



Bidding Documents

(Bid No.1023)

Network Monitoring System

March, 2019



Invitation for Bids (IFB)

House Building Finance Company (HBFC) is country's premier housing finance institution, providing affordable solutions to the low-middle income groups of the population. HBFC invites sealed bids for:

S.No	Description	Submission Deadline	Opening Time
1	Purchase of Printers	08-04-2019 at 11:00 am	08-04-2019 at 11:30 am
2	Purchase of Scanners	08-04-2019 at 11:00 am	08-04-2019 at 12:00 pm
3	Network Monitoring System	08-04-2019 at 11:00 am	08-04-2019 at 12:30 pm

The bids will be evaluated in terms of Rule-36(a) of Public Procurement Rules (PPR-2004) i.e., "Single stage-one envelope procedure" and is open to all the firms who meet the minimum eligibility criteria as mentioned in the bidding documents.

Bidding documents containing detailed terms & conditions, etc. are available for review only at HBFC website www.hbfc.com. In order to participate in the process, the signed copy of bidding documents may be obtained from the address given below on submission of a written application on Firm's letter head upon payment of non-refundable fee of Rs.500/- through bank draft/ pay order drawn in favor of HBFC. This notice is also available at PPRA website www.ppra.org.pk.

The bids prepared in accordance with the instructions, contained in the bidding documents must reach at address given below on or before deadline, which will be opened on same day at the time mentioned above in the presence of bidders' representatives (who choose to attend) at the address given below. Late/ incomplete/ conditional bids will not be entertained.

HBFC reserves the right to accept or reject any or all bids in accordance with relevant clause of Public Procurement Rules (PPR-2004).

Head, General Services Department
House Building Finance Company Limited
3rd Floor, FTC Building, Shahrāh-e-Faisal, Karachi
Tel: 021-35641739/17



A. General

1. Scope of Bid

House Building Finance Company Limited (HBFC), country's premier housing finance institution having its principal place of business at 3rd Floor, FTC Building, Shahr-e-Faisal, Karachi, hereinafter called "Company", invites sealed bids from tax registered eligible Bidders for "Network Monitoring System". The bidding process is open to all bidders who meet the minimum eligibility criteria.

Bidder/Firm who is black listed by any government organization will not be eligible to participate in the bidding/procurement process.

Each Bidder shall submit only one Bid, either individually or as a partner in a joint venture.

2. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the HBFC will in no case be responsible or liable for those costs.

B. Bidding Documents

3. Contents of Bidding Documents

Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

4. Amendment of Bidding Documents

- i. At any time prior to the deadline for submission of bids, the Company may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, amend the Bidding Documents. Later amendments on the same subject modify or replace earlier ones.
- ii. Amendments will be provided in the form of Addenda to the Bidding Documents, which will be sent in writing to all prospective Bidders that received the Bidding Documents from the Company. Addenda will be binding on Bidders. Bidders are required to immediately acknowledge receipt of any such Addenda. It will be assumed that the amendments contained in such Addenda will have been taken into account by the Bidder in its bid.



- iii. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Company may, at its discretion, extend the deadline for the submission of bids consistent with provision of Rule 27 of PPR-2004.

C. Preparation of Bids

5. Bid Prices

The Contract shall be for the goods/ services, as described in the Annexure A and the Bidder shall fill in rates and prices for all items of the Services accordingly. Items for which no rate or price is entered by the Bidder will not be paid for by the Company when executed and shall be deemed covered by other rates and prices. . All bids shall be quoted in Pak Rupee. Bids in any other currency shall be rejected.

The price quoted would be inclusive of all taxes levied by the local Authority/ Provincial Government/ Federal Government at the time of submission of bids. Any subsequent change in applicable direct/ indirect taxes/ duties levied by the government shall accordingly be adjusted.

D. Submission of Bids

6. Deadline for Submission of Bids

- i. Bids must be received at the address specified in Bid Data Sheet not later than the time and date specified in the Bid Data Sheet.
- ii. The Company may extend the deadline for submission of bids by issuing an amendment, in which case all rights and obligations of the Company and the bidders previously subject to the original deadline will then be subject to the new deadline.

7. Late Bid

Any bid received by the Company after the deadline will be returned unopened to the Bidder.

E. Bids Opening and Evaluation

8. Bids Opening

The Company will open all bids, in public, in the presence of Bidders' representatives who choose to attend, at the time, on the date and at the place specified in the Bid Data Sheet. Bidders' representatives shall sign an attendance sheet as proof of their attendance.



9. Correction of Errors

Bids determined to be substantially responsive will be checked by the Company for any arithmetic errors. Arithmetical errors will be rectified by the Company on the following basis:

If there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.

The amount stated in the Bid will be adjusted by the Company in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited.

10. Evaluation of Bids

The bids will be evaluated in terms of Rule 36(a) i.e., Single stage-one envelope procedure. The bids will be opened and awarded to the lowest evaluated bidder i.e., compliant to minimum eligibility criteria and offered the lowest cost.

11. Presentations and Demo Sessions

The bidder(s) may be called for detailed demo sessions. Each bidder shall be able to demonstrate their capabilities on technical and functional requirements.

For these sessions, Bidders shall be required to setup the environment in HBFC premises.

12. Current References

The Bidder must provide in the proposal the names and complete contact information of at least two (2) client references in prescribed format under Annexure B who:

- Are able to discuss Bidder's performance in providing products/solutions similar to those contemplated in this RFP, and
- Have agreed to be contacted by HBFC representatives. HBFC expects the bidder to contact their client references to confirm their availability to speak with HBFC during this time.

13. Availability of Professional Staff/ Experts

Having selected the bidder on the basis of among other things, an evaluation of proposed professional/certified staff, the HBFC expects to get the contract executed by the professional staff named in the proposal. The HBFC shall require assurances that the professional staff shall be actually available. HBFC shall not consider substitutions during contract unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or



medical incapacity. If this is not the case and if it is established that professional staff were offered in the proposal without confirming their availability, the Bidder may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and his name be submitted by the Bidder within a reasonable time without affecting the deliverable timelines.

14. Bid Security

All bidders are required to submit an amount of bid security with financial proposal @05% of total amount quoted in financial proposal in the form of bank draft/ pay order in favor of HBFC. No bid shall be considered as valid unless it is accompanied by the Bid Security. No interest shall be payable by the HBFC on this deposit. In the event of breach of any terms of the contract, security deposit will be forfeited. Security deposit shall be refundable on completion of bidding process.

F. Award Criteria

15. Award Criteria

The contract will be awarded to the successful Bidder whose bid has been found technically & financially compliant and emerged as lowest evaluated bid.

16. Company's Right to Reject All the Bids

The Company reserves the right to annul the bidding process and reject all bids at any time prior to award of contract.

17. Payment Terms

Payments will be made by HBFC against the invoice/s raised by the bidder by following the procedure in vogue against each milestone/deliverable on production of following documents:

- Sales tax invoice duly signed and stamped by the organization.
- A certificate issued by the assigned officer of HBFC certifying that the relevant claim is correct and the bidder has successfully accomplished the task against respective milestone/deliverable.
- Partial deliveries & part payments may be allowed and payment shall be released only after achievement of milestones/deliverable. Following is the payment schedule based on defined milestones:

S.No.	Deliverables	Percentage(%) of Total cost
1	Upon delivery, successful Installation & deployment with required reporting and alerts of Network Monitoring System – NMS	80%
2	Upon delivery of administration guide and training(s)	20%



- There will be no Advance payment / mobilization.

18. Code of Conduct

It is the Company’s policy to require that Consultant/ Service Providers, Suppliers, and Contractor under Company-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Under Rule 19 of PPR-2004, the Company can blacklist bidders found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to the PPRA.

Following mechanism and manner for permanently or temporarily bar a delinquent bidder, from participating in procurement proceedings will be followed as per guidance of HBFC management:

Nature of Offense/Fault	Means of Verification	Proposed Action under Rule 18
Corruption	Actual instance verifiable as per law of land and applicable rules and regulations of HBFC.	Permanent blacklisting.
Fraud	Cross verification of documentary undertaking submitted by Contractor/ Bidder/ Supplier/Consultant.	Blacklisting for 3-5 years (depending on severity of fraud)
Collusion	Results of Bid/Proposal analysis resulting in substantive evidence of collusion.	Blacklisting for 3 years.
Performance Deficiencies	Documented evidence in form of consistent performance deficiencies and notices of performance deficiencies not suitably responded or defended by contractor/bidder/supplier/ consultant.	Blacklisting for 1-2 years. (Depending on severity of non-performance).

Pursuant to Rule 7 of PPR-2004 bidders shall be required to sign an Integrity Pact in accordance with prescribed format attached hereto.

19. Overriding Effect of PPR-2004

Whenever in conflict with these documents the stipulation of PPR-2004 shall prevail.

G. Bid Data Sheet

The following specific data for services to be procured shall complement, supplement or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over ITB.

S.No	Details
1.	Network Monitoring System Ref No. HBFC/HOK/GSD/2019/1023
2.	<p><u>Contact Information and Communication</u></p> <p>The contact detail for all correspondence in relation to this bid is as follows: Name: Anees Ahmad Khan Designation: Assistant Manager HR-GSD Email: anees.ahmad@hbfc.com Address: House Building Finance Company Limited, Head Office, 3rd Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi. Phone: +92 21 35641717</p> <p><u>Technical Contact:</u></p> <p>Name: Muhammad Asif Khan Designation: Manager IT Email: asif.khan@hbfc.com Address: House Building Finance Company Limited, Head Office, 3rd Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi. Phone: +92 21 35641741</p>
3.	Bidder/Firm who is black listed by any government organization will not be eligible to participate in the bidding/procurement process.
4.	The bids will be evaluated in terms of Rule 36-(a) of PPRA Rules.
5.	The Contract "is not" subject to price adjustment. However, any subsequent legislation enacted, changes in the rate of any indirect tax, levy of additional tax or duty during the currency of contract that impacts the contract price would be equally accounted for by both the parties of the contract i.e. in case of increase or decrease in the rates of the said taxes and duties or levy of any new tax or duty, the contract price would be adjusted accordingly.
6.	The period of Bid validity shall be 90 (Ninety) days after opening of the Bids.
7.	All bidders are required to submit amount of bid security enclosed in financial proposal @05% of the bid price.



House Building Finance Company Limited

8.	<p>The Company's address for the purpose of bid submission is:</p> <p style="text-align: center;">Head-General Services Department, House Building Finance Company Limited, 3rd Floor, Finance and Trade Centre, Shahrah-e-Faisal, Karachi, Pakistan Telephone No: 021-356417139</p>
09.	<p>The deadline for submission of bids shall be 08-04-2019 at 11:00 am.</p> <p>Bids will be opened on 08-04-2019 at 12:30 pm at the following address:</p> <p style="text-align: center;">House Building Finance Company Limited, 3rd Floor, Finance and Trade Centre, Shahrah-e-Faisal, Karachi –Pakistan.</p>
10.	<p>Bidders have to submit bids with Complete Requirements. Late/ incomplete and conditional bids will not be entertained. Bids submitted without signed Bid Form by authorized nominee of the bidder will be rejected. Bids with material deviation, exception, objection, conditionality or reservation will be rejected. Bids submitted late will be rejected.</p>

Minimum Eligibility Criteria

Below is the criterion for the selection of the interested Bidders. These are all mandatory requirements and failing to comply will result in non-conformity. Please provide response to the table below and ensure complete and valid documentary evidences are provided against each item. HBFC reserves the right to check the authenticity of any submitted document.

S. No	Requirements	Conform (Yes/No)	Documentary evidence / page reference	Comments (if any)
1	Confirms to in-scope deliverables (Annexure A) or equivalent/better.			
2	The deliverables must be of well-known international brand in Pakistani market.			
3	The bidder must have a top level or a one level below top level partnership with the principle for the last 3 years.			
4	The bidder must have experience of at least 5 years in providing the deliverables.			
5	Must have at least 3 relevant Network Monitoring projects currently in progress/support.			
6	Must have 2 satisfied customers with respect to operation and troubleshooting support in offered Network Monitoring System software (Provide certificate of the respective customers in the name of HBFC).			
7	At least 01 relevantly certified experts who would be installing / commissioning and providing documentations			
8	Is a registered/incorporated company/firm in Pakistan.			
9	Valid Registration Certificate for Income Tax, Sales Tax and/or other allied agencies / organizations / regulatory authorities;			

S. No	Requirements	Conform (Yes/No)	Documentary evidence / page reference	Comments (if any)
10	Is an Active Taxpayers as per Federal Board of Revenue (FBR)'s database i.e. Active Taxpayer List (ATL);			
11	Has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan. (Submission of undertaking);			
12	Must have office in Karachi for better coordination on support.			
13	Audited financial statements to be demonstrate that Bidder had minimum an average annual turnover of over PKR 20 million or equivalent in past consecutive three (03) financial years;			
14	The Bidder will submit the project execution plan.			
15	Warranty & Support (Product specific from principle inclusive of upgrades as permissible and Operational/Troubleshooting from local). Whereas the support period may be extended after the satisfactory completion of the respective warranty/support period with procurement of the software and hardware respectively.			

Note:

- The Bidders will be first checked for the conformity of the requirements as per the table above.
- All those who are found conforming to the requirements will be evaluated for the lowest price as per the PPRA guidelines.



- During the evaluation no amendments by the bidder in the proposal shall be permitted; however HBFC may seek clarification.
- The bid security of bids of unsuccessful bidders will be returned.
- The contract may be awarded to the bidder offering lowest evaluated price.
- The HBFC reserve the right to increase or decrease the quantity and may exclude the items.
- Relevant Documents/Evidences are required.



Financial Proposal

- 1 Bidder’s financials should represent the costing in following structure:
 - a) Licenses;
 - b) Implementation Services;
 - c) Training;
 - d) Warranty & Support
- 2 Please list any other assumptions that may not have been covered in the previous questions.

Bidders will furnish the financial proposal as per below format preferably on letter head:

S. No.	Item with details	No. of licenses/devises	Per license/devise Cost (including all applicable taxes)	Total Cost (including all applicable taxes)
1.				
Bid Price:				

Note:

- No additional charges, other than those listed in the financial proposal, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to the site, setup, installation, training etc.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

Annexure-A
Scope of Work

The scope of work includes:

- Bidder will be responsible for Installation, deployment, Security, Training and documentation as per technical specifications.
- The Bidder will submit the project execution plan
- Warranty & Support (Product specific from principle inclusive of upgrades as permissible and Operational/Troubleshooting from local). Whereas the support period may be extended after the satisfactory completion of the respective warranty/support period with procurement of the software and hardware respectively.

Scope Details

Item Description(s)	Comments and brief of how would the bidder do this	
Network Monitoring System - NMS		
NMS for Management & Monitoring of at least 150 devices having multiple interfaces.	01 Unit capable of managing at least 150Devices	
The proposed monitoring solution should be able to monitor: (a) Routers (b) Switches (c) Firewalls (d) Databases & Applications (e) Windows & Linux Servers (e) Other SNMP-enabled devices		
Should automatically provide real-time, in-depth availability and performance, the detail should be based on different time /profile period (like working hr , 24/7 etc)		
Should show statistics like interface bandwidth viz link bandwidth , current traffic in bps, total bytes received/transmitted, Link response time, event correlation, fault and performance management, etc.		
Should help with multicast / broadcast and help identifier for top chatter, traffic information monitoring, alerting including topology information, multicast information, route information, multicast errors etc.		



Network Maps		
The proposed monitoring solution should be able to represent the network pictorially and display performance details of devices in real time.		
Should have utilities to view the database, to stop and start application services		
Should be able to get real-time values, charts and also alerts on these custom properties		
Application Aware Network Performance Monitoring		
Should be able to provide Network Response Time (NRT) and Application Response time (ART) for critical applications		
Should be able to identify and classify applications		
Should have the ability to display individual flows /aggregate volume metrics per application / node		
Should notify availability of new versions in the web console		
Should be able to monitor entire VMware and Hyper-V virtual infrastructure, including Virtual Centers, Datacenters and ESX clusters, and automatically track VM performance		
Should have options for ensuring high-availability of application, with/without use of failover products		
Advance Training for optimal use of NMS by the HBFC team		
Provide configuration/technical documentation specific deployed (to be) NMS at HBFC		
Maintenance support for 03 years from principle and local partner		

Note: The HBFC reserve the right to increase or decrease the quantity and exclude the items.



Annexure-B

Client References:

Reference One (1)	Response
Client Name	
Contact Person with email	
Address and Contact Number	
Industry	
Deliverable items	
Any Comments	
Reference Two (2)	Response
Client Name	
Contact Person with email	
Address and Contact Number	
Industry	
Deliverable items	
Any Comments	



Annexure C – Staff Resume

Proposed Position:	
Name of Staff:	CNIC #:
Date of Birth:	Age:
Nationality/Origin:	Number of Years with Bidder Company:
Educational Qualification:	
Membership in Professional Societies:	
Employment Record:	
Relevant Work Experiences:	
Related Certifications:	
I am willing to work on the project as indicated in the deployment schedule and as required during the assignment period.	
I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me my qualification and my experience.	
Signature of Candidate	Signature of the Authorized Representative of the firm
Date:	
Email and Contact Number:	

Note: copies of all relevant degrees and certificates must be attached. HBFC reserves the right to validate the authenticity of provided degrees/certificates through applicable procedures as deemed necessary.