, CTI 4h	Service Provider should arrive at the Ignite site with applicable spare parts within four (4) hours of the initial call to the Help Desk Center.
Quarterly	Hardware health/performance report. Update BIOS/firmware as per recommendations of manufacturer after discussion with IT Team

Annex F

1*42U HP rack with 3*HP ProLiant 360 servers Gen 9, 1*HP MSA 2040, 1*Cisco ASA firewall 5508, 1*Aruba Wifi Controller 7005, 1*Unify PBX, 1*HP 1920/24G-POE switch, 1*Cisco, 1*Elektra 6000 VA UPS with 16*100 AH batteries.

Annexure B

SERVICE LEVEL AGREEMENT

“Provision of IT Maintenance and Support Service, Migration & Hardware Upgrade”

This Service Level Agreement is made in duplicate at Islamabad and signed on _____
_____, 2020.

BY AND BETWEEN

M/s ABC, with its Head office at (hereinafter referred to as **“ABC”** which expression shall where the context so permits, be deemed to mean and include its successors-in- interest and assignees through its Manager).

AND

M/s Ignite National Technology Fund, a company duly incorporated and registered under the laws of Pakistan with its Head office at, **6th Floor, HBL Tower, Jinnah Avenue, Blue Area, Islamabad**, Pakistan (hereinafter referred to as **“Ignite”** and/or **“Company”** which expression shall, where the context so permits, mean and include its successors-in- interest and legal assignees);

(ABC and Company shall be hereinafter individually referred to as **“Party”** and collectively as the **“Parties”**)

WHEREAS;

- i** The Parties have been conducting a dialogue between themselves regarding Provision of IT Maintenance and Support Service, Migration & Hardware Upgrade for Ignite (*hereinafter the Project*);
- ii** As ABC, a company, therefore has submitted a quotation for the said Project.
- iii** **Ignite**, after thorough evaluation considered ABC technically and financially acceptable for providing the services for the Project, and thereof, communicated its intent to award the contract to ABC.
- iv** Now thereof, ABC has agreed to provide Services to the Company, and this SLA shall define the terms and conditions applicable to the contractual Parties and shall be binding

upon them. The RFP shall be an integral part to this Agreement and shall be annexed as Annex A.

Now THEREFORE IN CONSIDERATION OF MUTUAL COVENANTS AND ON THE BASIS OF MUTUAL BENEFITS TO BE DERIVED THEREFROM , THE PARTIES HERETO AGREES AS FOLLOW:

1. Contract Terms

1.1. This Agreement shall be valid for a period of Years/month from the Effective Date, and shall be renewed automatically for a period of one (2) years on the expiry of initial term period, unless expressly terminated earlier by either party in writing by advance notice of one (1) month. Such a renewal shall be on same terms and conditions.

1.2. Contract Value

The total contract value of the Project is **PKR**/- which shall be paid/dispersed

2. Scope and Objective

The Parties shall exercise all reasonable efforts to achieve the objectives of this Agreement, set forth hereinafter, in particular to deliver their responsibilities for the effective implementation of this Agreement.

By virtue of this Agreement, **ABC** has agreed to provide Provision of IT Maintenance and Support Service, Migration & Hardware Upgrade for **Ignite** subject to terms and conditions stated below;

2.1. Service Specification:

The agreed Project's specification of IT Maintenance and Support Service, Migration & Hardware Upgrade for Ignite which includes support in following areas;

Delivery of equipment as per details mentioned below:

- a) HP Storage MSA 2040 SAN Controller with:
 - i. On site installation
 - ii. One-year warranty and support
 - iii. Part number "C8R09A".

Original quality products as per desired specifications.

Compliance with below mentioned timelines;

Services of corrective maintenance should perform within the time limits defined in the Conditions mentioned below;

i. Coverage Time

Service provider should be available on the phone and for the intervention during this call login window.

ii. Intervention Time

Service provider should arrive at the required sites with the relevant spare parts within the intervention time of the initial call/email to the support center.

iii. Repair Time

Service provider should fix the issue within this repair time of the initial call/email to the support center.

Fully hardware maintenance service including BIOS/firmware as per SoW as mentioned below:

- i. 2 × HP ProLiant 360 Gen 9 with 2 (10k) SAS drives of 300 GB
- ii. 1 × HP ProLiant 360 Gen 9 with 4 (7.2k) SAS drives of 2 TB
- iii. 1 × HP MSA 2040 with 18 (12G DP 15K) SAS drives of 450 GB

Complete migration of IT equipment mentioned below from current office location to 3rd floor TF Complex, G-9/4, Islamabad including power and network.

- i. 1*42U HP rack with 3*HP ProLiant 360 servers Gen 9, 1*HP MSA 2040, 1*Cisco ASA firewall 5508, 1*Aruba Wifi Controller 7005, 1*Unify PBX, 1*HP 1920/24G-POE switch, 1*Cisco, 1*Elektra 6000 VA UPS with 16*100 AH batteries.

3. PARTIES OBLIGATIONS

3.1 ABC Obligations:

ABC will ensure to provide all services mentioned in clause 2.1 and further:

- Ensure relevant software, services are running properly;
- Respond to the support requests within reasonable time, in any case;
- Ensure resolving of issue in proper and timely manner;

3.2 Ignite Obligations:

Ignite will be responsible for the following:

- Provide all payments to ABC for the services issued under this SLA for so long as this agreement remain in force;
- Notify ABC of issues/problems in a timely manner;
- Provide access to software/portal/ system for support and maintenance;
- Inform ABC of potential changes in IT system

4. Termination:

IGNITE and ABC may terminate the contract during execution of the project with prior written notice of 10 days mentioning in detail the reasons for such termination. At the termination of this agreement, the ABC shall release all of papers and property, if any, entrusted to them by the Company.

5. Assignment:

- i. ABC shall provide the features quoted in its technical proposal and finalized in the proposal.
- ii. The Services and the Passwords issued to IGNITE shall not be assigned to any other party without the prior written consent via email.

6. Law:

- i. This agreement shall be governed by and construed in accordance with the laws of Islamic Republic of Pakistan.
- ii. Both parties are hereby agreeing that all disputes shall be amicably settled among the parties failing which such shall be settled through a sole arbitrator to be appointed in accordance with Arbitration Act, 1940 and the rules made there under.
- iii. The award of the arbitration shall be final and binding on the Parties, and shall be enforceable by any court of competent jurisdiction. Each Party shall be responsible for the cost of preparing and presenting its own case.

7. Notice:

- i. Any notice by either party to another hereunder shall be served sending the same by registered email or through letter containing seal of the IGNITE/ ABC at the address of the party herein or at any changed address notified by the respective party to the other and the notice so given shall be deemed to have been properly served and received by the respective party.
- ii. ABC shall hereby undertake and declare that; have not been adjudged an insolvent, there is no execution of decree of any court remains unsatisfied against ABC not compounded with the creditors never been convicted of a financial crime.
- iii. ABC undertakes that it is not banned and/or blacklisted from Public Procurement Authority (PPRA) and any other public sector organization.

8. Indemnity and Force Majeure

Force majeure refers to any act of God or act of nature and includes war, fires, typhoons, flood, earth quakes or other events that are regarded to be force majeure factor. The confirmation of a force majeure event must be bound on legally valid supporting document that are provided by an authoritative body that is jointly recognized by both IGNITE and ABC, employee strikes and construction work carried out by the organization will not be construed as a force majeure event.

The Parties agree, at its own expense, to indemnify, defend and hold harmless each other, its subsidiaries and affiliates and / or agents against any claim, damages, losses, expenses, suit, action or other proceeding to the extent that such claim, suit, action or other proceeding brought against such person is based on or arises in connection with any action of either Party including but not limited to:

- i) a violation of the terms and conditions hereof by either Party; and/or
- ii) any negligence or intentional act or omission by either Party, in connection with the SLA, and/or
- iii) any misrepresentation or breach of representation or warranty made by either Party contained herein.

9. Confidentiality of IGNITE National Technology Fund' data/record

Any/all information pertain to IGNITE National Technology Fund and provided to ABC in connection with this agreement (Confidential Information) shall be kept confidential by ABC, its affiliates, agents, officers employees, advisers and without the prior written consent of Ignite, ABC shall not distribute or disclose any of the confidential information pertains to Ignite in any manner whatsoever. ABC shall take all reasonable precautions, which in any event shall not be less than those precautions used to protect its own Confidential Information, to keep the Confidential Information in the strictest confidence and to protect it from disclosure. In no event, shall the ABC's precautionary measures fall below the reasonable standard of care.

ABC shall not permit to any third-party access to confidential information; or permit any third-party access to confidential information or use the confidential information for any purpose other than the agreed in writing by the Ignite. ABC shall be responsible for any loss or inconvenience cause to Ignite in case of breach of confidentiality terms.

10. Intellectual Property

All Intellectual Property (IP) created or developed by the ABC in course of the Project requirement / deliverables shall vest in and be the absolute property of IGNITE. Nothing contained in this SLA shall, or shall be construed to, transfer any intellectual property rights of Ignite in any product, software or other item to the ABC. All such intellectual property rights shall at all times remain vested in Ignite.

The Parties may not use any trademarks, trade names, slogans or logos of the other Party or any of its Affiliates except as specifically authorized by the Party in writing.

Any claims/ damages / reusability / theft / copying / data misuse / reuse / replication of the Product at any point of time after the deliverable will not be accepted and claimed to ABC.

Any IP created is to be initially submitted to Ignite as a documentary evidence for the product.

In WITNESS WHEREOF, the Parties to this SLA through their duly authorized representatives have executed this SLA in counterparts and on the days and dates set forth above, and certify that they have read, understood, and agreed to the terms and conditions of this SLA as set forth herein.

Signed by the Parties:

For and on behalf of ABC

For and on behalf of IGNITE

Name:
Title:
Witnesses

Name: **Syed Junaid Imam**
Title: Chief Executive Officer

Name:
Title:
CNIC:

Name:
Title:
CNIC:

Name:
Title:
CNIC:

Name:
Title:
CNIC: