

TENDER DOCUMENT

Hiring of Warranty & Support services for
Huawei Networking Items on turnkey basis
(One Year Service Level Agreement - SLA)

REQUEST FOR PROPOSALS

TERMS AND CONDITIONS

For Procurement/Services of “Service Level Agreement (SLAs) of Network Items” for University of Engineering & Technology Lahore.

COMPUTER CELL, RESEARCH CENTER
UNIVERSITY OF ENGINEERING AND TECHNOLOGY LAHORE.
PHONE: **(042) - 99029101**

REQUEST FOR PROPOSAL-2022

TENDER PRICE:

Rs. 2,000/-

Issue date:

15 / Dec / 2022

Last date of submission:

16 / Jan / 2023 till 10:00 AM

FOR OFFICE USE ONLY

<p>Serial No. _____</p> <p>Sold to: - M/S _____</p> <p>Date of Sale _____ Bank Challan No. _____ Date _____</p>
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OVERVIEW

University of Engineering and Technology (UET), Lahore intends to be hiring the services of the specified “Core Switch, Firewall, Distribution Switches and Network Management System items”. The **Firms/suppliers** will be responsible for support and maintenance of the said network items at the data center and respective departments.

1. Proposal Instructions (for BOQs on FOR Basis)

- 1.1 Single stage/two envelope bidding procedure shall be applied in response to the RFP (Request for proposal). The envelopes shall be marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPSAL” separately plus “legible documents”. The financial proposal of bids found technically nonresponsive shall be returned unopened to the respective bidder. Technically responsive bidders shall be informed, and their financial bids shall be opened in the next Central Procurement Committee (CPC) meeting after informing the technically responsive bidders.
- 1.2 Responding organizations shall deliver sealed proposal of the “FINANCIAL & TECHNICAL PROPOSALS” before or on Jan. **16, 2023 at 10:00 AM**.
- 1.3 The Proposals will not be accepted after the due date & time. proposal shall be delivered to the address given below before time. The TECHNICAL PROPOSALS shall be opened on the same day Jan. **16, 2023 at 10:30 AM** in the presence of bidders or the representatives of the responding organizations.
- 1.4 Bidders are advised not to quote different options for each item (only one option is to be quoted).
- 1.5 Price should be mentioned on FOR basis and in Pak Rupee.
- 1.6 All BOQs submitted by the bidder must use the numbers and labels used in this Request for proposal.
- 1.7 The original Request for Proposal documents duly signed and officially sealed by the bidder must be submitted in whole with the proposals. Any conditional, ambiguous, incomplete, supplementary, or revised offer after the opening of tender shall not be entertained.
- 1.8 Any overwriting/crossing, etc. appearing in the offer may be properly signed by the person signing the tender. All pages of the tender must be properly signed & stamped. Offer with any overwriting/use of Blanco shall not be accepted in any circumstance.
- 1.9 Warranty and support services of network equipment (Core Switch, Firewall, Distribution Switches and Network Management System) will start from the date of signing of the contract agreement between both the parties.
- 1.10 A call at deposit equal to 2% (Rs. 60,706.7) of estimated cost (Rs. 3,035,335) should accompany the Tender as **Earnest Money** drawn in favor of **The Treasurer, UET**,

Lahore. Tender shall not be considered without Earnest Money. Bank guarantee will not be accepted.

- 1.11 10% of the contract amount shall be deducted as security at the time of the bill process. The deducted amount as security will be returned after successful completion of Defect Liability / Warranty Period, completion of support and maintenance period, after repairing the defects in the equipment / replacement found during the warranty period.
- 1.12 The Successful Bidder will deposit blank stamp papers of value of 0.25% of the total offer / contract amount, purchased in the name of **Treasurer University of Engineering & Technology (UET), Lahore.**
- 1.13 The quantity of an order may vary depending on the quoted price and the allocated funds.
- 1.14 The decision of the committee will be binding on all concerned and will in no case be challenged on any forum.
- 1.15 The **TECHNICAL COMMITTEE** reserves the right to modify the conditions / specifications with written intimation to all the participants who have purchased the Tender Documents.
- 1.16 In case the tenderer fails to execute the contract strictly in accordance with the terms and conditions laid down in the contract, the Security Deposit shall be forfeited.
- 1.17 UET Lahore reserves the right to claim compensation for the losses caused by the delay in the delivery of equipment by deducting 1% of the total amount payable to the supplier/contractor as penalty.
- 1.18 It is the sole responsibility of the vendor to comply with local, national, and international laws.
- 1.19 In case any supply / material is found not in conformity with the specifications provided in the tender, either on account of inferior quality, defective workmanship, faulty design, faulty packing or is short supplied, or wrongly supplied, the supplier shall replace the same free of charges.
- 1.20 All the proposals submitted will become the property of the University.

2. Evaluation Criteria

All bids shall be evaluated on technical and financial merit as per **clause 1.1.**

Technical evaluation process may include, but not limited to the consideration of the following with respect to the functional requirements given ahead:

- Bidder must have active SLA in any 3 universities under HEC.
- The bidder must have an annual turnover of 500 million plus.
- The bidder must be Huawei CSP level 3 and above.
- Bidder must be registered for 10 years in Pakistan.
- The bidder must have offices in KHI LHR ISB.

2.1 Technical specifications of proposed equipment's

Financial Evaluation process may include, but not limited to the consideration of the following:

- i. Quoted price

3. Required Information

Bidders are required to include the following documents/information in their technical proposals:

- i. The Name and Address
- ii. Detailed product information/brochures
- iii. Detailed product warranty/guarantee information
- iv. Attested copy of National Tax Registration Certificate
- v. Attested copy of Sales Tax Registration Certificate
- vi. Copy of the valid professional tax certificate
- vii. An Affidavit on Rs.100/- Stamp paper that currently they are not blacklisted or debarred by any Government/Semi Government department to participate in bidding and to supply equipment. Failure to submit such an affidavit may lead to disqualification.
- viii. Any additional information the bidder may like to furnish e.g. repair/maintenance workshop owned by supplier and other concerned facility.
- ix. Validity period of the quoted price, i.e. 60 days
- x. The bidder is required to stamp every page of the bid document along with signature at the required pages and submit along with the bid.
- xi. Educational discounts if available/applied to the quoted price

4. INSTRUCTIONS TO BIDDERS

4.1 INTRODUCTION

4.1.1 Scope

The Client wishes to receive Bids for the “ Hiring of Warranty & Support services for Huawei Networking Equipment” as specified in Technical Specifications attached hereto (hereinafter referred to as “the Warranty Extension”). All arrangements will be the responsibility of the successful bidder.

The bid is to be completed and submitted to the Client in accordance with these instructions to Bidders and relevant rules/regulations.

The bidder shall submit a bid which complies with the Bidding Document. Alternative bids shall not be considered.

4.2 Eligible Bidder

This Invitation to Bid is open for authorized distributor/ authorized partner (Silver, Gold) /authorized reseller of foreign principal presenting in Pakistan for concluding the Contract for “Hiring of Warranty & Support services for Huawei Networking Equipment” more specifically described in Schedule of Requirements & Technical Specifications.

The bidder must possess a valid Manufacturer Authorization letter for this particular bid.

Bidders under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government (Federal, Provincial or Local) or a public sector organization are NOT ELIGIBLE.

4.3 Cost of Bidding

The bidder shall bear all costs associated with the preparation and delivery of its Bid, and the Client will not be responsible or liable for those costs.

4.4 Assurance

The successful bidder will be required to provide satisfactory assurance of its ability and intention to provide the requisite Services, within the time as mutually agreed in the agreement.

5. Terms and Conditions (FOR Basis)

- 5.1 All prices should be in PAK Rupees inclusive of all applied Govt. taxes.
- 5.2 All prices should be valid for at least 60 days. Withdrawal or any modification of the original offer within the validity period shall entitle the University to forfeit the earnest money in favour of the University and/or putting a ban/blacklisting on the future inquires or taking any other suitable action against the bidder.
- 5.3 Delivery of the items shall be free of charge at UET Main during office hours with a copy of delivery challan.
- 5.4 The items being ordered should be brand new and according to the order specifications of the current production and covered under normal warranty/guarantee etc. as mentioned in the proposal. Brochures mentioned and product details must be attached.

Any query regarding this proposal should be directed to the contact no's. Listed below.

**COMPUTER CELL, RESEARCH CENTER
UNIVERSITY OF ENGINEERING AND TECHNOLOGY LAHORE.**

- **042-99029101, 99250226**

SUPPLIERS DATA FORM

1. Name of company _____

Address (Local Office) _____

_____ Telephone _____

Head Office _____

2. Number of years in relevant business (in Pakistan) _____

3. Major clients: (May attach a separate sheet, if necessary) _____

4. Is repair facility available at local office, YES NO

If yes, please provide the level of repair, maintenance and back-up facilities available at local office:

(Attach separate sheet, if necessary)

5. Biodata of the technical staff available in the local office to provide after-sale service: (Attach details on separate sheet) if necessary
6. Contact person for after-sale and service.

Name: _____

Designation: _____

Phone No: _____ Mobile _____ Fax _____

Email _____

Bid Form

Date: _____

Tender Ref: _____

To: *[name and address of Purchaser]*

Gentlemen and/or Ladies:

Having examined the bidding documents including Addenda Nos. *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver *[description of goods and services]* in conformity with the said bidding documents for the sum of *[total bid amount in words and figures]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we hereby agree that our Bid Security as being provided herewith this "Bid Form" will remain with the Purchaser according to Clause 1.18 of Instructions to Bidders.

We also agree to abide by this Bid for a period of *[number]* days from the date fixed for Bid opening under Clause 4.2 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 20_____.

[Signature] [In the capacity of]

Duly authorized to sign Bid for and on behalf of

Technical Specifications:

University of Engineering & Technology- Lahore (hereinafter referred to as “the Procuring Agency”) invites / requests Bids (hereinafter referred to as “the Tenders”) for Hiring of Warranty & Support services for Huawei Networking Equipment (hereinafter referred to as “IT Services”). The quoted items specifications should be equal or higher.

S. No.	Warranty SLA - Brand / Model of Item with Description	Qty.
1	Core Switch (Modular): Brand: Huawei, Model: S12704 (ET1Z04SACA00) Sr. No. 2102114480P0KA000002 Sr. No. 2102114480P0KB000071	02
2	Firewall: Huawei USG6620-AC Sr. No. 210235951910KA000076	01
3	Distribution Switches 24 ports: Brand: Huawei, Model: S6730-H24X6C Sr. No. 1019A0005030 Sr. No. 1019A0005025 Sr. No. 1019A0005035 Sr. No. 1019A0005032 Sr. No. 1019A0005029 Sr. No. 1019B0095305 Sr. No. 1019A0005028 Sr. No. 1019A0005034 Sr. No. 1019A0005033 Sr. No. 1019B0095301	10
4	Network Management System: Brand: Huawei, Model: NSHSPLATFM11	01