

NATIONAL INVESTMENT TRUST LIMITED

TENDER NO. ADMIN / 24 (42-C)

DTD: September 18, 2019

INVITATION TO BID

National Investment Trust Limited an Asset Management Company managing mutual funds in Pakistan invites Sealed Bids (Technical and Financial Proposals separately) from reputed and well established firms / companies having registration with Sales Tax and Income Tax Departments for “**Purchase of Data Center Colocation Services for NIT’S Disaster Recovery (DR) SITE, Karachi**”.

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.

The bids prepared in accordance with the instructions in the bidding documents must reach at the following address on or before October 7, 2019 up to 3:00 p.m. Bids will be opened at 3:30 p.m. on same day October 7, 2019. This advertisement has also been published in PPRA / NIT Website.

Head of Administration

National Investment Trust Limited
NBP Building, 6th Floor, I. I Chundrigar Road
Karachi-74000
Tel: 021-32412056-9 Fax: 021-32417827, 021-32422719

National Bank Building, 6th Floor, I. I. Chundrigar Road Karachi – 74000 Pakistan

Tel : 32412056-59 (4 Lines) Fax : 32417827, 32422719 UAN : 111-648-648

E-mail : info@nit.com.pk, Website: www.nit.com.pk

**TENDER FOR PURCHASE OF DATA CENTER
COLOCATION SERVICES FOR NIT'S DISASTER
RECOVERY (DR) SITE, KARACHI**

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1. INTRODUCTION

- 1.1** National Investment Trust (NIT) is largest open end Mutual Fund in Pakistan. NIT has its Head Office located in Karachi, with its operation spread all over Pakistan through the presence of NIT branches and distributor's network.
- 1.2** Sealed Tenders are invited from reputed and well established firms/companies registered with Sales Tax and Income Tax Departments for providing data center colocation services for its Disaster Recovery site at Karachi.

2. SCOPE OF WORK

The aim of the project is to co-locate the IT equipment / 42U Rack at Tier-3 compliant Data Center facility in Karachi for hosting NIT Disaster Recovery site. The bidder's facility's offered for this purpose should be designed and implemented in such a manner that all components are redundant and in high availability configuration. The bidder will be responsible for ensuring availability of electrical power connections, Air conditioning, connectivity, Surveillance, access control system, fire suppression system, physical security and anything else needed for high standard data center.

- 2.1** The deliverables of the assignment is based on the fulfillment of requirements and technical specification provided in this tender and more specifically "Annexure 1", for which the bidder should provide the necessary services and facilities.
- 2.3** The bidder of the colocation services will be responsible for facilitating and providing prompt access to authorized NIT's and its vendor staff for the Installation and support of hardware and software needed for this job.
- 2.4** Vendor should also be capable of providing connectivity from third party data communication service provider (specifically Jazz Telecom), if needed for NIT facilities.
- 2.5** The vendor should have provision for providing seats for BCP operation to NIT staff at their location, which is connected locally connected to NIT hosted DR server's at their premises.

INFORMATION FOR BIDDERS

Name of Procuring Agency:	National Investment Trust Limited
Last date for Bid Submission:	October 7, 2019 up to 3:00 p.m
Bid Opening Date and Time:	October 7, 2019 up to 3:30 p.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, HO - Admin
Phone:	021-32412056-9 (Ext : 224)
Direct Phone:	021-32425101
Fax:	021-32422719

3. PROCEDURE AND TERMS OF TENDER:

- 4.1. The bidder should be registered with Sales Tax and Income Tax Department.
- 4.2. The bidder is required to arrange a visit to its data center site where NIT's rack will be located, for verification of available facilities.
- 4.3. The duration of agreement for colocation services will be ongoing (perpetual) between the selected bidder and NIT considering the terms and condition remain the same, but may be discontinued (terminated) by any party due to any operational exigencies, or if terms are not honored or otherwise.
- 4.4. Bid should be submitted in Pak Rupees only.
- 4.5. Bidder firm has not been blacklisted by any Government/Semi Government organization.
- 4.6. NIT reserves the right to accept/reject wholly or partially any tender without assigning any reason at any stage of the tender process. Reasons may be provided upon written request.
- 4.7. Validity period of the bids shall be for the period of tender submission and its award including duration required for compliance with PPRA.
- 4.8. 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.
- 4.9. Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this Tender.
- 4.10. During the examination, evaluation and comparison of the bids, the NIT at its sole discretion may ask the bidder for clarifications of its bid. However, no change in the price or substance of the bid shall be sought, offered or permitted after bid submission.
- 4.11. For this tender all updates/changes shall be communicated through email by NIT.
- 4.12. Undertaking for 'level-of-service' in form of Service Level Agreement (SLA) is to be signed between the selected bidder and NIT at the earliest, after issue of purchase order.
- 4.13. The bidder must have office in Karachi and be fully capable to provide maintenance support.
- 4.14. 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 Data Center Co Location services' and should include following documents:

- 5.3.1. Provide document for Service level identifying colocation features and other details required to be specified in such documents.
 - 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 data center colocation services.
 - 5.3.4. Technical specification Annexure I document completely signed and stamped.
 - 5.3.5. Income Tax/GST certificate of the bidder.
 - 5.3.6. Any other document required as per this tender document.
 - 5.3.7. Confirmation letter to acceptance of terms and conditions of this tender and identifying the specific premises address and within it the location that will be provided to NIT's rack.
- 5.4. Financial proposal should be marked 'Financial proposal for Data Center Colocation services' and contain: Bid price filled as per BOQ (Annexure II) for annual charges applicable items. The bidder is required to hereby provide in BOQ the, "One time cost (OTC)", "Monthly rental for rack space (MRRS)", "Monthly utilities charges per kW-h (MUC/kW-h)" and BCP seat per person per day Charges (BCPS/P/D). For the purpose of final selection (para 6) "Bid value" will be calculated as :

$$\text{Bid Value} = (\text{OTC} \times 0.1) + \text{MRRS} + (\text{MUC} / \text{kW-h} \times 24 \times 30) \times (\text{BCPS/P/D} \times 14 \times 0.3).$$

6. SELECTION PROCEDURE

- 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 Qualification criteria given in Annexure IV.
- 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 will be required to arrange visit to their data center facility, for verification of offered facilities.
- 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 financial bid have the lowest "Bid Value" (para 5.4) will be selected as winner of this tender.

7. PAYMENT TERMS

- 7.1 After the issue of purchase order and submission of SLA draft the selected bidder will be eligible to submit his invoice for advance payment of “one time cost” and quarterly payment “Monthly rental for rack space (MRRS)” from the date which the facility is offered for shifting.
- 7.2 The payment for “Monthly rental for rack space (MRRS)” will be made in advance for subsequent quarterly period (three months) for the period the agreement remains valid.
- 7.3 The payment for monthly utility charges will be made at the end of month will be based on actual power consumption against the bidder invoice, based on rate agreed for “Monthly utilities charges per Kwatts-hour (MUC/KWH)” and multiple of power consumed (actual) during the month i.e. $MUC/KWH \times \text{Monthly KWH units}$.
- 7.4 The BCPS/P/D will be paid post activation on the basis of total activation period.
- 7.5 All payments shall be made after deduction of taxes.
- 7.6 All payments shall be made through cross cheque in the Pak Rupees.
- 7.7 Taxes will be deducted at source as per government rules at the time of payment.
- 7.8 Bidder should include any other charges/optional charges in financial bid “BOQ” deemed necessary to complete and compare final bid amount. (all inclusive including taxes)

ANNEXURE I: TECHNICAL SPECIFICATION FOR COLOCATION SERVICES

Type	Attributes Required	Description	Compliance (Y/N)	Comments
DR Co-Location At Karachi	1. Technical requirements	1.1 The bidder to have a tier III compliant data center facility to provide space for one 42 U Rack space (Rack will be provided by NIT). The space offered should not be higher than 2 nd floor		
		1.2 Rack installed at the bidder premises should have access to two separate power outlets/jack, with each outlet connected to separate UPS in 2(N) configuration, capable of providing up to 5 KW		
		1.3 Separate/redundant power provided to the rack should be routed from two separate cable paths.		
		1.4 Data center facility should have a separate power metering for customer's allocated area / rack.		
		1.5 Required site have a proven uptime of 99.95% or greater.		
		1.6 Bidder shall be responsible to provide physical & remote access to nominated resource personnel for routine operations on its environment, on 24X7X365 basis.		
		1.7 Co-Location site should be carrier neutral having redundant link with all the major service provider. There should be no issue for deployment of Fiber or Non Fiber communication circuits including wired or wireless.		
		1.8 Cabinet, power cord, network cabling, and other patch cables should be Labeled properly		

2. Physical & Environmental Security	1.9 Should provide 07 seats to NIT BCP operation when required for DR drill or on actual declaration of disaster.		
	1.10 The BCP seats provided should be locally connected on network to NIT servers at the bidder collocated data center		
	2.1 Should have either raised flooring or anti-static flooring tiles, cable ladder running on the roof (as per the accepted best practices).		
	2.2 All facility management should have a level of redundancy, to include N+1 Precision cooling, N+1 UPS, N+1 Generators, to be maintained by the service provider.		
	2.3 Bidder should have Centralized 24*7*365 helpdesk for prompt recording and processing of any complaints or enquiries.		
	2.4 Bidder should provide advanced system security, monitoring & management. Service provider should maintain its Historical monitoring logs which is verifiable & auditable.		
	2.5 Bidder should ensure that Fire Suppression and Protection System to include two levels of redundancy.		
	2.6 Both floor and ceiling should be adequately covered by the fire protection system sensors.		
	2.7 Bidder should ensure that physical access to the Main Data Centre facility should be protected through access card based authentication system.		
	2.8 Data center should have controls for maintaining Dust free and humidity at acceptable levels in its environment.		
2.9 Bidder should provide controlled atmospheric conditioning system at the data center including redundant precision cooling units. Desired temperature should be around 22 to 24 Degree Celsius or below			

		<p>2.10 Bidder should ensure that services provided are to be backed by high QoS (Quality of Service) / SLA (Service Level Agreement)</p>		
		<p>2.11 Bidder should ensure that physical entry of any visitor or non-employee beyond the Reception Lobby should be permitted only with authorized employee presence at all times within the facility to build in additional level of security.</p>		
	<p>3. Facility Infrastructure & operations</p>	<p>3.1 Facility should have secured staging for new deliveries, testing and spare part storage area.</p>		
		<p>3.2 Security personnel should be available on 24 hours basis at all the entry and exit points</p>		
		<p>3.3 Physical entry of any visitor should be permitted only with authorized personnel</p>		
		<p>3.4 Should have 24X7X365 based facility for having equipment being retrieved back by NIT from DC facility and staged in the DC facility</p>		

ANNEXURE II: SALIENT FEATURES FOR REQUIRED SERVICE LEVEL

1. Vendor shall perform the obligations contained in Agreed signed SLA, as appropriate, at its own cost as to parts, labor and transport.
2. The bidder should provide 99.95% uptime for the NIT DR Data Center Infrastructure and services.
3. Ensure timely access through preapproved access cards
4. Have round the clock help desk facility for recording of complaints
5. Provide redundant power, air-conditioning, etc.
6. Provide prompt access for visit of any accompanied visit by the concerned vendors.
7. Should provide data bandwidth, with redundant links to the service providers (specifically Jazz)
8. The selected bidder will be responsible for providing of BCP seats (07) committed.

ANNEXURE III: BILL OF QUANTITY

Data Center Facility Charges

OTC (One time cost) = _____

MRRS (Monthly rental for rack space) = _____

MUC/kW-h (Monthly utilities charges per kW-h) = _____

BCPS/P/D (BCP seat per person per day Charges) = _____

Bid Value

Bid Value = (OTC X 0.1) + MRRS + (MUC / kW-h X 24 X 30) + (BCPS/P/D X 14 X 0.3).

= _____ + _____ + _____ + _____

= _____

Note:

- Actual Billing for utilities to be done on the basis of actual kW-h consumed during the month.
- The above is inclusive of all cost to be paid to the selected bidder by NIT, any additional cost outside the above will not be considered.
- BCP/P/D will be based on actual BCP activation.

ANNEXURE IV: QUALIFICATION CRITERIA OF THE BID

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

- 1** Income Tax Certificate / GST Certificate (Copy to be provided).
- 2** The proposed site should be at least Tier III Infrastructure Compliant.
- 3** The bidder must have legal presence in Pakistan and submit list of Offices across Pakistan.
- 4** List of Technical staff to be provided, along-with its escalation matrix.
- 5** The bidder must have 05 years' experience in providing Data Centre services.
- 6** The proposed site is Tier IV Certified.
- 7** The proposed site / data center is providing co-location services to at least 10 large companies /enterprises of which at least 2 are financial institutions.
- 8** Complete details of support, including escalation procedure for support related issues, during the period of service must be specified.
- 9** Bidders with Support Centre and project office based in Karachi would be preferred and services will be 24x7x365 days.
- 10** Bidder must have efficient complaint management system i.e. Help Desk.
- 11** The vendor shall be responsible for all damages caused by mishandling or misuse by the vendor.
- 12** Should provide all documents as mentioned under paragraph 5.3 or otherwise asked in tender document.
- 13** Completely Filled Bill of Quantity as per equipment quantity given under Annex III.
- 14** Technical proposal documents be duly signed and stamped.
- 15** The bidder must be the owner of the proposed Data Centre provided to the bank or in case of leased premises, an unexpired lease period must be for 5 years.
- 16** The Bidder should have minimum annual turnover of Rs. 100 Million during last three financial years and must submit their audited financial reports for the same by an independent chartered accountant / audit firm.