



BIDDING DOCUMENT

Service Level Agreement for Branded Server Machines

November, 2018



Ref: HBFC/HOK/GSD/2018/

Dated: 27.11.2018

Tender Notice

Service Level Agreement for Branded Server Machines.

House Building Finance Company Limited (HBFC) is country's leading housing finance institution providing affordable solutions to low and middle income groups of population. HBFC invites sealed bids from authorized reputed Firms/dealers registered with Tax Authorities and who are on Active Taxpayer List (ALT) of FBR, for annual Service Level Agreement of Branded Server Machines installed at HBFC, Karachi.

Bidding documents containing detailed instructions and terms and conditions, can be obtained from the undersigned during office hours or can be downloaded from website: www.hbfc.com

The bid, prepared in accordance with the instructions contained in the bidding documents must reach at HBFC Head Office, 3rd Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi, on or before **17-12-2018 at 11:00 AM**. Late bids will not be entertained. The Bids will be opened on the same day at **11:30 AM**, in the presence of the bidder's designated representatives, who may choose to attend. The bids will be evaluated in terms of Rule 36(a) of Public Procurement Rule-2004 i.e. "**Single Stage - One Envelope Procedure**". The tender notice is also available on the website: www.ppra.org.pk.

HBFC reserves the right to accept or reject any or all bids in compliance with the relevant clause of PPRA Rules.

Head
General Services Department
House Building Finance Company Limited
3rd Floor, FTC Building, Shahrah-e-Faisal, Karachi
Tel: 021-35641717

A. General

- 1. Scope of Bid** House Building Finance Company Limited , having its principal place of business at 3rd Floor, FTC Building, Shahrah-e-Faisal, Karachi, hereinafter called “Company”, invites sealed bids from tax registered eligible Bidders for **“Service Level Agreement for Branded Servers”**
- 2. Cost of Bidding** The Bidder shall bear all costs associated with the preparation and submission of its bid, and the HBFCL will in no case be responsible or liable for those costs.

B. Bidding Documents

- 3. Content 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 to submit 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 PPRA 2004

C. Preparation of Bids

- 5. Bid Prices** The prices quoted would be inclusive of all charges/Taxes livable by the local Authority/Provincial/Federal Governments including loading/un-loading, lifting & transportation charges to the place of work.

D – Submission of Bids

- 6. Deadline for Submission of Bids**
- i) Bids must be received at the address specified in Bid Data Sheet no 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 accordance with Clause 9, 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 Bids** Any Bid received by the Company after the deadline prescribed in Clause 18 will

be returned unopened to the Bidder.

E – Bids Opening and Evaluation

- 8. Bid Opening** The Company will open all bids, including withdrawals and modifications, 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 BDS. Bidders’ representatives shall sign a register as proof of their attendance
- 8. Evaluation and Comparison of Bids** The technical proposals of the only qualified bids after preliminary evaluation shall be evaluated in detail. The Financial Proposals of the only technically accepted proposals will be opened and the bid found to be the lowest evaluated bid shall be accepted.
- 9. Bid Security** Bidders will be required to provide bid security in the form and amount indicated in the BDS. The successful bidder will be required to provide performance security in the form and amount indicated in the bidding documents.

F - Award of Contract

- 10. Award Criteria** The contract will be awarded to the successful Bidder whose bid has been found technically & commercially compliant and has offered the lowest evaluated cost, emerged as lowest evaluated bid. Provided further that the Bidder is determined to perform the contract satisfactorily.
- 11. Delivery** The successful I bidder will be required to deliver the specified services according to the terms and conditions of purchase/supply order, which will be issued separately.
- 12. 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.
- 13. Overriding Effect of PPR-2004** Whenever in conflict with these documents the stipulation of PPR-2004 as internally adopted by Company shall prevail.

G. Bid Data Sheet

1. "Service Level Agreement for Branded Servers"
2. The bidders must be registered with Tax Authorities and appear on Active Taxpayers List (ATL) of FBR
3. No tender shall be considered as valid unless it is accompanied by The Earnest Money equal to 2% of the total value of contract in the form of a Bank Pay Order in favor of House Building Finance Company Limited from a scheduled Bank at Karachi. No other form of payment of Earnest Money shall be acceptable. The earnest money shall be liable for forfeiture, in case the tenderer withdraws his tender during the period the tenders are opened for acceptance. The Earnest Money of unsuccessful Tenderers will be returned to them after expiry of the validity of the tender/offer.
4. The Bids will be evaluated in terms of PPRA's rule 36(a) "Single Stage – One Envelope Procedure".
5. The deadline for submission of bids shall be **17.12.2018 at 11:00 a.m.**
6. Bids will be opened on **17.12.2018 at 11:30 am** at the following address:
HBFCL, Head Office, 3rd Floor, FTC Building, Shahrah-e-Faisal, Karachi.
7. Bidders have to submit bids for COMPLETE REQUIREMENTS, partial and incomplete bids will be rejected. 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.
8. The successful tenderer shall furnish a Bank Pay Order equal to 3% of the total value of contract in the form of a Bank Pay Order in favor of House Building Finance Company Limited from a scheduled Bank within (3) three days from the date of acceptance of the tender. No interest shall be payable by the House Building Finance Company Limited on these deposits. In the event of breach of any terms of the contract, apart from forfeiture of the earnest money & security deposit, House Building Finance Company Limited shall have the right to purchase the un-supplied quantity of Stores at the risk and cost of Suppliers. Earnest money & Security Deposit shall be refundable on completion of supplies and satisfactory performance of all the terms of the contract.

Selection Criteria for Branded Server

S.No	Selection Criteria	Points	Point Wise Calculation	Evidence at	
	Relevant Documents/Evidences are required to claim the points		(Max of 10 Points against each heading)	Yes (Page Number)	No

Mandatory Item of Participation in Tender:

* T-1 partnership is mandatory for participating for this tender, otherwise will be disqualified automatically and other points of selection criteria will not be consider.

1	Years of Establishment of firm (No of Years Tax Payer Certificate Required)	10	One (01) point per year		
2	Location of bidder's main office/head office and sub office(s).	10	Five (05) points against main office (If located in Karachi) or otherwise one (01) point against main office (if located outside Karachi). Also one (01) point against sub office(s).		
3	The company must have in-house skills and resources for providing support. A list of support personnel should be certified from product being quoted.	10	One (01) point against each technical staff		
4	Financial strength - Last Two (02) Years	10	Minimum turnover (for last two consecutive year's) RS. <10M will score 2 Points RS. > 10 M- 20M will score 5 Points RS. > 20M-30M will score 8 Points RS. > 40 or Higher will score 10 points		
5	Projects Completed in same or higher level (Last 10 years)	10	One (01) point per Project		

Note

* Minimum qualifying score will be 30 out of 50

* Relevant Documents/Evidences are required to claim the points

* Points will only be calculated on submitting authentic documents by the bidder

* The vendor should be able to offer Service Level Agreement after the lapse of warranty period.

Financial Proposal

Detail of hp Servers Machines for SLA					
S.No	Location	Model	Generation	Serial Number	Unit Cost
1	Karachi	DL - 580	G - 3	SGH - 7020XLC	
2				SGH - 646XTMW	
3				SGH - 646XTMP	
4				SGH - 646XTMM	
5				SGH - 646XTMS	
6				SGH - 646XTMN	
7				SGH - 646XTML	
8				SGH - 646XTMV	
9				SGH - 646XTMH	
10				SGH - 646XTMJ	
11				SGH - 646XTMK	
12				SGH - 646XTMT	
13				SGH - 646XTMR	
Total Cost					
Taxes					
Total cost inclusive of Taxes					
1. Service level Agreement - SLA will cover service from 9:00am to 5:30pm in week (Monday- Friday) excluding Public Holiday/Gazetted holidays.					
2. NBD - Subject to availability of parts in Hp depot					
3. The Vendor shall quote per machine cost					