



Central Directorate of National Savings

Request for Proposal

For

Maintenance Contract of Branded Hardware (Chassis, Blade Servers, SAN Storage, SAN Switches, Core Firewalls & Core Switches) installed at Data Center, Islamabad

Government of Pakistan

Ministry of Finance

www.savings.gov.pk

December 2024



(SAY NO TO CORRUPTION)

Tender Notice

1. Central Directorate of National Savings, invites electronic bids on PPRA e-Pak Acquisition & Disposal System (EPADS) for Maintenance & Support (SLA) of branded hardware/ equipment installed at Data Center, Islamabad from well reputed OEM or their authorized dealers/ partners/firms/companies/JVs/ consortium registered with taxation authorities and having their own well established offices/workshops and supervisory structure for onsite maintenance, support, trouble shooting and labour etc. for following item groups for the period of three years:

Item Group	Item Description	Qty
I	a) HPE Synergy Chassis 12000	02
	b) HPE SY 480 Gen10 Server	20
	c) HPE 3Par Storage 8440 Drive Enclosure with 120 HDDs including external 02 SAN Switches	1
II	a) Juniper SRX-1500 Core Firewall	02
	b) Juniper QFX-5100 Core Switch	02

- The detailed **Request for Proposals (RFPs)** which would be the integral part of this tender may be obtained from undersigned during office hours or can be downloaded from www.savings.gov.pk or www.ppra.org.pk
- The Procurement Method as per PPRA Rule 36(b) [Single stage-Two Envelope Procedure] will be observed for this tender. Bidders are required to submit their bids through PPRA EPADS (www.eprocure.gov.pk) however, the bid security in original for **each group separately** amounting to Rs. 200,000/- (rupees two hundred thousand) in the shape of a Bank Draft/Pay Order/Demand Draft /CDR/Bankers Cheque/Cashier Cheque only, issued from any scheduled bank operating in Pakistan in the favour of “CDNS, Islamabad” must be delivered to CDNS on below mentioned address before bid submission, closing date & time without which the proposal shall not be entertained / accepted and be rejected straight away. Bid must be submitted online through EPADS as per schedule i.e on **14-01-2025 up to 11:30 a.m.** Bids will be opened on the same day at **12:00 Noon** at Conference Room of Central Directorate of National Savings (CDNS), 23-N, Civic Centre, G-6 Markaz, Islamabad in the presence of the bidders or their representatives who wish to attend the proceedings.
- The Procuring Agency reserves the right to reject any/all or a part of bids prior to the acceptance of a bid or proposal, for which reason(s) may be conveyed if desired in writing as per PPRA Rule-2004.
- For any query related to this tender notice, please feel free to contact the undersigned.

Director (Operations)

Ph: 051-9215753

23-N, Savings House, Central Directorate of National Savings, Ministry of Finance, Civic Centre, G-6 Markaz, Islamabad



1. Description of Work

Central Directorate of National Savings, invites electronic bids on PPRA e-Pak Acquisition & Disposal System (EPADS) for Maintenance & Support (SLA) of branded Hardware/ Equipment installed at Data Center, Islamabad from well reputed OEM/ or their authorized dealers/partners/firms/companies/JVs/ consortium who are registered with Tax Department in Pakistan mentioned at Article 3 “Scope of Work”

2. Timelines

- Bids submission deadline : **14-01-2025** 11:30 AM
- Opening of Technical Bids : **14-01-2025** 12:00 Noon

3. Scope of Work

- The instant maintenance contract (SLA) is for branded Hardware (Chassis, Blade Servers, SAN Storage with SAN Switches, Core Firewalls & Core Switches) already installed at Data Center, Islamabad for the period of three (03) years. For execution of the work, the bidder shall undertake to supply all hardware parts, patches, configurations, installation, material and accessories etc. which shall be necessary for a complete functioning of hardware/equipments. Any other fittings or accessories under scope of work which may not have specifically mentioned in the Tender document or not covered in technical proposal of the firm/company, but which are necessary to meet the hardware/equipment functionality and the site requirements, for full functioning of the HW&CI shall be provided by the bidder without any extra charges to CDNS. The vendor shall provide response/support for hardware/equipment. **Also provide onsite backup of the faulty equipment with same / higher/ compatible configurations and settings until replaced by the good part.**

(Branded HW &CI installed at Data Centre)

Item Group	Item Description	Qty
I	a) HPE Synergy Chassis 12000	02
	b) HPE SY 480 Gen10 Server	20
	c) HPE 3Par Storage 8440 Drive Enclosure with 120 HDDs including external 02 SAN Switches	1
II	a) Juniper SRX-1500 Core Firewall	02
	b) Juniper QFX-5100 Core Switch	02

Important Note:

- a. The procuring agency reserves the right to increase or decrease the quantity of hardware items from the list as per requirement depending upon the budget position and quoted rates by bidders for which the bidders will have no objection.
- b. The Procuring Agency reserves the right to reject any or part of bid or all bids prior to acceptance of bid or proposal for which the reason may be conveyed if desired in line with PPR-33.



- c. Service Level Support for SLA in response to this RFP should be quoted as a Turn-key basis (providing license (where applicable), installation & configuration etc.; at Data Center, Islamabad with comprehensive Onsite support, maintenance, troubleshooting, labour and replacement etc. backed by OEM.
- d. The successful firm/ company shall ensure that integration of replaced equipment/ parts (if any) shall not conflict or cause to degrade performance with the existing infrastructure.
- e. Bidder shall ensure comprehensive On-Site Maintenance & Support with (Manufacturer backed for support period of 03 Years) including Hardware replacement, Configuration etc. for successful execution of SLA.
- f. Poor compliance of any requirements and guidance (other than the specifications of item for which SLA is required mentioned at Annexure-“B” where 100% compliance of minimum requirement is mandatory) mentioned in this RFP may affect the ranking / marking of Technical Evaluation of bid, therefore it is advised to prepare Technical bids very carefully by providing all necessary documents, information, evidence, plan and methodology etc. that may strengthen technical bid, otherwise no claim for poor marking shall be entertained.
- g. A single bidder or JV/ consortium may participate for item mentioned at Clause -3, along with the evidence of JV/ consortium (if applicable)
- h. **No any document will be accepted after bids submission deadline.** However, Procuring Agency reserves the right to ask for any clarification / document, if deemed necessary.

4. Payment

The payment shall be made on quarterly basis. The payment schedule can be finalized during agreement with successful bidder(s). Procuring Agency reserve the right to terminate the SLA at any time due to unsatisfactory performance or due to any other reason e.tc. for which vendor will be informed.

5. Format for Technical Proposals

The technical proposal should be comprehensively prepared, structured and presented in the **form of chapters** to include, but not necessarily be limited to, the following information. Support material should not be part of the main proposal but should be placed in annexure. Bidders are required to incorporate the accurate information in their technical bids and attach as much as they can the technical material that may enable their technical bids sound especially against the technical evaluation criteria, in case of failure /poor compliance to this may result in poor marking of technical bids for which no claim of the bidder would be entertained.

Note: During the technical evaluation a bidder or all bidders may be called for detailed technical presentation/clarification, if desired by the procuring agency for which all costs and risks shall be borne by the bidder.

5.1 General

The bidders should provide the following.



- i. Name of the participating firm/company or participating organizations (if more than one) in the responding JV/consortium (along with proof of JV/ consortium etc.), including their scope of involvement and proper authorization to lead bidder for carrying out all transactions/commitments etc. on the behalf of JV/ consortium partner.
- ii. Number of years of incorporation of the participating firm/company/bidder or participating organizations (if more than one). Please provide copy of certificate of incorporation under section 32 of the companies ordinance 1984 as amended time to time issued by SECP.
- iii. **Value, Size and Nature** of Contracts in hand and Contracts completed, in tabular form as mentioned in article 5.3
- iv. 100% compliance of this RFP/ Tender Notice.
- v. **Any bid received, after the deadline/ Closing date and time (as mentioned in tender notice) will not be entertained and returned unopened to the Bidder/its postal address whichever the case may be.**

5.2 Financial Capabilities

The bidder(s) shall describe the financial position/ strength/ soundness of its company/bidder/JV/ consortium. **Business Statement** for last 3 years should be included in the **Technical proposal**. Additionally, the bidder shall provide information (including **financial value of projects**) on any major projects that have been awarded to them or their business partners, where it is felt that this would be beneficial in supporting their response to this RFP. The **National Tax Numbers and Sales Tax Registration Numbers** of the company/bidder/JV/ consortium should also be indicated (**Photo copies of concerned documents should be attached with technical proposal**).

5.3 Relevant Experience

Bidder should mention its experience of doing business for example working with Banks/ Financial Institutions /Government / Semi Government / Autonomous/Private Sector or Financial Sector Organization etc.;. Bidder should provide the details of experience in similar contracts (if any). Photocopies of proofs (work orders or completion certificate or copy of relevant pages of agreements etc;) of such work may also be attached with proper referencing of Page Numbers in technical bid.

Sr. No.	Brief of Project Nature	Value of Project	Size of Project (e.g. No. of quoted items Delivered etc.)	Support Provided to Client for Supplied items (years)	Name of the Client with Contact person & Contact Details
1					
2					

* Add further rows for more Projects

5.4 Staff assigned to the Project



Bidder must have adequate relevant professionals on the pay role, working for bidder at least since one year. List of personnel who will be working on this project, their names and roles should be provided. Particular focus should be on **core skills set** required for **implementation and support** for the Equipment.

5.4.1 Total Staff assigned to the project (Please specify **role of each person for this project**, as per minimum requirements).

5.4.2 Specify the Staff/Focal Person of suitable designation to Liaison with Procuring Agency for assuring timely/early supply of items.

5.4.3 Specify the Staff assigned to facilitate Procuring Agency for inspection of the items.

5.4.4 Total Staff assigned to the Equipment support / warranty and training related issues **backed by OEM**.

5.5 Support Capabilities

The firm/company should be **authorized tier-1 or highest level partner of HP and Juniper**. **The selected vendor has to provide Three (03) years onsite comprehensive (Principal /OEM Backed) services, support and labour for item mentioned at Clause -3 of this RFP, replacement of faulty/bad equipment/item/device with good ones as early as possible, identification and removal of defects in the supplied items.**

It will include providing 24x7x365 days Help Desk support for technical issues with comprehensive support plan with proper escalation matrix in order to handle issues in a timely, accurately and efficient way without causing interruption/damage etc. to CDNS' assets/infrastructure in a professional manner i.e. if the issue/ problem could not be resolved by the designated support personnel for the project by the vendor then the issue will be routed to the Executives of the Vendor and OEM for early resolution of the issue/ problem automatically besides taking CDNS in loop as well.

For the conveyance of the bidder(s) following is the standard problem definitions/format that may apply to the services provided under the signed agreement.

The following template may be considered as ready reference and is subject to change during the preparation of agreement.

Severity Level	Status	Impact
Severity 1	Mission Critical	<ul style="list-style-type: none"> ▪ Business / Service has stopped ▪ The product is not functioning ▪ Or similar nature problem
Severity 2	Urgent	<ul style="list-style-type: none"> ▪ Business is impeded but can continue to operate ▪ A major product feature not functioning ▪ Or similar nature problem
Severity 3	Medium priority	<ul style="list-style-type: none"> ▪ Business not affected, but there are noticeable problems ▪ Functionality loss has an easy workaround ▪ Or similar nature problem
Severity 4	Low Priority	<ul style="list-style-type: none"> ▪ No service impacts ▪ Request for information



		▪ Or similar nature problem
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The successful bidder is agrees to provide services delivery as follows.

Severity Level	Response Time	On-Site Support time	Resolution Time Yes/No *
Severity 1	15 Minutes	≤ 1hrs (If required)	
Severity 2	30 Minutes	≤ 2hrs (If required)	
Severity 3	3 Hours	≤ 5hrs(If required)	
Severity 4	24 Hours	≤ 48hrs(If required)	

*Must be filled by bidder(s)

6. General Terms & Conditions

6.1 Bid Security/Bid Bond

A bid security is required and acceptable in the shape of a Bank Draft/Pay Order/Demand Draft /CDR/Bankers Cheque/Cashier Cheque only, issued from any scheduled bank operating in Pakistan, of PKR 200,000/- (rupees two hundred thousand), in the favour of “CDNS, Islamabad for **each group separately without which the proposal shall not be entertained/ accepted and be rejected straight away.** If a bidder withdraw its bid during the procurement process or a successful bidder fails to acknowledge the letter of acceptance/signing of agreement etc.; in such scenarios the Procuring Agency reserves the right to forfeit the Bid Security besides taking other necessary actions under the law of the Land. Further the Procuring Agency may ask the second most advantageous bidder for award of contract and so on (as per its convenience) if most advantageous one fails to comply. The bid security of unsuccessful bidder(s) may be released after contract signing with successful bidder. The bid security of successful bidder may be released after signing of the agreement and provision of the Performance Bank Guarantee.

6.2 Validity of proposal

All proposal and price shall remain valid for a period of at least **180 days** from the closing date of the submission of the proposal/bid as mentioned in tender notice.

6.3 Performance Bank Guarantee.

The successful bidder shall be required to submit an un-conditional and irrevocable (“PBG”), a sum equivalent to **05% (five percent)** of the contract value for **each group**, valid for three years from the date of signing of agreement. The (“PBG”) may be released by the Procuring Agency after successful completion of



contract period. The (“PBG”) shall be submitted on or before raising invoices. This (“PBG”) shall be issued by any scheduled bank operating in Pakistan and the value for the outstanding deliverables of the contract will remain valid until the final and formal termination of Contract by Procuring Agency. The Procuring Agency may forfeit the (“PBG”) if the bidder’s performance found to be poor or bidder breaches any of its obligations under the contract agreement or published RFP besides considerations for black listing the selected vendor/ company or any other action taken under the law or all or waive off all or partially based on sound justification that may be beyond vendors normal control, provided by the vendor and up to the satisfaction of procuring agency but the decision in this regard would be at sole discretion of the procuring agency and in no way, the vendor may consider it as its Right.

6.4 Currency

All currency in the proposal shall be quoted in Pak Rupees (PKR) only otherwise bid(s) would be rejected.

6.5 Withholding Tax, Sales Tax and other Taxes/Levies/ Duties

The bidder is hereby informed that the Government shall deduct tax/duties at the rate prescribed under the tax laws of Pakistan, from all payments for services rendered purchase/supply by any bidder who signs the contract with the Government. The bidder will be responsible for payment of all taxes/duties on transactions and/or income, which may be levied by government from time to time.

6.6 Original Equipment Manufacturer (OEM) relationship etc.

The bidding firm/company must be authorized Tier-1 or highest level Partner in Pakistan **FROM THE ORIGINAL EQUIPMENT MANUFACTURER (FOR THE ITEMS MENTIONED IN CLAUSE-3).**

6.7 Service Level Agreement (SLA)

The successful firm/ company shall sign a Service Level Agreement (SLA) with the CDNS providing the on-site replacement, maintenance, repairs, all types of parts (including installation and configuration) and support services during the period of three (03) years starting from the date of signing of maintenance contract.

6.8 Contracting (Signing of Agreement)

The selected vendor will submit Contract, for which draft may be obtained from procuring agency, and be signed on a stamp paper of Rs. 1000/- within **ten (10) days** of issuance of Work Order/letter of acceptance.

6.9 Governing Law

This RFP and any contract executed pursuant to this tender shall be governed by and construed in accordance with the laws of Islamic Republic of Pakistan. The Government of Pakistan and all bidders responding to this RFP and parties to any contract executed pursuant to this RFP shall submit to the exclusive jurisdiction to Honourable Courts at **Islamabad only**.

6.10 Acceptance Criteria

As per PPRA Rule 36(b) - Single Stage-Two envelope procedure, the proposals will be evaluated technically first. The Technical and Financial Proposals shall be allocated 60 and 40 marks respectively. In Evaluation of



Technical Bids 36 out of 60 marks are the qualifying marks. Financial bids of only qualified bidders will be opened. The distribution of 100 marks and formulae of financial bids evaluations will be as follows.

Technical Proposal (T) = 60 Marks. (36 are qualifying marks)

Financial Proposal (F) = 40 Marks.

Total (T+F) = 100 Marks.

The technical proposals/bids securing 36 marks i.e. 60% of total marks (60) allocated for Technical Proposals or more in the technical evaluation will qualify for the next stage, i.e. financial bid opening. The bidder whose quoted prices are lowest will get the maximum marks (i.e. 40 marks) in financial evaluation using formulae given below:

(A) Bid Ratio = (a) Lowest quoted SLA price / (b) Quoted SLA price for which financial marks are required

[For lowest it would be 1]

(B) Bid Ratio x 40 = Financial marks of (b)

The cumulative effect of both Technical and Financial marks shall determine the position of the bidders.

The contract may be awarded to the bidder(s) whose bid is approved on the basis of most advantageous bid as per PPRA Rules.

Note: - The proposal from any firm which is blacklisted from any government entity will not be considered.

6.11 Ownership

The ownership of all products and services rendered under any contract arising as a result of this RFP/Tender Documents, will be the sole property of Central Directorate of National Savings.

6.12 Responsiveness Test/Initial Screening

Prior to the Technical Evaluation of the Technical Bids, All the Technical Bids shall be examined for the responsiveness Test/ Initial Screening on the basis of following parameters which are pre-requisites and be considered as must meet requirements; non-compliance of any of following clause shall disqualify the bidder(s) straight away. **All bidders are required to submit compliance sheet/page containing the Reference Page # in Technical Bid of proof.**

6.12.1 Bidders have legal presence in Pakistan for doing business for at least **05 years** (Submit **SECP Registration**)

6.12.2 The bidders must be registered with Taxation department and are on Active Tax Payer List with the registration status for Income Tax as “**ACTIVE**” and for sales Tax “**OPERATIVE**”.

6.12.3 Have been in business/service support of **quoted items (HP/Juniper)** for at least **05 years** (Submit **POs /agreements**)



- 6.12.4 Satisfy the **clause 6.7 OEM relationship** etc.
- 6.12.5 **Affidavit on stamp paper (latest) of Rs. 100/-** signed by bidder and **duly attested by Notary Public/oath commissioner**, describing that bidder is not black listed from any government department and not suit is pending against them.
- 6.12.6 **Bid security** for each group separately as an earnest money of required amount and shape acceptable shall be submitted to CDNS in original on technical bid opening date.

Note: Non-compliance of any clause/article of this RFP, concealment or sharing misleading facts may lead to disqualify the bidder(s) at any stage from bidding process.

The detailed Technical Evaluation will be conducted for only those bidders whose bids are found to be responsive in Responsiveness Test/Initial Screening as per clause (6.12) of this RFP.

Note. Any attempt directly or indirectly to influence the working of Purchase or Technical Committee of the Procuring Agency or using any unfair means by the participating bidder(s)/ firm(s) shall result in dis-qualification from bidding process straightaway

7. INSTRUCTIONS TO BIDDERS

7.1 Communication

For any clarification to this RFP may be sought from:

Director (Operations)

Central Directorate of National Savings

Ministry Of Finance.

GOVERNMENT OF PAKISTAN

23-N, Savings House, G-6 Civic center, Islamabad.

Direct: 051-921-5753, Fax: +92-51-9215761-62

7.2 Submission of Proposal

Bidder must submit their proposal electronically within due date and time.

7.3 Mode of Delivery of Bids

Proposals shall be delivered by electronically through PPRA EPADS system. Late submission of the Proposals shall not be entertained.

7.4 Disclosure/ Integrity Pact

Service provider hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing the Service provider represents and warrants that it has fully declared the brokerage, commission, fee etc. paid or payable to anyone and not given or agreed to give and shall not give or



agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

By signing this agreement, the Service provider certify that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

By signing this agreement, the Service provider accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, Service provider agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by supplier as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form GoP.

7.5 Force Majeure

A "Force Majeure Event" shall mean act of God or man mad activities or any event or circumstance or combination of events or circumstances that are beyond the control of a Party and that on or after the date of signing of this Agreement, materially and adversely affects the performance by that Party of its obligations or the enjoyment by that Party of its rights under or pursuant to this Agreement; provided, however, that any such event or circumstance or combination of events or circumstances shall not constitute a "Force Majeure Event" within the meaning of this Section to the extent that such material and adverse effect could have been prevented, overcome, or remedied in whole or in part by the affected Party through the exercise of due diligence and reasonable care, it being understood and agreed that reasonable care includes acts and activities to protect the Sites and the Facilities, as the case may be, from a casualty or other reasonably foreseeable event, which acts or activities are reasonable in light of the likelihood of such event, the probable effect of such event if it should occur and the likely efficacy of the protection measures. "Force Majeure Events" hereunder shall include each of the following events and circumstances that occur inside or directly involve Pakistan, but only to the extent that each satisfies the above requirements:

Any act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act or campaign of terrorism, or sabotage; strikes, works to rule or go-slows that extend beyond the Sites, are widespread or nationwide;

Change in Laws of Pakistan;

Other events beyond the reasonable control of the affected Party, including, but not limited to, uncontrollable events, namely, lightning, earthquake, tsunami, flood, storm, cyclone, typhoon, or tornado, epidemic or plague, radioactive contamination or ionizing radiation.

Notification Obligations

If by reason of a Force Majeure Event, a Party is wholly or partially unable to carry out its obligations under this Agreement, the affected Party shall:



give the other Party notice of the Force Majeure Event(s) as soon as practicable, but in any event, not later than Fourteen (14) Days.

give the other Party a second notice, describing the Force Majeure Event(s) in reasonable detail and, to the extent that can be reasonable determined at the time of the second notice, providing a preliminary evaluation of the obligations affected, a preliminary estimate of the period of time that the affected Party will be unable to perform the obligations, and other relevant matters as soon as practicable, but in any event, not later than fifteen (15) Days after the initial notice of the occurrence of the Force Majeure Event(s) is given by the affected Party.

Failure by the affected Party to give notice of a Force Majeure Event to the other Party within the seven (7) Days period shall not prevent the affected Party from giving such notice at a later time; the affected Party shall be excused for such failure or delay from the date of commencement of the relevant Force Majeure Event.

Duty to Mitigate

The affected party shall use all efforts to mitigate the effects of a Force Majeure Event, including, but not limited to, the payment of all such sums of money by or on behalf of the affected Party, which sums are reasonable in light of the likely efficacy of the mitigation measures.

Other than for breaches of this Agreement by the other Party, and without prejudice to the affected Party's rights to indemnification pursuant to Article, the other Party shall not bear any liability for any Loss or expense suffered by the affected Party as a result of a Force Majeure Event.

7.6 Grievance Redressal

Any bidder feeling aggrieved by any act of the Procuring Agency after the submission of his bid may lodge a written complaint concerning his grievances not later than fifteen (15) days after the announcement of the bid evaluation report to the Grievance Redressal Committee of Procuring Agency. The Committee for the purpose is already notified at PPRA Website.

7.7 Amicable Settlement

7.7.1 Any dispute, controversy or claim arising out of or relating to this Contract/RFP, or the breach, termination or invalidity thereof, shall be resolved through negotiation in an amicable and friendly manner between the parties. The Parties shall seek to resolve any dispute amicably by mutual consultation and discussion at the appropriate level of Parties or through the committee constituted, representing members from both sides, whichever is suitable to reach the amicable solution of dispute.

7.7.2 If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party receiving the Notice of Dispute will consider it and respond in writing within thirty (30) days after receipt. If that Party fails to respond within thirty (30) days, or the dispute cannot be amicably settled within thirty (30) days following the response of that Party, Following shall apply.

Disputes shall be settled by arbitration in accordance with the following provisions:

1. Failing amicable settlement, the dispute, differences or claims, as the case may be, shall be finally settled by binding arbitration in accordance with the provisions of the Arbitration Act 1940 amended time to time of Pakistan.
2. The arbitration shall be conducted at Islamabad, Pakistan before an arbitration panel comprising three (3) members, one to be nominated by each Party and the third nominated by the first two nominees (collectively, "arbitration panel").



3. The fees and expenses of the arbitrators and all other expenses of the arbitration shall initially be borne and paid equally by both the Parties, subject to determination by the arbitration panel. The arbitration panel may provide in the arbitral award for the reimbursement to the prevailing party of its costs and expenses in bringing or defending the arbitration claim, including legal fees and expenses incurred by such Party.
4. Any decision or award resulting from the arbitration shall be final and binding upon the Parties. The Parties agree that the arbitral award may be enforced against the Parties to the arbitration proceedings or their assets, wherever they may be found, and that a judgment upon the arbitral award may be entered in Honorable Courts having jurisdiction at Islamabad only.
5. Pending the submission of and/or decision on a dispute difference or claim or until the arbitral award is published the Parties shall continue to perform all of their obligations under the Contract.
6. In case of non-settlement of dispute through amicable settlement or arbitration, the party may submit appeal to **honorable courts having exclusive jurisdiction of Islamabad only.**



8. Technical Evaluation Criteria (60 Marks), Passing marks are 36 or more.						Distribution of Technical Marks								
8.1	Financial Strength (Rs. In Million) >= 500 =10 >=400 = 8 >= 300 = 6 >= 200 =4 >=100 = 2 < 100 = 1 (Marks 10)	Financial document / statement describing annual business turnover of last three (3) years. (Submit related documents).	2021 2022 2023	Rs.... <i>mention exact amount</i> Rs.... <i>mention exact amount</i> Rs.... <i>mention exact amount</i> Total: <i>mention sum of above 3</i>	Place at Page No. ___ of Bid Place at Page No. ___ of Bid Place at Page No. ___ of Bid	10								
8.2	Experience of completed Projects (Non-Financial Sector)) <table border="1"> <tr> <td>Sale</td> <td>Support</td> </tr> <tr> <td>1 mark for each project</td> <td>1 mark for each project</td> </tr> </table>	Sale	Support	1 mark for each project	1 mark for each project	Completed similar nature of projects with Non-Financial departments /organizations regarding supply/ annual support of HW&CI item in last three years. (Submit related documents/ supply/ work orders)	2021 2022 2023	Sale Qty___ Support Qty___ Qty___ Qty___	Place at Page No. ___ of Bid Place at Page No. ___ of Bid Place at Page No. ___ of Bid	10 <table border="1"> <tr> <td>Sale</td> <td>Support</td> </tr> <tr> <td>4</td> <td>6</td> </tr> </table>	Sale	Support	4	6
Sale	Support													
1 mark for each project	1 mark for each project													
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8.3	Experience in Financial Sector (Number of completed Projects) <table border="1"> <tr> <td>Sale</td> <td>Support</td> </tr> <tr> <td>1.5 mark for each project</td> <td>2 mark for each project</td> </tr> </table>	Sale	Support	1.5 mark for each project	2 mark for each project	Completed similar nature projects with Financial Institutes regarding supply/ annual support of HW&CI item in last three years. (Submit related documents/ supply/work orders)	2021 2022 2023	Sale Qty___ Support Qty___ Qty___ Qty___	Place at Page No. ___ of Bid Place at Page No. ___ of Bid Place at Page No. ___ of Bid	10 <table border="1"> <tr> <td>Sale</td> <td>Support</td> </tr> <tr> <td>4</td> <td>6</td> </tr> </table>	Sale	Support	4	6
Sale	Support													
1.5 mark for each project	2 mark for each project													
Sale	Support													
4	6													
8.4	Projects in Hand (running) 6=>8 5=6	Mentioning in hand (running) SLA providing maintenance and support for HW&CI to institutes/banks/ departments installed at their sites	No. of projects in hand _____			08								



	4=4 3=3 2=2 1=1	across Pakistan (Submit related documents/ work orders)				
8.5	Offices & Workshops (Number of Offices in different cities of Pakistan) 2 marks for ISB office. 1 mark for provincial HQ office	The company/ firm having offices/workshops across Pakistan. (submit related documents).	Office-1 Office-2 Office-3 Office-4 Office-5	Address.... <i>mention full address</i> ... Address.... <i>mention full address</i> ... Address.... <i>mention full address</i> ... Address.... <i>mention full address</i> ... Address.... <i>mention full address</i> ...	Place at Page No. ___ of Bid Place at Page No. ___ of Bid Place at Page No. ___ of Bid Place at Page No. ___ of Bid	06
8.6	Human Resource (Number of certified employees of quoted group) 1 mark for each certified employee	The company/ firm have total numbers of certified employees for quoted HW&CI Items across the Pakistan. (submit related documents/certificates of employees).		<i>Mention total number of Certified Employees here.....</i>	Place at Page No. ___ of Bid Give detail of each certified employee at page referred in bidder`s technical bid.	06
8.7	Support/Service Plan Excellent = 04 Very Good = 03 Good = 02 Average = 01	The company/ firm providing a most comprehensive, responsive and technology driven plan may be given maximum marks. (submit related documents/support plan)		<i>Separate support/Service Plan for Supply and SLA of already acquired Network HW Items be submitted in technical bid.</i>	Place at Page No. ___ of Bid	04
8.8	Satisfactory Performance Certificates (SPC) 1mark for each SPC.	The company/ firm who have completed projects of quoted item of similar nature in last three years . The company must submit Satisfactory Performance Certificates issued by customers. (Submit related documents)			Place at Page No. ___ of Bid	06
Total Marks						60



Group-I (a)

HPE Synergy 12000 Chassis

Item	Part #	Description	Qty
Blade Chassis	797740-B21	HPE Synergy 12000 Configure-to-order Frame with 1x Frame Link Module 10x Fans 2 x HPE Virtual Connect SE 40Gb F8 Module for Synergy 2 x Brocade 16Gb/24 Fiber Channel SAN Switch Module for HPE Synergy 6 x 2650W Performance Hot Plug Titanium Plus FIO Power Supply Kit	02

Group-I (b)

HPE Synergy 480 Gen10 Server (Blade Server)

Sr #	Item Blade Server	Part #	Description	Qty
1.	Server Type-I	871940-B21	HPE Synergy 480 Gen10 Server 2x Intel Xeon-Gold 6130 (2.1GHz/16-core/125W) 8 x HPE 32GB (1x32GB) Dual Rank Smart Memory Kit 2 x HPE 400GB SAS 12G SSD Smart Array P204i-c SR Gen10 12G SAS Modular Controller with 96W Smart Storage Battery 1 x 3820C 10/20Gb Converged Network Adapter 1 x 3830C 16Gb Fibre Channel Host Bus Adapter	08
2.	Server Type-II	871940-B21	HPE Synergy 480 Gen10 Server 1 x Intel Xeon-Gold 6130 (2.1GHz/16-core/125W) 4 x HPE 32GB (1x32GB) Dual Rank Smart Memory Kit 2 x HPE 400GB SAS 12G SSD Smart Array P204i-c SR Gen10 12G SAS Modular Controller with 96W Smart Storage Battery 1 x 3820C 10/20Gb Converged Network Adapter 1 x 3830C 16Gb Fibre Channel Host Bus Adapter	04
3.	Server Type-III	871940-B21	HPE Synergy 480 Gen10 Server 2 x Intel Xeon-Gold 6252 (2.1GHz/24-	08



			core/150W) 8 x 32GB (1x32GB) Dual Rank x4 DDR4-2933 2 x 960GB SAS 12G Mixed Use SFF SC Value SAS Multi Vendor SSD Smart Array P204i-c SR Gen10 (4 Internal Lanes/1GB Cache) 12G SAS Modular Controller with HPE 96W Smart Storage Lithium-ion Battery with 260mm Cable Kit 1 x 3830C 16Gb Fibre Channel Host Bus Adapter 1 x 4820C 10/20/25Gb Converged Network Adapter	
			Total	20

Group-I (c)

HPE 3 PAR 8440 Drive Enclosure with 120 HDDs including 02 SAN switches

Name of Item	Part #	Description	Qty
SAN and SAN Switches	H6Z13B	HPE 3PAR 8440 4N+SW Storage Field Base 80 x 1.2TB+SW 10K SFF HDD 16 x 400GB SAS MLC SFF (2.5in) Solid State Drive(SSD) 24 x 1.8TB SAS 10K SFF (2.5in) HDD 2 x SN6010C 12-port 16Gb Fibre Channel Switch 2 x HPE 3PAR StoreServ 8000 SFF(2.5in) Field Integrated SAS Drive Enclosure	01

Group-II (a)

Name of Item	Specification		Qty
Core Firewall/ Router Juniper SRX 1500 alongwith all accessories	Firewall/VPN Device	Security Appliance should deliver Enterprise-class security services with Active/Active or Active/Standby High Availability	02
	Hardware Specifications	RAM: 16GB or more	
	Interfaces	Min 12 x1GbE & 4 x 1GbE SFP or more	
	10G Interfaces	Min 2x SFP+ with Multimode SFP+ with fiber patch cords (Each Device)	
	Expansion Slots	Min 02 or more for future expandability	
	Firewall Performance	Min 10 Gbps or more	
	IPS Performance	Min 2.5 Gbps or more	
	IPSec VPN Throughput	Min 02Gbps or more	
	IPSec VPN Tunnels	Min 1900 or more	
	Concurrent	Min 1.9 Million or more	



Session	
Connections per Second	Min 48,000 or more
Security Policies	Min 15,000 or more
NAT Rules	Min 7500 or more
MAC table size	Min 60,000 or more
GRE tunnels	Min 1900 or more
Security Zones	Min 500 or more
Virtual Router	Min 500 or more
VLAN's	Min 1000 or more
IPS Sessions	Min 500,000 or more
Route table size IPv4 or IPv6)	Min 2,000,000 or more
Routing Protocol	Static Route, RIP, OSPF, BGP, IPv4/IPv6, IGMP, PIM, SSM, Policy-based routing, source-based routing, Equal-cost multipath (ECMP), MPLS
QoS	802.1p, DSCP, data-link connection identifier (DLCI), Marking, policing, and shaping, Classification and scheduling, Weighted random early detection (WRED), Guaranteed and maximum bandwidth, Ingress traffic policing, Virtual channels
High Availability	Active/Active, Active/Passive VRRP, IP SLA or equivalent
Firewall Features	Stateful and stateless firewall
	Zone-based firewall
	Application Security
	Screens and distributed denial of service (DDoS) protection
	Protection from protocol and traffic anomalies
VPN Features	Unified Access Control (UAC)
VPN Features	Generic routing encapsulation (GRE), IP-IP, IPsec, Site-site IPsec VPN, group VPN, IPv4 and IPv6 IPsec VPN, IPsec crypto algorithms: DES, 3DES, AES-256 IPsec authentication algorithms: MD5, SHA-1, SHA-128, SHA-256, Pre-shared key and public key infrastructure (PKI) (X.509) Perfect forward secrecy, anti-reply Multi-proxy ID for site-site VPN
Subscriptions	03 Years updates of IDS/IPS, Application security, Anti-Virus, URL Filtering and Anti-spam
Power Supply	Redundant AC Power Supply
Centralized Management Features	<ul style="list-style-type: none"> • Centralized Management of the Core and Access Firewalls (Min 200 concurrent Licenses required) with 03 years support • Comprehensive FCAPS and Element Management System • Must be able to manage the Firewalls horizontally and vertically • Support device discovery • Support topology discovery • Support inventory management • Support software image management • Support configuration management • Support fault and performance management • Extensive PDF, CSV, HTML reporting to view inventory, usage, capacity, alarms, top talkers. • Easy point-and-click interface to design, validate, and deploy security policies consistently across a distributed network • Enables secure notifications and action for each configuration change • Auto discovery for improved asset management and network planning • Allows administrators to design, validate, and push configurations to device or device group • Enables deployment of common configuration across multiple devices



	<ul style="list-style-type: none"> • Easy integration into operations support systems • Provide the ability to do remote software upgrades and in-service software upgrades • Enables automated upgrade planning, scheduling, downloading, and monitoring of device images 	
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Group-II (b)

Name of Item	Specification		Qty
Core Switches Juniper QFX 5100-48S along with all accessories	Interface	48 x 1/10G Optical Ports (SFP/SFP+)	02
	Uplink Interface	40GbE QSFP+: 4 or more	
	Switching Capability	1.4 Tbps or more	
	Total VLAN	4000 or more	
	Jumbo Frames	9000 Bytes or more	
	Layer 2 Features	Full Layer 2 Features	
	Layer 3 Features	Static Routing, DHCP, ARP, VRRP Routing protocols (RIP, OSPF, IS-IS, BGP) readily available	
	IPv6	Multicast routes: 50,000 or above Unicast routes: 60,000 or above	
	Firewall Filters	4000 or above	
	QoS	Layer 2 QoS, Layer 3 QoS, Ingress & Egress policing, Strict Priority Queuing, 802.1p, capability of congestion avoidance, Ethertype, MAC Address.	
	Security	Static ARP support, IP source guard, Dos protection, Dynamic ARP Inspection, Assigning forward class, Sticky MAC address, Radius, SSH v2, Secure Interface Login, Assign Forwarding class, TACAS+, 802.1x	
	Management Requirements	Telnet, TFTP, SNMP v3, Standard MIBs, Role based management, statistics collection of high frequencies, Image rollback, Provisioning (zero-touch) RMON, sFlow v5	
	Type of Service	Access Control List, Rate Limiting, Traffic Shaping, Weighted Round Robin (WRR), Weighted Random Early Detection (WRED), Weighted Tail Drop (WTD), Policy Based Routing, Minimum of 10 hardware queues per port.	
	Multicast Requirement	IGMP v3 snooping, Multicast Discovery protocol, PIM-SP	
	Routing Protocols Requirements	Static, Intermediate System to Intermediate System, Multiple Pathing	
USB Ports	YES		
Console Port	YES		
Management Ports	RJ45 & SFP		
RACK Mounting Kit	YES		
Protocols & Standards	MPLS Layer 3 VPN, IPv6 6PE, RIP, BFD, VRRP, DHCP relay, Zero touch provisioning, Should support stacking on separate links other than the offered links, IEEE 802.1Q, VLAN, VLAN trunking, IEEE 802.1w, 802.1s, 802.3ad, 802.1ab, 802.3x, should support 10KM, 40KM, 80KM SFP+ optics, should support ISSU, should be able to transit FCoE traffic, should support VXLAN to VLAN connectivity, should support MC-LAG, should support 120 LAG groups or more, 45K ARP entries or above		



Format for Financial Proposal for

(Data Center's Chassis, Blade Servers, SAN Storage with SAN Switches, Core Firewalls & Core Switches)

Item Group	Item Name	Qty	SLA per unit cost/ month (Rs) (With all Taxes)	Total SLA Cost/ month (Rs) (With all Taxes)
I	a) HPE Synergy Chassis 12000	02		
	b) HPE SY 480 Gen10 Server	20		
	c) HPE 3Par Storage 8440 Drive Enclosure with 120 HDDs including external 02 SAN Switches	01		
II	a) Core Firewall Juniper SRX 1500	02		
	b) Core Switches Juniper QFX 5100	02		
Total SLA cost for one year (Rs.)				
Total SLA cost for three years (Rs.)				

Authorized Signature: _____

Full Name: _____

Designation: _____

Stamp: