

# POWER INFORMATION TECHNOLOGY COMPANY



TENDER DOCUMENT  
FOR  
RATE CONTRACT  
REGARDING  
ANNUAL HARDWARE MAINTENANCE AGREEMENTS  
OF  
HIGH RANGE SERVERS & RELATED EQUIPMENT

TENDER NO. PITC/G-192(23)/01-2018

CONTACTS:

Phone:	Director General (ISDS)	042-99202163
		042-99202211 Ext.2064, 3044
	CEO (PITC)	042-99202666
		042-99202211 Ext.3024
	Fax:	042-99202799
Email:	ceo@pitc.com.pk	

## ABRIDGMENT

1. Recipient	CEO (PITC)
2. Venue	PITC Conference Room, Subbasement WAPDA House Lahore
3. Pre-bid Conference Date And Time.	26 -01-2018, 11:00 A.M
4. Closing Date& Time of Technical & Financial Bids	08-02-2018 , 11:00 A.M
5. Technical Bids shall be opened	08-02-2018, 11:30 A.M
6. Opening Date & Time of Financial Bids	Technical responsive firms shall be informed to participate in the opening process of financial bids with date and time.
7. Bid Money	2% of the total value of quoted cost (Please enclose bid money with technical bid envelope)
8. Type of Tender	Single Stage Two Envelopes
9. Cost of Tender Document	Rs.5,000/=
<b>SERVICES REQUIRED: Annual Hardware Maintenance Agreements of High Range Servers &amp; Allied Equipment</b>	

## 1. Tender Description

Sealed tenders are invited from the potential dealing firms to carry out a rate contract to enable PITC and its Distribution Companies for: -

- I. Execution of Hardware Maintenance Agreements for three years at first step, extendable for further one year at every time with mutual consent, of High Range Servers and related equipment given in annexures-A. Provision of cancellation of the agreement will however always be there with 90 days' prior notice from either side.

Rates shall be quoted **lot wise** for the services. Preference will be given to the bidders quoting for all the lots, marking in a way, shown in the evaluation criterion at page 6.

The bidders shall submit technical and financial bids in separate sealed envelopes, clearly marking as "Technical" and "financial" along with duplicate copies and soft copy.

Tender envelope shall clearly be marked as:

"BID FOR HARDWARE MAINTENANCE OF SERVERS. AND ALLIED EQUIPMENT"

Tenders will be received till 11:00 P.M. of Feb, 08, 2018 in the office of Chief Executive Office (PITC) Room No SB-25 WAPDA House, Lahore. Technical bids shall be scrutinized and short listed. Financial bids of the technically qualified firms will be opened in the presence of bidders or their authorized representatives in the office of Chief Executive Office (PITC), WAPDA House, Lahore. Date and venue of opening of the financial bids will be informed well in time.

Competent Authority reserves the right to accept or reject any offer there off without assigning any reason. The offer received incomplete or not in accordance with the terms and conditions/specifications as laid down in the tender document will not be entertained.

## 2. Instructions to Bidders.

- 2.1 The quoted prices must be firm, final on FCS (Free delivery at Consignee Store) basis and inclusive of all government taxes/charges subject to adjustment (increase & decrease) in case of enhancement/imposition or decrease/withdrawal of taxes, duties surcharges etc. during the currency of Rate Contract.
- 2.2 Prices must be in Pak Rupees.
- 2.3 There should be no cuttings/ alterations/ overwriting in prices, and must be duly signed by the bidders or their authorized representatives.
- 2.4 The maintenance charges and equipment prices offered must remain valid for at least 120 days from the date of opening of tenders.

- 2.5 The bidders have to furnish earnest money, 2% of the total quoted value, in form of bank guarantee or bank draft in favour of Chief Executive Office (PITC), 406 WAPDA House, Lahore.
- 2.6 Successful bidders have to furnish not exceeding 10% of contract value as performance security in shape of Demand Drafts or Bank Guarantees in favour of the office issuing PO (where applicable) for the period of three years from the date of signing the agreement. The same shall be released after the expiry of contract.
- 2.7 Have at least 10 year experience of similar contracts with reasonable facilities for hardware maintenance and OS Window Server, open VMS, Linux and should have adequate resources.
- 2.8 A list of equipment being used for maintenance of computers and peripheral must also be provided.
- 2.9 Provide a list of diagnostic software used to track hardware faults.
- 2.10 Have sufficient technical expertise and qualified maintenance engineers to handle the hardware maintenance and OS Window Server, open VMS, Linux task efficiently. As part of the bid, the bidder must supply a list of technical hardware maintenance staff along with their qualification.
- 2.11 Provide a list of clients who are getting hardware maintenance for high end servers and allied equipment mentioned in Annexure-A. The list must also include the number and type of machines being maintained along with names and phone numbers of the client. .
- 2.12 Provide list clearly mentioning names of all parts which are to be considered as consumables for all categories of equipment of service quoted.
- 2.13 Provide a schedule of preventive maintenance.
- 2.14 Explain if any hardware fault logging procedure/mechanism is already in place. The firm must be able to define a guaranteed response time after a hardware failure complaint is logged. The maximum expected down time should also be defined and must not be more than 16 working hours.

### **3. Terms and Conditions**

- 3.1 The indenter is not bound to accept the lowest offer not fulfilling the requisite criteria or if it is conditional. The reasons for rejecting the lowest or any offer shall not necessarily be communicated.
- 3.2 In case machine remains down beyond 16 working hours the bidder must have the demonstrated capability to replace faulty equipment.
- 3.3 In case any component of equipment is damaged it should be replaced with the same or superior compatible component. A clear written commitment to this effect must be made.

- 3.4** The bidder will be declared technically qualified if scores 70% marks of technical factors. The technical factors are defined at page-6.
- 3.5** A two-stage procedure is opted in evaluation of the Bids, with evaluation of the technical Bid being completed prior to any price Bid being opened and compared. The total points for bid evaluation are 100 out of which the Technical Bid will carry 70 points and Financial will be weighed 30 points. The financial bids will be opened only of those firms who have scored the minimum technical score of 70%.
- 3.6** The maximum number of points (30 points) will be allotted to the lowest price Bid that is opened and compared among those invited firms which obtain the threshold points in the evaluation of the technical component. All other price bids will receive points in inverse proportion to the lowest price; e.g.

$$\text{Price Score} = \frac{(\text{Total Price Score i.e. } 30 * \text{Lowest Bid Price})}{\text{Price Score of Bidder}}$$

**Example:**

$$\begin{aligned} 1^{\text{st}} \text{ Lowest Bid Price} &= 1000 \\ 2^{\text{nd}} \text{ Lowest Bid Price} &= 1050 \\ \text{Price Score of } 1^{\text{st}} \text{ Lowest Bidder} &= (30 * 1000)/1000 = 30 \\ \text{Price Score of } 2^{\text{nd}} \text{ Lowest Bidder} &= (30 * 1000)/1050 = 28.57 \end{aligned}$$

- 3.7** On expiry or termination of Maintenance Contract the contractor will handover the equipment to the department / New Vendor in working condition with original or higher specifications.
- 3.8** The Rate Contract for hardware maintenance shall remain enforced for a period of Three year from the date of its issuance and further extendable to 1 year repeatedly if agreed by both the parties.
- 3.9** PITC and Power Distribution Companies can enter into annual maintenance agreements, at any time, within the validity of Rate Contract.

Note: Bids deviating above terms and conditions will be treated as non responsive.

**4.** The tenders prepared by the bidder should comprise of the following documents: -

- i. Covering letter
- ii. Price be quoted of the item mentioned in Annexure-A.
- iii. Earnest money in form of Bank Draft / Bank Guaranty in favor of Chief Executive Officer PITC, 406 WAPDA House, Lahore as per clause 2.5.

CRITERION OF EVALUATION

Technical qualification will be determined under following criterion: -

S.No	Factors	Max. Score										
1	Company profile 1. Type (PVT), Ltd, Proprietary <b>Max. 5</b> (i) Pvt. Ltd. <b>(5 Marks)</b> (ii) Proprietary <b>(2 Marks)</b> 2. No. of Branches in Pakistan <b>(1 mark for each city) Marks Max. 5</b> 3. Age of Company <b>(Minimum 10 years) Marks Max. 10</b> (i) $\geq 10$ yrs. & $\leq 12$ yrs. 8 Marks. (ii) $\geq 13$ yrs. 10 Marks.	20										
	Experience with WAPDA/PEPCO/PITC/DISCOs/NTDC	5										
2	Hardware Facilities/tools/Lab Facility.(List to be provided)	10										
3	Diagnostic Software.(List to be provided)	5										
4	Maintenance Experience i. How long is servers and related equipment maintenance and OS Windows, Linux & Open VMS experience ii. Agreements with the companies (List of companies along with respective lists of equipment under maintenance contract and references of companies should be attached)	$\geq 20$ yrs. (20 Marks) $< 20$ yrs. & $\geq 15$ yrs. (15 Marks) $< 15$ yrs. & $\geq 10$ yrs. (10 Marks)	20									
5	Qualified staff position of the firm: Qualified staff position of the firm (attach list). experience $\geq 05$ years 3 marks for each individual experience $< 05$ years and $\geq 03$ years 2 marks for each individual experience $< 03$ years and $\geq 01$ years 1 mark for each individual	15										
	<table border="1"> <thead> <tr> <th>S.No</th> <th>Name</th> <th>Designation</th> <th>Total Experience</th> <th>Experience with present employer</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	S.No	Name	Designation	Total Experience	Experience with present employer						
S.No	Name	Designation	Total Experience	Experience with present employer								
6	Existing/Future Call logging Procedure.(Give details)	10										
7	Quoting for Lot-1 (Servers)	6 marks										
	Quoting for Lot-2 (Printers)	6 marks										
	Quoting for Lot-3 (UPS)	3 marks										
	Total:-	100										