

## **ADMINISTRATION DEPARTMENT**

Admn.24(42-C)/2022/AT-01

Date: July 6, 2022

### **TENDER TO AUTHORIZED PARTNERS FOR PROVIDING MAINTENANCE SUPPORT OF EXISTING HITACHI SAN MODEL VPS 350 AT KARACHI HEAD OFFICE**

National Investment Trust Limited an Asset Management Company managing mutual funds in Pakistan invites all authorized Top Tier partner of the principal and manufacturer in Pakistan registered with tax authorities and all mandatory bodies to submit bids, in sealed envelope clearly marked "**TENDER TO AUTHORIZED PARTNERS FOR PROVIDING MAINTENANCE SUPPORT OF EXISTING HITACHI SAN MODEL VPS 350 AT KARACHI HEAD OFFICE**" 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 July 27, 2022 at 11:00 a.m. Technical Proposals will be opened the same day at 11:30 a.m.

**(S. T. A. QUADRI)**

**Head of Administration**

National Investment Trust Limited

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## **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 countrywide operation through its 25 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 providing principle backed maintenance support with parts for Hitachi SAN Model VSP G350 as per specification given in Annexure I installed at NIT Head office Karachi.

## **2. SCOPE OF WORK**

- 2.1** NIT desires to engage top tier partners of the Hitachi equipment manufacturers and to provide principle backed Annual maintenance support (including parts & Labor) as per specification given in Annexures I as mentioned in this tender.
- 2.2** The maintenance contract will be for one-year period, and subsequently can be extended on mutual agreement.

## **3. INFORMATION FOR BIDDERS**

Name of Procuring Agency:	National Investment Trust Limited
Last date for Bid Submission:	July 27, 2022 at 11:00 a.m
Bid Opening Date and Time:	July 27, 2022 at 11:30 a.m
Bid Opening Place:	National Investment Trust Limited National Bank Building, 6 <sup>th</sup> 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

#### **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 Top Tier partner of the principal/manufacturer in Pakistan and authorized for providing support, and in compliance with the qualifying criteria mentioned under Annexure IV.
- 4.3. The bidder is required to visit the equipment site and carry out inventory of site / health checks before the submission of their bid. The bidder will be responsible for verifying the competence of Annexure I against equipment inspected on site or as from Manufacturer's record.
- 4.4. No change in price can be accommodated once the bid has been submitted.
- 4.5. The period of maintenance support offered will be for one year and may be extended on mutual consent in absence of any change in agreement terms.
- 4.6. Bid should be submitted in Pak Rupees only.
- 4.7. Bidder firm has not been blacklisted by any Government/Semi Government organization.
- 4.8. 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.
- 4.9. Validity period of the bids shall be for the period of tender submission and its award including duration required for compliance with PPRA.
- 4.10. 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.
- 4.11. Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this Tender.
- 4.12. 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.
- 4.13. For this tender all updates/changes shall be communicated through email by NIT.
- 4.14. Undertaking for Service Level to be provided in this regard will be required be provided by the selected bidder at the earliest.
- 4.15. 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 Hitachi SAN SLA and should include following documents:

**5.3.1.** Provide draft document for “Service level Agreement” identifying response time, recovery time, parts inventory, preventive maintenance, and other details required to be specified in such documents. At minimum should include all the salient features as mentioned in Annexure II.

**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.** Partner Authorization letter from Manufacturer (as relevant).

**5.3.7.** Income Tax/GST certificate of the bidder.

**5.3.8.** Any other document required as per this tender document.

**5.3.9.** Confirmation letter to provide services under this Tender for minimum of one year period, that will be extendable based on mutual consent.

**5.4.** Financial proposal should be marked ‘Financial proposal for SLA (Name of Relevant Category)’ and contain:

**5.4.1.** Bid price filled as per BOQ (Annexure III) for annual charges applicable items.

**5.5.** Financial proposal should be marked ‘Financial proposal for SLA’ and contain bid price filled on BOQ Form (Annexure III) as relevant for items specified in Annexure I.

**5.6** In first stage only the ‘Technical proposals’ will be opened in the presence of bidder’s representatives that choose to attend.

**5.7** 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.

**5.8** If any of the qualifying requirements is not met by the bidder, his bid will be declared as non-responsive.

**5.9** 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.

**5.10** Financial proposals of bids found technically non-responsive will be returned un-opened.

## **6. EVALUATION CRITERIA**

The lowest evaluated financial bid will be accepted

## **7. PAYMENT TERMS**

- 7.1** The payment will be made in advance for yearly basis.
- 7.2** Hundred percent (100%) cost shall be paid and will be released after successful delivery and verification of warranty / support details and confirmation received from Principal as per Bill of Quantity (BOQ), signing of SLA and invoice processing as per internal procedure.
- 7.3** All payments shall be made after deduction of taxes.
- 7.4** All payments shall be made through cross cheque in the Pak Rupees.
- 7.5** Taxes will be deducted at source as per government rules at the time of payment.
- 7.6** Bidder should mention any other charges/optional charges in financial bid deemed necessary to complete and compare final bid amount. (all inclusive including taxes)

**ANNEXURE I: TECHNICAL SPECIFICATION FOR HITACHI SAN WITH QTY 02 FC SWITCHES**

<b>Product Features</b>	<b>Description</b>	<b>Compliance (Y/N)</b>	<b>Comments</b>
1.1 Brand	1.1.1 Hitachi		
1.2 Model	1.2.1 VSP G350		
1.3 Serial No	1.3.1 453032		
1.4 Form Factor	1.4.1 Rack Mount 2 U /3U		
1.5 Drives Installed	1.5.1 SSD /480 GB QTY 09 Drives installed with hot spare		
	1.5.2 SAS /10K rpm/1.2 TB QTY 17 Drives installed with hot spare		
	1.5.3 SAS/7.2K rpm/6.0 TB QTY 09 Drive installed with hot spare		
	1.6.1 Model G610		
	1.6.2 QTY (02) installed in Redundant Mode		
	1.6.3 8-16 GB SWL SFP		
	1.7 Brocade FC Switches	1.7.1 Switches Serial Nos: EZL1923Q00K EZL1923Q00L	
1.8 Support Renewal Detail	1.8.1 01 Year Hitachi Backed ProSupport NBD		
	1.8.2 Principal Backed Local Support at NIT Head Office Karachi		
	1.8.3 As per Draft SLA Annexure II of Tender Document		
	1.8.4 Vendor must visit on site for any technical details that may require to participate in this tender		



## **ANNEXURE II: SALIENT FEATURES FOR REQUIRED SERVICE LEVEL**

1. Vendor shall perform the obligations contained in Agreed signed Principal backed SLA, as appropriate, at its own cost as to parts, labor and transport.
2. The support is Principal backed and local support for Storage Area Network
3. Vendor will be liable for the both Labor and parts. The part installed will be of the same make or Equivalent in performance, as acceptable to NIT, to the original parts replaced.
4. While attending to any complaint Vendor will perform associated services at the premises of the NIT, however, in case of some major defects, replacement of the same may be performed at the site / workshop of Vendor after due notification.
5. With respect to defective, mal-functioning, non-functioning or other problems related to (i) critical systems and/ or equipment vendor has a 24X7 local support format. This is 24 hours a day, seven days a week with 4-6 hours response time and resolution time of same / next day at NIT's locations.
6. Principal Backed Local Support at NIT Head Office Karachi.
7. Vendor shall ensure that only genuine / approved parts of Manufacturer are being used during any replacement.
8. The paramount objective of the service agreement is to minimize the downtime inevitable in case of repair / replacement processing.
9. Vendor will perform any configuration changes in SAN / FC Switches firmware / Patches and bug fixing, required for ensuring optimal performance.
10. Will resolve / response to any queries relating to equipment under support with NIT infrastructure considerations.
11. The critical incident should be treated on highest priority to restore normal service as quickly as possible and to minimize the adverse impact on NIT business.
12. Vendor will provide backup equipment /parts in order to keep the system up and running.

**ANNEXURE III: BILL OF QUANTITY (FOR ONE YEAR CHARGES)**

<b>Equipment Type</b>	<b>Equipment Details</b>	<b>QTY</b>	<b>Per Year Cost</b>	<b>Taxes (All Inclusive)</b>	<b>Total</b>
<b>1. Storage Area Network</b>  (As per specifications in Annexure 1 )	1.1 Hitachi SAN Model G350	01			
	1.2 Brocade Switches Model G610	02			
<b>Grand Total</b>					

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

**ANNEXURE IV: QUALIFICATION CRITERIA OF THE BID**

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

- 8.1 Income Tax Certificate / GST Certificate (Copy to be provided).
- 8.2 Holding Active Enterprise partnership level partnership level with principal for Pakistan and authorize to provide services (Copy to be provided).
- 8.3 Organizations which have previously sold equipment /services to NIT, should have provided satisfactory response on 'annual' / or 'call basis', on occasion of equipment failures. Bidders with non-satisfactory record will be not be qualified.
- 8.4 Providing similar maintenance support to at least Three (03) customers for at least last two years. Customer Testimonial to be provided.
- 8.5 The bidder is required to visit the equipment site and carry out inventory of site / health checks before the submission of their bid. The bidder will be responsible for verifying the competence of Annexure I against equipment inspected on site or as from Manufacturer's record.
- 8.6 No change in price can be accommodated once the bid has been submitted.
- 8.7 Confirmation of good quality of service from randomly selected customers in the list submitted with the technical proposal.
- 8.8 List of technical support staff should include professional holding required certification from Principal along with appropriate length of service.
- 8.9 The yearly value of maintenance agreement in hand should be higher than Rs. 05 Million (list to be provided).
- 8.10 Should provide all documents as mentioned under paragraph 5.3 of this tender document.
- 8.11 Should provide written confirmation that the bidder is offering his services initially under this agreement for one year, which will be extendable based on mutual consent.
- 8.12 Completely Filled Bill of Quantity as per equipment quantity given under Annex III.
- 8.13 Proof of Company being in operation for at least 3 years in Pakistan in relevant business.
- 8.14 Technical proposal documents be duly signed and stamped.
- 8.15 Company must have resident certified engineers in regions where support is to be provided. Documentary Evidence should be provided.
- 8.16 Adequate Help desk facility to allow for call logging and ticketing, like Help Desk attendant, Online Web based application, etc.