

ADMINISTRATION DEPARTMENT

Admn./24(42-C)/2016

Date: December 29, 2016

TENDER FOR “MAINTENANCE SUPPORT OF BARRACUDA LINK BALANCER” AT NIT HEAD OFFICE, KARACHI

National Investment Trust Limited an Asset Management Company managing mutual funds in Pakistan invites all reputed and well established firms / companies registered with tax authorities and all mandatory bodies to submit bids, in sealed envelope clearly marked “**MAINTENANCE SUPPORT OF BARACUDA LINK BALANCER**” containing two separate sealed envelopes - one containing, Technical Proposals (information / documents) duly marked “**Technical Proposal**” and the other containing financial proposal duly marked “**Financial Proposal**” as advised in tender document.

Tender documents, which are containing detailed terms and conditions, method of participation, procedure for submission of Tenders, validity, opening of Tender, evaluation criteria, clarification / rejection of Tender are available for the interested participants at National Investment Trust Limited, 6th Floor, National Bank of Pakistan Building, I.I. Chundrigar Road, Karachi. Tender documents can also be downloaded from www.nit.com.pk free of cost.

Sealed Tender in accordance with the instructions in the documents must reach at National Investment Trust Limited, 6th Floor, NBP Building, I.I. Chundrigar Road, Karachi, up to January 17, 2017 at 10:00 a.m. Technical proposals will be opened the same day at 10:30 a.m. This advertisement is available on NIT Website at www.nit.com.pk

(S. IQBAL AHMED)

Head of Administration

**TENDER FOR PROVIDING MAINTENANCE SUPPORT
RENEWAL OF BARRACUDA LINK BALANCER AT NIT
HEAD OFFICE, KARACHI**

TABLE OF CONTENTS

	PAGE NO.
1. INTRODUCTION	4
2. SCOPE OF WORK	4
3. INFORMATION FOR BIDDERS	4
4. PROCEDURE AND TERMS OF TENDERS	5
5. BID SUBMISSION	6
6. FINAL SELECTION	6
7. PAYMENT TERMS	7

ATTACHMENTS

3	Annexure I : Technical Specification	8
4	Annexure II : Bill of Quantity	9
5	Annexure III : Prequalification Criteria of the Bid	10

1. INTRODUCTION

1.1 National Investment Trust (NIT) is the oldest and largest Mutual Fund Company of Pakistan, with its Head Office located in Karachi and operation spread all over Pakistan through its 23 branches and a customer facilitation center in Karachi.

1.2 Sealed Tenders are invited from reputed and well established firms/companies registered with Sales Tax and Income Tax Departments for Barracuda Link Balancer Support services (Energizer Update and Instant Replacement) Renewal for one year as per specification and conditions mentioned in this document for delivery at NIT Head Office, Karachi.

2. SCOPE OF WORK

2.1 The Selected bidder will be responsible for Barracuda Link Balancer Support services (Energizer Update and Instant Replacement) Renewal for one year.

3. INFORMATION FOR BIDDERS

Name of Procuring Agency:	National Investment Trust Limited
Last date for Bid Submission:	January 17, 2017 at 10:00 a.m
Bid Opening Date and Time:	January 17, 2017 at 10:30 a.m
Bid Opening Place:	National Investment Trust Limited National Bank Building, 6 th Floor, I.I. Chundrigar Road, Karachi. 74000, Pakistan.
Contact Person:	Mr. S. T. A. Quadri, VP - Admin
Phone:	021-32412056-9 (Ext : 235)
Direct Phone:	021-32425101
Fax:	021-32422719

4. PROCEDURE AND TERMS OF TENDER:

- 4.1.** The bidder should be registered with Sales Tax and Income Tax Department.
 - 4.2.** The bidder must be the Premium partner of the principal/manufacturer in Pakistan and authorized for providing sales and support, and in compliance with the qualifying criteria mentioned under Annexure III.
 - 4.3.** Bidder firm has not been blacklisted by any Government/Semi Government organization.
 - 4.4.** NIT reserves the right to cancel the subject purchase at any stage of the process. Reasons may be provided upon written request.
 - 4.5.** The selected bidder will be required to sign a Service Level Agreement with NIT for the purpose of support for Link Balancer. The interested bidder may review the draft copy of SLA at NIT premises the salient feature are given under Para 1.2 of Annexure I.
- 4.1.** Validity period of the bids shall be for at least for period of tender submission and its award, inclusive of PPRA compliance requirements.
 - 4.2.** Bid should be submitted in Pak Rupees only.
 - 4.3.** The decisions of NIT will be binding on all concerned and will in no case be challengeable at any forum or any court of law.
 - 4.4.** Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this document specially ‘Qualifying Criteria as per Annexure II.
 - 4.5.** During the examination, evaluation and comparison of the bid, NIT at its sole discretion may ask for clarifications. However, no change in the price or substance of the bid shall be sought, offered or permitted after bid submission.
 - 4.6.** Delivery for all items is required to be executed within one week.
 - 4.7.** The delivery will be made at NIT Head Office, Karachi.
 - 4.8.** Bids submitted via email or fax will not be entertained.

5. BID SUBMISSION

- 5.1.** For this tender ‘Single stage- Two envelope procedure’ for open competitive bidding shall be adopted.
- 5.2.** Bid envelope submitted will comprise of a single envelope containing two separate envelopes containing Technical and Financial proposal.
- 5.3.** Technical proposal envelope should be marked as ‘Technical proposal for SLA’ and should include following documents:
- 5.3.1.** Provide document for Service level identifying response time, recovery time and other details required to be specified in such documents. At minimum should include all the salient features as mentioned in Annexure I point 1.2
 - 5.3.2.** Company profile.
 - 5.3.3.** List of Names, contact details, and date of commencement for all existing customers (corporate sector) who are being provided with maintenance support for equipment which the bid is submitted.
 - 5.3.4.** List of qualified staff along with their qualification and certification relevant to the equipment.
 - 5.3.5.** Technical specification Annexure I document completely signed and stamped.
 - 5.3.6.** Elite partner Authorization letter from Manufacturer.
 - 5.3.7.** Income Tax/GST certificate of the bidder.
 - 5.3.8.** Any other document required as per this tender document.
- 5.4.** Financial proposal should be marked ‘Financial proposal for SLA’ and contain:
- 5.4.1.** Bid price filled as per BOQ (Annexure II) for annual charges.

6. FINAL SELECTION

- 6.1** In first stage only the ‘Technical proposals’ will be opened in the presence of bidder’s representatives that choose to attend.
- 6.2** Technical proposals of the bidders will be evaluated, generally for compliance of ALL the requirements given in the tender document and specifically for Prequalification criteria given in Annexure III.
- 6.3** If any of the qualifying requirements is not met by the bidder, his bid will be declared as non-responsive.
- 6.4** As a part of technical evaluation, bidders may be asked to arrange visit to their clients.

- 6.5** On the basis of qualification evaluation, the financial proposal of only technically responsive bidder (qualified bidder) will be opened in the presence of their representatives that choose to attend.
- 6.6** Financial proposals of bids found technically non-responsive will be returned un-opened.
- 6.7** The lowest financial bid will be accepted.

7. PAYMENT TERMS

- 7.1** No payment shall be made in advance to the contractor as mobilization advance.
- 7.2** Hundred percent (100%) cost of renewal shall be paid on successful delivery of licenses, signing of SLA and submission of invoice.
- 7.3** All payments shall be made through cross cheque in the Pak Rupees.
- 7.4** All taxes will be deducted at source as per government rules at the time of payment.

**ANNEXURE I: TECHNICAL SPECIFICATION FOR BARRACUDA NETWORKS LINK
BALANCER SUPPORT & SERVICES RENEWAL**

Items	Description	Compliance (Y/N)	Comments
1.1 BARRACUDA NETWORKS LINK BALANCER SUPPORT & SERVICES RENEWAL	1.1.1 BAR-WB-850257		
	1.1.2 Model 230		
	1.1.3 WAN Ports QTY 02		
	1.1.4 Energizer Update for One Year		
	1.1.5 Instant Replacement renewal for One Year		
1.2 SALIENT FEATURES OF SLA	1.2.1 Complaint to be attended within four hours and resolution time within six to eight hours after complaint receipt.		
	1.2.2 In case of unit failure vendor should process the RMA, deliver, configure and install the unit at NIT premises.		
	1.2.3 Support will be covered for 24 X 7.		
	1.2.4 Link balancer will be maintained at 100% working condition.		

ANNEXURE II: BILL OF QUANTITY

Equipment	Details	One Year Cost (PKR)	Taxes (All Inclusive)	Grand Total (PKR)
BARRACUDA NETWORKS LINK BALANCER (As per specification in Annex I)	Energizer Update (EU)			
	Instant Replacement (IR) (Inclusive of any shipment & Custom duty Charges)			

Note:

- a) Bidder should mention any other charges/optional charges in financial bid deemed necessary to complete and compare final bid amount. (Inclusive all taxes)

ANNEXURE III: QUALIFICATION CRITERIA OF THE BID

Following are prequalification criteria required for qualifying a bid as responsive:

- 8.1 Income Tax Certificate / GST Certificate (Copy to be provided).
- 8.2 Holding Premium / Select partnership for Pakistan from the principal/ manufacturer of the equipment and authorize to provide services (Copy to be provided).
- 8.3 Providing Barracuda Equipment maintenance support to at least Three (03) customers for at least last two years. Customer Testimonial to be provided
- 8.4 Confirmation of good quality of service from randomly selected customers in the list submitted with the technical proposal.
- 8.5 Should provide all documents as mentioned under paragraph 5.3 of this tender document.
- 8.6 Completely Filled Bill of Quantity as per Technical specification Annexure I.
- 8.7 Proof of Company being in operation for at least 3 years in Pakistan in relevant business.
- 8.8 Technical proposal documents be duly signed and stamped.
- 8.9 Company must have resident engineers in Karachi.
- 8.10 Adequate Help desk facility to allow for call logging and ticketing, like Help Desk attendant, Online Web based application, etc.