

Tender Document For:

THE SUPPLY, INSTALLATION AND SUPPORT SERVICES OF ENDPOINT SECURITY SOLUTION
NOVEMBER 2023



TENDER DOCUMENT

FOR

THE SUPPLY, INSTALLATION AND SUPPORT

SERVICES

OF

ENDPOINT SECURITY SOLUTION

NOVEMBER 2023

GENERAL SERVICES (P&GS DIVISION)
2ND FLOOR PRINCIPAL OFFICE, STATE LIFE BUILDING No.9
DR. ZIAUDDIN AHMED ROAD, KARACHI-75530

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TENDER DOCUMENT

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.

End point (User computers) within the State Life is running without antivirus solution. Data on the user computer is vulnerable to virus / malware. Virus / malware infect the Computer users data. In continuation of securing the IT Infrastructure, IT Division along with Information Security Team is striving to install robust & seamless service delivery mechanism to provide better and secure services for endpoints.

In this regard the supply, installation and support services of endpoint security solution with below mentioned specifications is essentially required to protect end users computer from malicious activities i.e. viruses, Trojans, spywares or other malwares & ransomware like WannaCry, CryptoWall/Locker & etc.

Interested firms are invited to submit their proposal for technically compliant item required as per specification along with financial quote. The proposal will be the basis evaluation for award of contract to the selected firm. Firms are required to bid for following **THE SUPPLY, INSTALLATION AND SUPPORT SERVICES OF ENDPOINT SECURITY SOLUTION** that must have the specifications/components mentioned in Section 1.1. Interested firms are required to bid for following items:

1.1 Detail Specification & Quantities Required

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

S.No.	Item	Specifications	Qty.
1	Endpoint Security Solution	<ol style="list-style-type: none"> 1. Antivirus for End Points (Windows, Linux, Mac) 2. Behavioral Analysis 3. Endpoint Application Control 4. Intrusion Prevention for endpoints 5. Central Malware Management 6. Data Integrity 	350
		<p><u>Additional Requirements:</u></p> <ol style="list-style-type: none"> 7. Installation, configuration and deployment as per organization needs with Dash Board View for Central Management of the provided Solution at State Life Existing Server. The existing server specification are; <ul style="list-style-type: none"> • DELL Power Edge 720 • HDD = 2 TB (Quantity =8 with Raid 5) • RAM 128 GB • Processor = Intel Xeon (R) CPU E5-2651 v2 • Windows Server 2012 	

		<p>8. (ONE) 01 years software license including Support Services (SLA) for software related issues during license validity period.</p> <p>9. Comprehensive Physical Training will be provided by vendor for the administration and management of Endpoint Security Solution.</p>	
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Potential bidders are allowed to bid for the above mentioned items. Responding organizations are requested to clearly mention about the item, they are bidding for, on the main envelop of technical and financial proposals. Evaluation will be done separately for each item/category. Purchase order will be awarded to most advantageous bidder for entire project as per pre-defined evaluation criteria.

Thorough and detailed physical training from the principal will be provided by Vendor for the complete Administration and Management of Endpoint Security Solution.

Interested firms are hereby invited to submit a Technical Proposal along with a Financial Quote for required items. The proposal will be the basis for contract negotiations and ultimately signing of a contract with the selected firm.

1.2 Preparation of Proposal

1.2.1 Technical Proposal

- i) 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.
- ii) To establish the conformity of the items required through this TENDER Document, the Vendor shall furnish as part of its Technical Proposal, a detailed description of the Bidder's proposed items conforming in all material aspects with the Technical Requirements both overall as well as in regards to the performance of each proposed item.
- iii) Please note that the technical proposal shall not include any financial information.

1.2.2 Financial Proposal

- i) 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 B. It should provide lump sum costs associated with the assignment and all other out of pocket expenses.
- ii) During the bid validity 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 per PPRA rules.

1.3 Tender Document:

- i) Tender Document showing itemized list along with specifications, quantity and detailed terms & conditions for bidding can be downloaded from State Life Insurance website i.e www.statelife.com.pk.
- ii) Bid price shall be inclusive of all taxes, duties, levies, charges, etc.
- iii) All payments will be made in Pak Rupees.
- iv) The prices charged by the successful bidder for the required items along with accessories and associated services shall not vary from the prices as quoted in the financial proposal.
- v) Payment will be made on submission of invoices duly verified in all respect by the user Division / Department.

1.4 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.

1.5 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.

1.6 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.

1.7 Use of Contract Documents and Information:

- i. 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.
- ii. 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.
- iii. 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.
- iv. 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.

1.8 Bid Validity

- i. Bid shall remain valid and open for acceptance for a period of 90 days from the specified date of tender opening.
- ii. 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.

1.9 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 notified in writing through fax or letter by courier or shall be made available on the State Life's website to all prospective bidders who have received the Bidding Documents, and will be binding on them.

1.10 Clarifications / Queries regarding Tender

- i) 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/on call from;

Info-Security Team / Network Team,
IT Division, Principal Office
7th Floor, State Life Building No. 9
Dr. Ziauddin Ahmed Road,
Karachi (Pakistan).
Cell: 0348-2223886 Tel: 021-99204590
e-mail: dhiti@statelife.com.pk

- ii) Requests for all clarifications in regard to the given specifications or other information contained in Tender Documents should come either through E-Mail/Fax or Courier on the address mentioned above. Telephone enquiries may not be entertained. All inquiries about the tender made to State Life and State Life's response will be made known to other bidders without disclosing identity of the bidder who made the enquiry.

1.11 Contradictions, Obscurities and Omissions

The Bidder 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 must reach the above named not later than November 22, 2023.

1.12 Sealing, Marking and Transmission of the Bid

- i. Your detailed "Technical Proposal", "Financial Proposal" and "Bid Bond" should be sealed in separate envelopes and submitted in a one big envelope containing these three envelopes. The envelopes containing Technical, Financial Proposals and Bid Bond shall be properly sealed, stamped and marked as follows:
- a) Bid against Tender Enquiry No. IT-PO/31/2023
Do not open before time specified in the tender document / advertisement

"TECHNICAL PROPOSAL" FOR THE SUPPLY OF NETWORK HARDWARE
SECRETARY CPC,
G.S DEPARTMENT, PRINCIPAL OFFICE
2nd FLOOR, STATE LIFE BUILDING NO. 9
DR. ZIAUDDIN AHMED ROAD,
KARACHI (PAKISTAN)

- b) Bid against Tender Enquiry No. IT-PO/31/2023
Do not open before time specified in the tender document / advertisement

“FINANCIAL PROPOSAL” FOR THE SUPPLY OF NETWORK HARDWARE

SECRETARY CPC,
G.S DEPARTMENT, PRINCIPAL OFFICE
2ndFLOOR, STATE LIFE BUILDING NO. 9
DR. ZIAUDDIN AHMED ROAD,
KARACHI (PAKISTAN)

- ii. If the envelope is not marked as instructed above, State Life will assume no responsibility for the misplacement or premature opening of the bid.

1.13 Deadline for Submission of Bids

- a. The original bid, must be delivered to State Life at the address specified at Para 1.12 not later than **1500Hrs (PST) on November 27, 2023.**
- 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.
- c. The envelopes shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared “LATE”.
- d. If the envelopes are not marked as instructed above, State Life will assume no responsibility for the misplacement or premature opening of the bid.

1.14 Bid Opening

The Bid shall be opened publicly by State Life’s designated “Central Procurement Committee (CPC)” in presence of Bidder’s representatives who wish to attend the bid opening at **1530Hrs on November 27, 2023.**the time and date already communicated.

1.15 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 prior to the prescribed deadline for submission of bids.
- b. The Bidder’s modification or withdrawal notice shall be prepared, sealed, marked and dispatched as for the bid.
- c. No bid shall be modified subsequent to the deadline for submission of bids and before the expiry of the period of bid validity.

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

1.16 Bid Bond

- i. The bidder shall furnish with the financial bid, as part of their bid, a bid bond for an amount of Rs.150,000/- in Pak Rupees.
- ii. 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.
- iii. 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 has been furnished and contract has been signed.
- iv. The bid bond will be forfeited in case:
 - a) A bidder withdraws its bid during the period of bid validity.
 - b) Failure of the successful bidder to execute the contract and provide the Performance Guarantee.

1.17 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 90 days from the date of Bid Opening.
- d. Bids should only be submitted by hand or by courier services.
- e. Bid must reach before time specified in Tender Document.
- f. The State Life will evaluate and compare only the most advantageous bid.
- g. Bids determined to be substantially responsive will next be checked for any material error in computation.

1.18 Performance Guarantee

- a. 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 5% of the Bid Value.

2. 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, CV's of staff, MoU(s) if any, 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.
 - iii. Support capabilities of the bidding entity
 - iv. Responsiveness of bidding firm in bid submission

3. Proposal Evaluation

3.1 General

- i. 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)
- ii. Evaluators of technical proposal shall have no access to the financial proposals until the technical evaluation is concluded.

- iii. 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.

3.2 Technical Evaluation

- i. 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 - 2. Detailed technical evaluation will be done for firms who qualify the preliminary evaluation. These firms will be asked to provide sample or give demonstration of features for the proposed items/equipment. 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
 - Brochures, MoU's, Supporting Documents, etc
 - Brand Rating in the industry
 - Future Enhancement, up-gradation & integration Capability of the supplied items/equipment.
 - Level of compatibility with existing IT infrastructure of SLIC
- ii. 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 bids:

S No.	Criterion	Total Points
	NTN / GST Registration. (Mandatory) . Yes= Qualified for Evaluation, No=Not considered for Evaluation	Yes / No
	Audited Financial Reports of last 3 years should also be provided. (Mandatory) . Yes= Qualified for Evaluation, No=Not considered for Evaluation	Yes / No
1.	No. of successfully deployed End Point Security Solution Projects (Must be Minimum ONE (01) Govt. Sector Project with at least Two More Same Category related Projects; Max.=15 Points) (Not Comply=00, Partially Comply=5; Full Comply=15)	15
2.	Bidder must be Registered Partner of Principal Company for related Category. (Not Comply=00, Full Comply=10)	10

3.	Brand Rating, Compatibility & Modularity and Scalability of offered solution. (Cat-C=2.5, Cat-B=05, Cat-A=10)	10
4.	'After sale service / technical support' of 5 years provided to customers. (Two point for each year Max.=10 Points)	10
5.	Availability and Strength of support Capability of the firm in the field of related Category. (Poor=2, Average=4, Good=6, Very Good=8 Excellent=10)	10
6.	Service Provider to submit Security Services Related Projects completed / delivered to corporate clients in last one (01) year. (05 references at least with POCs; Two points for each completed Project with POC; Max=10).	10
7.	Bidders must have Main Office / Head Office and Sub offices in Major Cities (ISB, LHR, KHI) of Pakistan. (Not Comply=00, Full Comply=10).	10
8.	Value addition provided in offered solution. (Max.=10 Points).	10
9.	Previous experience with SLIC's . (No/Poor=0, Good=10)	10
10.	Presentation of Bid Documents as per given criteria. (Poor=00, Good=05)	05
	Total	100

Note: 70% technical and 30% financial on weighted average formula as given in section 3.4 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.

- iii. 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 this Contract.
- iv. Bidding firms have to submit client references to evaluate previous experience in relevant category through sample reference form provided at **Annexure - A**.
- v. 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
- vi. The State Life will notify the bidding firm of the rejection of their technical proposal indicating that their financial proposal if any will be returned unopened after completing the selection process.
- vii. The State Life will notify to the firm(s) that passed the minimum technical score, and indicate the date, time for opening the financial proposal.

- viii. On opening the financial proposal in presence of the bidding firm(s) representatives who wish to attend, the State Life will announce the names of the firm(s), the amounts of their financial proposals.

3.3 Financial Evaluation

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

- (i) The financial proposals shall first be checked for any error of computation and arithmetic errors will be corrected.
- (ii) If a bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.
- (iii) Responding firms are advised to submit their financial bid in Pak Rupee (Rs.). No bid in other currency will be entertained. Dollar parity is not acceptable in any case.
- (iv) 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.
- (v) For the purpose of evaluation / comparison of bids, total lump sum cost will be considered.
- (vi) Total evaluated financial cost of each responsive bidder shall be the basis of merit ranking of the Financial Proposal of the bid.
- (vii) Bidders have to submit Financial Proposal as per Sample Template provided as **Annexure – B.**

3.4 Technical-Cum-Financial Evaluation:

The technical evaluation of each item stated in section-1.2 will be held separately. 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:

Providing 70% Weight, using Weighted Average Formula

$$= (100 - ((\text{Highest Point} - \text{Points Secured}) / \text{Highest Points} * 100)) * 0.7$$

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:

Providing 30% Weight, using Weighted Average Formula

$$= (100 - (\text{Quoted Bid} - \text{Lowest Bid}) / \text{Lowest Bid} * 100) * 0.3$$

Most Advantageous 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.

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

- i. 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.
- ii. 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.
- iii. 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).

5. Award Criteria

- a. State Life will award the contract to the successful bidder, whose proposal has been determined to be substantially responsive and has been determined to be the most advantageous bid after considering all factors and who meets the requisites of Schedule of Requirement (TOR/Scope of Work), provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.
- b. State Life will notify by fax/letter by courier, the successful bidder of its intent to enter into a contract. The contract shall be executed only after all necessary management approvals have been obtained.

6. Delays in the Bidder's

If at any time during performance of the Contract, the bidder encounters conditions impeding timely delivery of required items/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.

7. Arbitration

Any disputes or differences arising out in connection with this assignment which cannot be amicably settled within 15 days between the State Life and the Bidder shall be referred to grievance redressal committee formed at State Life 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. Delivery of Required Items / Solution

The responding organization/firm shall provide the Supply and complete installation of required solution including Dash Board View mentioned in section 1.1; within THEREE (03) weeks from the date of issue of work order.

10. Support Services

Vendor is required to provide support services (SLA) throughout (01) year warranty period starting from the day once all the required/proposed licenses and services will be delivered. Also satisfactory delivery report / challan will be signed by the client.

Support shall include the vendor to provide comprehensive/detailed physical training for the administration and management of proposed solution within the support/warranty period.

Annexure – A**11. Client Reference Form**

(For Relevant services carried out in the past that best illustrate qualifications)

Assignment Name		Country	
Name of Client:		Total No. of delivery Locations (List may be attached)	
Industry			
Address:			
Start Date (Month/Year)		Approx. Value of Contract (in currency):	
Completion Date (Month/Year)			
Items Supplied			Quantity
Narrative Description of Project:			

Annexure - B**12. 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						
2						
3						
4						
n						
Total						G1

12.1 Terms of Payment

- i. No advance payment or mobilization advance will be allowed
- ii. Full and final payment will be made on:
 - a. Satisfactory delivery / supply and installation of provided licenses & services.
 - b. Obtaining successful commissioning certificate from users.
- iii. Performance Guarantee should be valid for the entire warranty period (i-e 1 year) and will be released on successful completion of the warranty period.