



STATE LIFE
INSURANCE CORPORATION OF PAKISTAN

TENDER DOCUMENT

FOR

THE SUPPLY, INSTALLATION AND
SUPPORT SERVICES

OF

ENTERPRISE SERVER MACHINE

February 2024

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1.1 Introduction

The State Life Insurance Corporation of Pakistan is the largest life insurance institution in Pakistan providing life and group insurance protection to over 6 million people. Even after the introduction of private insurance companies, State Life still enjoys the lion's share of the Pakistan life insurance industry.

Presently, Corporation intends to purchase (01) Servers at IT Division State Life Principal Office, Karachi. Interested firms are invited to submit a Technical Proposal along with a separately sealed Financial Quote for the supply/delivery of required items

1.2 Detail Specification & Quantities Required

Detailed specifications and quantities for required equipment is as under:-

	Enterprise Server Machine with OS	Quantity	01
Minimum Specifications			
Motherboard	Compatible motherboard which supports upto 40 processing cores and upto 15TB of memory		
Processor	2x 3rd generation Intel Xeon Scalable processors 2.4 GHz Processor or higher with 16 cores per processor or higher		
Memory Capacity	8 x 32GB Dual Rank, 2933MT/s, support of NVDIMM (Non-Volatile DIMM), with 16x memory slots		
Hard Drives	4x 960GB SSD SAS Read Intensive Hard drive with capacity of 8 TB SSD storage		
Network Card	Dual Port 10GbE BASE-T, Hexa Port 1GbE BASE-T, 2 x 1 GbE LOM, 8x PCI slots		
HBA Card	HBA card/ports per 10Gbps port		
RAID Card	12Gb 2 ports SAS RAID controller		
Power Supply	Redundant Power Supply, 1100W Hot-plug & support up to 2400W		
Rack Rails	2U Rack Rail		
Server Management	The server management tool included to help IT administrators to deploy, update, monitor and maintain servers with no need for any additional software to be installed.		
Embedded Systems Management	Directory services (AD, LDAP)/ Two-factor authentication/ Single sign-on		
Monitoring and Alert Systems	Email Alerting/ NIC monitoring/ Out of Band Performance Monitoring		
Virtualization Support	Support Enterprise as a virtual appliance of VMware ESXI, Hyper-V or KVM environments		
Warranty & Protection	3x Yrs. Of Comprehensive Warranty		
Hardware Support	Local Principal Support & Presence for 3x years minimum		
OS support	Microsoft Windows Server 2012 R2, 2016 and Higher release, Red Hat Enterprise6 and higher releases, Oracle Linux 6 / 7 and higher release.		

Delivery /accessories	Delivery, required accessories (all required cables, etc), rack mounting, Cabling, power up and Operating System Installation of servers as required on site.
OS Required	Windows Server 2022 Standard 64-bit or higher

Potential bidders are allowed to bid for above mentioned item. Responding organizations are requested to clearly mention about the item(s), on the main envelop of technical and financial proposals. Purchase order will be awarded to most advantageous bidder as per pre-defined evaluation criteria.

Interested firms are hereby invited to submit a Technical Proposal along with a Financial Quote for required item.

1.3 **Preparation of Proposal**

1.3.1 **Technical Proposal**

- a. While preparing Technical Proposal, bidding firm(s) are expected to examine the documents comprising this invitation in detail, as material deficiencies in providing the information requested may result in rejection of the proposal.
- b. To establish the conformity of the item required through this TENDER Document, the Vendor shall furnish as part of its Technical Proposal, a detailed description of the Bidder's proposed item conforming in all material aspects with the Technical Requirements both overall as well as in regards to the performance of each proposed item.
- c. Please note that the technical proposal shall not include any financial information.

1.3.2 **Financial Proposal**

- a. While preparing the financial proposal, bidder(s) is expected to take into account the requirement and conditions of the invitation documents. The Financial proposal should follow standard form as mentioned in **Annexure -A**. It should provide lump sum costs associated with the assignment and all other out of pocket expenses.
- b. During this period the bidder is expected to keep available the professional staff working on the proposal. The State Life will make its best effort to complete technical clarification (if needed) within this period. Proposal validity period may be extended with mutual consent as PPRA rules.

1.4 **Tender Price / Payment:**

- a. Bid price shall be inclusive of all taxes, duties, levies, charges, etc.
- b. Bidder should quote **in PKR**.
- c. **All payments will be made in Pak Rupees.**

- d. The prices charged by the successful bidder for the required equipment/services along with accessories and associated services shall not vary from the prices as quoted in the financial proposal.
- e. Payment will be made on submission of invoices duly verified in all respect by the user Division / Department.
- f. The most advantageous bidder will be selected based on the evaluation criteria mentioned at Section 2.4. Financial opening date will be communicated to technical qualified bidder through EPADS system.

1.5 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of his bid and State Life will in no case be responsible or liable for those costs, regardless of the outcome of the bidding process.

1.6 Language of Bidding

The bid must be prepared and submitted in English language. Supporting documents and printed literature furnished by the bidder with the bid may be in another language as long as they are accompanied by an English translation of the pertinent passages. For the purpose of interpretation of the Bid, English language shall prevail.

1.7 Confidentiality

- a. Information relating to the evaluation of proposals and recommendations concerning award shall not be disclosed to the bidder(s) who submitted the proposals or to other persons not officially concerned with the process, until the award of contract is notified to the successful firm.
- b. Information relating to the examination, evaluation, comparison and post qualification of Proposals, and recommendation of contract award, shall not be disclosed to Bidders or any other persons.
- c. Any attempt by a Bidder to influence State Life in the examination, evaluation, comparison, and post-qualification of the Proposals or Contract award decisions will result in the rejection of its Proposals.

1.8 Use of Contract Documents and Information:

- a. The bidder shall not, without State Life's prior written consent, disclose the Contract, or any provision thereof or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of State Life in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- b. The bidder shall not, without State Life's prior written consent, make use of any document

or information related to State Life functions and procedures except for purposes of performing the Contract.

- c. All documents shall remain the property of State Life and shall be returned (all copies) to State Life on completion of the Bidder's performance under the Contract if so required by State Life.
- d. The Bidder shall permit State Life to inspect their accounts and records relating to the performance of the supply and to have them audited by auditors appointed by State Life, if so required by State Life. State Life can directly contact the references given in the technical requirements part of TENDER DOCUMENT to verify Bidder's technical reasons supporting compliance.

1.9 Bid Validity

- a. Bid shall remain valid and open for acceptance for a period of 120 days from the specified date of tender opening.
- b. In exceptional circumstances prior to expiry of the original bid validity period, the bidder may be requested in writing for an extension of the period of validity. A bidder agreeing to such request will not be permitted to modify his bid. A bidder not agreeing to such request may be withdrawn at the discretion of State Life.

1.10 Amendment of Bidding Documents

- a. At any time prior to the deadline for submission of Bids, State Life may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding Documents by amendment.
- b. The amendment shall be part of the Bidding Documents, and will be made available on the State Life's website/PPRA/ EPADS system to all prospective bidders who have received the Bidding Documents, and will be binding on them.

1.11 Clarifications / Queries regarding Tender

- a. The bidders are expected to carefully examine all instructions, forms and specifications in the Bidding Documents. Any Bidder in doubt as to the exact meaning or interpretation of any part of the Bidding Documents should immediately seek clarification in writing through EPADS system.

Divisional Head- (IT)/CTO,
IT Division, Principal Office
7th Floor, State Life Building No. 9
Dr. Ziauddin Ahmed Road,
Karachi (Pakistan)
Tel: 021-99204590 - Fax: 021-99202827
E-Mail: cto@statelife.com.pk

1.12 Contradictions, Obscurities and Omissions

- a. The Bidders should likewise notify to the above of any contradictions, obscurities and omissions in the Bidding Documents if clarification of these is necessary for the clear understanding of the documents and for preparation of the Bid. Such enquiries shall be addressed to the above named not later than the date and time mentioned in EPADS system.

1.13 Sealing, Marking and Transmission of the Bid

- a. Your detailed “Technical Proposal” and “Financial Proposal” should be submitted before the closing date and time as mention in Tender Notice through EPADS system.

1.14 Deadline for Submission of Bids

- a. The original bid, must be submitted before closing date and time as mentioned in Tender Notice.
- b. State Life may, at its discretion, extend the deadline for the submission of Bids by amending the Bidding Documents, in which case all rights and obligations of State Life and bidders previously subject to the deadline will thereafter be subject to the deadline as extended and will be announced on all time respective forums.

1.15 Bid Opening

- b. The Bid shall be opened publicly (on EPADS system) by State Life’s designated “Central Procurement Committee (CPC)” in presence of Bidder’s representative who wish to attend the bid opening time and date communicated in Tender Notice.
- c. Bidders are require to upload their bids on EPADS systems as per laid down PPRA procedure for single state two-envelope method i.e. separate “**Technical Proposal** “ and “**Financial Proposal**” respectively and clearly marked as “**THE SUPPLY, INSTALLATION AND SUPPORT SERVICES OF ENTERPRISE SERVER MACHINE**”. However, bid security in shape of pay order must be submitted at the address given in tender notice before closing time else tender will be rejected.
- d. Initially only Technical Proposal will be opened and downloaded from EPADS on the opening date and time as given in tender notice. Time and date for opening of Financial Proposal of technically qualified bidders will be announced after finalization of Technical Evaluation and will be announced on EPADS system accordingly.

1.16 Modifications and Withdrawal of Bids

- a. Bidder may modify or withdraw their bid after submission, provided that written notice of the modification or withdrawal is received by State Life (through EPADS system) prior to the prescribed deadline for submission of bids.
- b. No bid shall be modified subsequent to the deadline for submission of bids and before the expiry of

the period of bid validity.

- c. No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity.

1.17 Bid Bond

- a. The bidder shall furnish bid bond (in shape of pay order in the name of State Life Insurance Corporation of Pakistan) of the amount as mentioned in tender notice.
- b. The bid bond shall be in the form of a Bank draft / Pay order must be issued by a Pakistani Scheduled Bank or branch of a foreign bank operating in Pakistan. The bid bond shall be valid for 180 days counting from the day of the bid opening.
- c. Any bid not accompanied by the requisite Bid Bond shall be rejected as non-responsive. The bid bond of unsuccessful bidders will be returned after completion of all codal formalities. The bid bond of the successful bidder shall be discharged after requisite Performance Guarantee mentioned at Section 6 will be furnished by bidder and contract will be signed.
- d. The bid bond will be forfeited in case:
 - A bidder withdraws its bid during the period of bid validity.
 - Failure of the successful bidder to execute the contract and provide the Performance Guarantee.

1.18 Responsiveness of the Bids

- a. The Technical Portion of the bid proposal must be accompanied with the certificate declaring that a bid bond of appropriate amount is enclosed with the financial proposal.
- b. The Bid must be prepared in the English Language.
- c. The Bid must be unconditionally valid for 120 days from the date of Bid Opening.
- d. Bid must be submitted through EPADS system before time specified in Tender Document/ Notice.
- e. The State Life will evaluate and compare only the substantially responsive bids.

1.19 General Terms and Conditions

- a. After opening the bids, State Life will determine whether each bid is substantially responsive to the requirements of the Bidding Documents.
- b. State Life will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided, whether the documents have been properly signed, and whether the bids are generally in order.
- c. A substantially responsive bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviation. A material deviation is one which being inconsistent with the Bidding Documents, affects in any substantial way the scope,

- instruction to Bidders, or prescribed completion schedule or which limits in any substantial way State Life's right or the bidders' obligation under the Contract.
- d. A bid determined to be non-responsive will be rejected by State Life and shall not subsequently be made responsive by the Bidder by correction of the non-conformity.
 - e. State Life may waive any minor deviation non-conformity or irregularity in a bid, which does not constitute a material deviation, provided that the waiver does not prejudice or affect the relative standing order of any Bidder.
 - f. To assist in determining a bid's responsiveness the Bidder may be asked for clarification of his bid. The Bidder is not permitted, however, to change bid price or substance of his bid.
- g. The evaluation of the bids will take into accounts, in addition to the bid price, the following factors:
- i. Reliability and efficiency of the offered Service.
 - ii. Financial standing of the Bidder.

2. Proposal Evaluation

2.1 General

- a. Bidding firms shall not contact the State Life on any matter relating to their proposal from the time of submission of the technical and financial proposal to the time the contract is awarded. If a firm wishes to bring additional information to the notice of the State Life, it should do so in writing at the address indicated in the (Section - 1.10)
- b. Evaluators of technical proposal shall have no access to the financial proposals until the technical evaluation is concluded.
- c. Any effort by a bidder to influence State Life in its decisions on Proposal evaluation, Proposal comparison or contract award will result in the rejection of the Bidder's Proposal and forfeiture of Bid Bond.

2.2 Technical Evaluation

- a. There will be single-stage two envelop procedure. Preliminary evaluation of technical bids will be done as per the information provided by the bidder as requested in Section - II. Detailed technical evaluation will be done for firms who qualify the preliminary evaluation. State Life's Evaluation Committee on the parameters listed below will make the technical evaluation:
 - Vendor's Technical Capability
 - Vendor's Support Strength
 - Relevant Experience in supplying and supporting required hardware locally and internationally
 - Delivery Timeline
- b. The evaluation shall be on the basis of bidder responsiveness to the required Specifications & Tender terms & Conditions. The State Life will apply following evaluation criteria and point system to evaluate the technical criteria.

S#	Criterion	Total Points
	Registration with tax departments.	Y/N
1.	Financial Standing for last five years (Audited Financial Reports) (Poor=0, Average=5, Good=10)	10
2.	Proven Experience of responding firm in relevant services & industry (Related Category) (Two points for each completed year, Max.=10 Points)	10
3.	Nature of partnership of the bidder with manufacturer / Principal Company for related Category. (Principal Company = 10, Sole Distributor = 9, Authorized Business Partner = 8, Authorized Reseller = 6, Agent of distributor or Principal Company = 4)	10
4.	No. of successfully deployed Category related Projects (Two points for each project, Max.=10 Points)	10
5.	Responsiveness in proposal presentation (Poor=0, Average=5, Good=10)	10
6.	Compliance with advertised specification (partial = 5, full = 10)	10
7.	Suitability & Compatibility of offered solution with SLIC's existing ICT infrastructure at Karachi Datacenter (Dense = 10, Thin = 5)	10
8.	Availability and Strength of support Capability of the firm in the field of related Category (Poor=0, Average=5, Good=10, Very Good=15 Excellent=20)	20
9.	Previous experience with SLIC's (No/Poor=3, Average=5, Good=10)	10
	Total	100

Note: 60% technical and 40% financial on weighted average formula as given in section 2.2 of the tender document. The firm having less than 50% technical score as per criterion given above, will technically disqualify and shall not be considered for at the time of opening financial bids.

- c. The Bidder shall furnish, as part of its bid, documents establishing the conformity to the Bidding Documents of the required items/equipment that the Bidder proposes to supply and install under the Contract.
- d. A proposal shall be rejected at this stage if it does not respond to important aspects of the Tender. If the missing parameters/technical features are a scored technical feature, the relevant score will be set at zero.
- e. The State Life will notify the bidding firm of the rejection of their technical proposal through EPADS system.
- f. The State Life will notify to the firm(s) that passed the minimum technical score, and indicate the date, time and address for opening the financial proposal through EPADS system.
- g. On opening the financial proposal in presence of the bidding firms(s) representatives who wish to attend, the State Life will announce the names of the firm(s) and the amounts of their financial

proposals as per EPADS format.

2.1 Financial Evaluation

Financial Proposals of only the technically qualified bidders would be opened and, evaluated / compared on the following basis:-

- a. The financial proposals shall first be checked for any error of computation and arithmetic errors will be corrected.
- b. If a bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.
- c. Items and Services that are required but have been left out or are necessary to correct minor deviations of the proposal will be added to the total proposal price using costs **taken from the highest prices from other responsive proposals** for the same item and Services, or in the absence of such information, the cost will be estimated at prevailing list prices.
- d. For the purpose of evaluation / comparison of bids, total lump sum cost will be considered.
- e. Total evaluated financial cost of each responsive bidder shall be the basis of merit ranking of the Financial Proposal of the bid.
- f. Bidders have to submit Financial Proposal as per Sample Template provided as **Annexure – A**.

2.2 Technical-Cum-Financial Evaluation:

Only those firms will be considered in the technical evaluation that have the required capabilities to meet the criteria specified to supply items listed and also technically qualify as per criteria and the judgment based on it as per the following formula:

a. **Providing 60% Weight, using Weighted Average Formula (Technical)**

$$= (100 - ((\text{Highest Point} - \text{Points Secured}) / \text{Highest Points} * 100)) * 0.6$$

The Financial proposal of only technically qualified bidders will be opened. However, the lower financial bid will have a prime upshot in the award of contract, as per following formula:

b. **Providing 40% Weight, using Weighted Average Formula (Financial)**

$$= (100 - (\text{Quoted Bid} - \text{Lowest Bid}) / \text{Lowest Bid} * 100) * 0.4$$

Lowest Evaluated Bid = Weighted Average Technical Score + Weighted Average Financial Score

The Decision of State Life Insurance Corporation of Pakistan will be binding on all concerned and

will in no case be challengeable at any forum.

3. State Life's Right to Accept or Reject any or All Bids

- a. State Life reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the effected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for State Life's action as per PPRA rules.
- b. State Life may at any time terminate the Contract by giving written notice to the bidder, if the bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation, provided that such termination will not prejudice or affect any right of action or remedy, which has, accrued or will accrue thereafter to State Life.
- c. An Affidavit on Rs. 100/-Stamp paper that currently they are not black listed or debarred by any Government / Semi Government / Private department to participate in bidding and to supply equipment. Failure to submit such affidavit may lead to disqualification.
- d. If the bidder is unable to fulfill its obligations as mentioned in the work plan and withdraws from the project, State Life shall terminate the contract by issuing a written notice and shall not be responsible to pay off any liability incurred towards the bidder and forfeit the security deposit (bid bond amount).

4. Award Criteria

- c. Subsequent to comprehensive Technical & Financial Evaluation by designated Technical Evaluation Committee and recommended/endorsed by CPC. Lowest evaluated bidder will be identified as per predetermined Technical-cum-Financial Evaluation criterion.
- d. Results of evaluation process will be uploaded on PPRA's website for (15) days.
- e. In case of No objection OR Grievance received from any other party (as per PPRA time), contract will be awarded to lowest evaluated bidder.

5. Delays in the Bidder's Performance

If at any time during performance of the Contract, the bidder encounters conditions impeding timely delivery of required item/equipment, the Bidder shall promptly notify State Life in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Firm's notice, State Life shall evaluate the situation and may at its discretion extend the Firm's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.

6. Performance Guarantee

At the time of receipt of the letter for the award of contract, the successful bidder shall furnish to State Life, a Performance Guarantee in the form of pay order amounting to 3% of the offered financial bid value by successful bidder. Performance Guarantee should be valid for the THREE (03) years starting from satisfactory on-site installation & configuration of required equipment & services and will be released after successful completion of services based on satisfactory performance to SLIC.

7. Arbitration

Any disputes or differences arising out in connection with this assignment which cannot be amicably settled between the State Life and the Bidder shall be referred to grievance redressal committee formed at State Life (P.O Karachi) as per PPRA rules.

8. Force Majeure

If either party is temporarily rendered unable, wholly or in part by Force Majeure to perform its duties or accept performance by the other party under the Contract it is agreed that on such party, giving notice with full particulars in writing of such Force Majeure to the other party within 14 (fourteen) days after the occurrence of the cause relied on, then the duties, of such party as far as they are affected by such Force Majeure shall be suspended during the continuance of any inability so caused but for no longer period and such cause shall as far as possible be removed with all reasonable speed. Neither party shall be responsible for delay caused by Force Majeure. The terms "Force Majeure" as used herein shall mean Acts of God, strikes, lockouts or other industrial disturbance, act of public enemy, war, blockages, insurrections, riots, epidemics, landslides, earthquakes, fires, storms, lightning, flood, washouts, civil disturbances, explosion, Governmental Export/Import Restrictions, Government actions/restrictions due to economic and financial hardships, change of priorities and any other causes similar to the kind herein enumerated or of equivalent effect, not within the control of either party and which by the exercise of due care and diligence either party is unable to overcome. The terms of this Contract shall be extended for such period of time as may be necessary to complete the work which might have been accomplished but for such suspension. If either party is permanently prevented wholly or in part by Force Majeure for period exceeding 4 (four) months from performing or accepting performance, the party concerned shall have the right to terminate this Contract immediately giving notice with full particulars for such Force Majeure in writing to the other party, and in such event, the other party shall be entitled to compensation for an amount to be fixed by negotiations and mutual agreement.

If a Force Majeure situation arises, the Bidder shall promptly notify State Life in writing of such conditions and the cause thereof. Unless otherwise directed by State Life in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practicable, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

9. Award of Contract

- a. Subsequent to comprehensive Technical & Financial Evaluation by designated Technical Evaluation Committee and recommended/endorsed by CPC. Lowest evaluated bidder will be identified as per predetermined Technical-cum-Financial Evaluation criterion.
- b. Results of evaluation process will be uploaded on PPRA's website for (15) days.
- c. In case of No objection OR Grievance received from any other party (as per PPRA time), contract will be awarded to lowest evaluated bidder.

10. Delivery & Installation of Required Items / Solution

- a. Successful bidder has to supply the required item within (12) weeks from the date of issue of this purchase order.
- b. No advance payment will be made
- c. After-sales services during warranty period will be provided on-site as per standard warranty terms & condition.

11. Supply & Support Services

Vendor is required to provide support services after providing equipment. Support shall include the vendor to provide support for supplied item/ Equipment maintenance or upgrades for a period of one year after delivery to ensure smooth operations for period of (03) year of warranty after delivery.

Annexure - A**1. Sample Template for Financial Proposal**

S No.	Item	Unit Cost	Tax	Unit Cost inclusive Tax	Qty.	Total Cost including Tax
		E	F	E+F	N	(E+F)*N
1	THE SUPPLY, INSTALLATION AND SUPPORT SERVICES OF SERVER MACHINE					
Total						G1

2. Basis of Payment

- a) No advance payment or mobilization advance will be allowed.
- b) The bid bond of the successful bidder shall be discharged after requisite Performance Guarantee has been furnished and contract has been signed.
- c) Payment will be made on:
 - i. Satisfactory on-site installation & configuration of required equipment & services.
 - ii. Obtaining successful commissioning certificate from SLIC-IT Division.
- d) Performance Guarantee should be valid for the THREE (03) years starting from satisfactory on-site installation & configuration of required equipment & services and will be released after successful completion of services based on satisfactory performance to SLIC.