

Institute of Business Administration Karachi

Tender Form

For

DR Site (Collocation / Cloud)

Date of issue : 25-March-2014
Last date of submission: 14-April-2014

Tender # IT/55/2014-15



1. General Terms & Conditions

a) Earnest money (Bid Security)

An earnest money, in the shape of a bank draft / pay order in the name of “**Institute of Business Administration**” Karachi, equivalent to 5% of the total cost of bid, should be submitted along with the tender documents.

b) Validity of the proposal

All proposal and prices shall remain valid for a period of 90 days from the closing date of the submission of the proposal. However, the responding organization is encouraged to state a longer period of validity for the proposal.

c) Currency

All currency in the proposal shall be quoted in Pakistan Rupees (PKR).

d) Sales Tax and other Taxes

Organization (RO) is hereby informed that the IBA shall deduct tax at the rate prescribed under the tax laws of Pakistan, from all payments for services rendered by any responding organization. The responding organization will be responsible for all taxes on transactions and / or income, which may be levied by the government. If responding organization is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.

It is to be **noted** that IBA Karachi being an educational Institution is exempt from the whole of customs-duties (specified in the First Schedule to the Customs Act, 1969 (IV of 1969)), and the whole of sales tax on the goods imported in the name of IBA-Karachi. The Letter of Credit (LC) will however be opened by the vendor. (If required)

Prices must be quoted as per attached price sheet.

e) Ownership

The ownership of all products and services rendered under any contract arising as a result of this tender will be the sole property of IBA.(Where it applicable)

f) Arbitration and governing law

This tender and any contract executed pursuant to this tender shall be governed by and construed in accordance with the laws of Pakistan. The IBA and all responding organizations responding to this tender and parties to any contract executed pursuant to this tender shall submit to the exclusive jurisdiction of the Pakistani Courts. The arbitration proceeding will be governed by the Arbitration Act, 1940, and the substantive and procedural law of Pakistan. The venue shall be Karachi.

g) Acceptance of Proposals

The IBA reserves the right not to accept the lowest or any proposal and to annul the bidding process without assigning any reason whatsoever.

h) Support Capabilities

The RO should indicate the support capabilities for all the solution provided during the course of the project. Details of qualifications / capabilities of support staff should also be included in the corporate profile.



i) Compliance to specifications

The RO shall provide information as per requirements given in **Annexure - A**. However, RO can submit multiple solutions.

Bidder MUST quote prices as per requirement mentioned in the attached in Annex C.

j) Payment

Payment will be made through crossed cheque after the complete installation/migration of the proposed solution. 100% of the solution value would be paid before start of each quarter.

k) GST

GST will be paid on applicable services only.

l) Penalty

In case of bidder is failed to provide uptime of 99.982% would be penalized 5% of the service charges and failure for consecutive three months would result termination of contract.

m) Increase in taxes

Any increase in taxes, the IBA should not be responsible, but, if any taxes are reduced, the IBA should get its benefit.

n) Invoice

Invoice / bill should be submitted to Finance Department.

o) Stamp duty

Stamp duty will be paid by vendor.

2. Instructions for Responding Organizations

a) Communication

Any request for clarification regarding this tender document should be submitted in writing to:

Manager Procurement ICT
Institute of Business Administration,
IBA Main Campus, University Road,
Karachi
Phone : 111-422-422 Ext 2107
Fax : 021-9215528

For Technical Clarifications.

Manager IT
Institute of Business Administration,
IBA Main Campus, University Road,
Karachi
Phone : 111-422-422 Ext 1133



b) Submission of documents, mode of delivery and address

Proposals can be delivered [Technical Proposal + Financial Proposal+ Bid Security] by hand or courier so as to reach the office of address given at section 2 (a) by the last date indicated for submission. **Proposals received by fax or email will not be accepted.**

c) Submission of proposal

The complete proposals should be submitted by 11:00AM hours on 14-April-2014 at the address given at section 2 (a).

The RO shall deliver two copies of the bids which include IBA tender documents along with BOQ and Financials. Technical Proposal submits separately.

Format for submission of financial proposal is attached as **Annexure – C**.

d) Date of opening of proposal

Bid will be opened on 14-April-2014 at 11:30AM at IBA Main Campus ICT Procurement office in presence of representative bidders who may care to attend.

e) Important

- i. Separate envelopes clearly labeled for 'Original Proposal [Technical+ Financial+ Bid Security]', 'Copy Proposal [Technical+ Financial+ Bid Security]' and 'Earnest Money(Bid Security)' must be submitted on or before last date to submit the tender documents.
The bank draft for earnest money should be enclosed in a separate envelope, labeled as 'Earnest Money', and which should be sealed. Proof of Sales Tax registration and NTN numbers should also be provided. (Please provide photocopies of relevant documents).
- ii. IBA Competent authorities reserve the rights to accept or reject any quotation / tender without any reason thereof.
- iii. Last date for tender submission is 14-April-2014.
- iv. IBA not liable to pay any Custom duty, GST or any other charges.
- v. Tenderers should be registered with Sales Tax department.
- vi. Earnest money of 5% of total amount in the form of pay order / demand draft in favor of '**Institute of Business Administration Karachi**' should be submitted along with tender form in separate envelope.
- vii. Earnest money deposited by the successful bidder may be converted into security deposit. This would be in addition to the 5% of the total amount retained for a period of 36 months after delivery of the product contingent to satisfactory performance.
- viii. Please submit copies of certificates of registration with Sales Tax and Income Tax departments.
- ix. No escalation in cost / price will be accepted at any stage, after approval of the quoted amount and award of the Purchase Order.
- x. The tender document will be accepted **ONLY** on the IBA's prescribed SBD available on IBA's Website.
- xi. Two options are requested in this tender 1) Colocation 2) on Cloud and It's up to IBA choose the option which is financially feasible. A Bidder can quote either options or both.



Technical Specification of DR Site.

1. Proposed DR Site should be located in Karachi.
2. The bidder must be a Pakistani firm/ organization registered under Pakistan Companies Act.
3. The bidder should have a minimum average turnover of Rs. 10 Million in relevant services.
4. The bidder should not be currently blacklisted by any Central/State Govt. dept. /Public Sector Unit.
5. The bidder should have relevant experience of minimum of 3 years in Data Centre services including 1 year in offering Cloud Services.
6. Proposed Disaster Recovery (DR) Site is the location where Karachi will host its equipment's that would be required to achieve zero data loss. The equipment's will include servers, storage, Network components, backup devices, etc installed in racks.
7. The bidder should have implemented at least 2 Cloud project Public Sector University /Large Enterprise.
8. 99.982% Uptime is required for the DR Infrastructure and services.
9. The bidder should to provide Layer 2 VPN facility between the proposed DR Site and IBA.
10. Bidders with Support Centre and project office based in Karachi would be preferred and services will be 24x7, 7 days a week.
11. The Successful Bidder shall be responsible to provide network monitoring services including the following:
 - a) Making sure the high availability & reliability of network at all times and performance tuning.
 - b) Monitor the availability of Links from the proposed DR site and IBA Site and also monitoring the link status like peak utilization, normal utilization.
 - c) Monitor the critical errors in routers and do necessary fault isolation.
 - d) Monitor the critical errors in last mile media and any other transmission media and do necessary fault isolation.
 - e) Configure/reconfigure the routers remotely, if required.
 - f) Collect the data flow on basis of time, interface, IP address, Application wise for traffic analysis.
 - g) Sending alerts to concerned people regarding critical errors.
12. Bidders should provide a detailed time schedule for the total implementation of the DR services on cloud.
13. The bidder should provide address details of their data Centre, project office and support Centre for personal visit by the concerned IBA officials.
14. Joint ventures are not allowed. Subcontracting for logistics is allowed.
15. Bidder must have efficient complaint management system i.e., Help Desk.
16. Bidder shall be responsible to dismount, pack, move, unpack and mount the equipment from IBA's current DR Site located at Karachi University to the Destination datacenter.
17. Bidder shall be responsible to provide physical & remote access to IBA's nominated resource personnel for routine operations on its environment
18. Deliverables include the following:
 - a) Installation of hardware equipment required for this project.
 - b) Installation of network equipment required for this project.
 - c) Movement, provisioning, Installation, Testing, Integration & Commissioning of existing Data Center Equipment Configuration & provisioning of services.
 - d) Service Level Agreement for the datacenter facility



- e) Migration of current system environment to the new environment.
- f) Supply of Services items and related features (mentioned vide tender document, vendor proposal and vendor presentations), configurations, deployments, commissioning, testing, training, after-sale support etc.
- g) Supply of any other services coming out of this scope of work.

Physical and Environmental Security Requirement of Data Center.

- a) Bidder should host the entire Cloud infrastructure in a secure data center which should be at least Tier III Compliant facility.
- b) Cloud services offered by Bidder should not be delivered on outsourced or white-label service platform of other backend provider.
- c) Bidder should have Data Centre constructed to world class hosting standards as defined by the either "Uptime Institute, USA" or any other data center standards authority.
- d) Bidder should ensure that services provided are to be backed by high QOS (Quality of Service) / SLA (Service Level Agreement)
- e) Bidder should have Centralized NMS (Network Management Systems) & 24*7*365 helpdesk
- f) Bidder should provide advanced system security, monitoring & management.
- g) Bidder should ensure that Fire Suppression and Protection System should include three levels of redundancy.
- h) Bidder should ensure that the floors as well as the ceiling should be based on false flooring and ceiling where the wire conduits and the fire protection systems are installed.
- i) Bidder should ensure that the entire facility around the data Centre should also equipped with a fire detection and smoke alarm system to alert the facilities administration group in case of fire hazards, before this can affect the data Centre area.
- j) Bidder should ensure that the entire premises are monitored through Video Based Close Circuit TV system for 24X7 Security Surveillance.
- k) Bidder should ensure that general level security personnel should available on 24 hour basis at all the entry and exit points into the premise with any non-employee entrance restricted to only one entry point.
- l) Bidder should ensure that physical entry of any visitor or non-employee beyond the Reception Lobby should be permitted only with authorized employee presence at all times within the facility to build in additional level of security.
- m) Bidder should ensure that physical access to the Main Data Centre facility should be protected through access card based authentication system.



- n) Bidder should ensure that they should be accessible by means of
 - a. 24x7 Phone Support
 - b. 24x7 Smart Messaging
 - c. Via Email
- o) Bidder should provide uninterruptible power system.
- p) Bidder should provide redundant power & network connectivity.
- q) Bidder should provide world class controlling atmospheric conditioning system at the data center.
- r) Bidder should ensure that they should configure services on world class systems and equipment. IBM, HP EMC Systems etc.
- s) Bidder should quote solution for both options IBA has the right to opt for the solution which is feasible for IBA.
- t) IBA will enter into the contract initially for the balance of Fiscal Year 14-15 and that will be extendable to another 3 years.



Anexure 'A'

Option 1 – Colocation

1	Rack Description	Equipment Model	Racks Information					Power Requirement	Power Phase	Power Supply
			Height inch	Width inch	Depth inch	Weight Kgs	Heat Dissipation Btu/ Hours			
	(Storage Rack 1) Rack No. 4		84	24	31.5	150			3 Phase	Dual
	Storage	EMC Symmetrix V-MAX Storage System Bay				785	14200	4000	Yes	Yes
	Total		84			935	14200	4000		

2	Rack Description	Equipment Model	Racks Information					Power Requirement	Power Phase	Power Supply
			Height inch	Width inch	Depth inch	Weight Kgs	Heat Dissipation Btu/ Hours			
	(Storage Rack 2) Rack No. 5		84	24	31.5	150			3 Phase	Dual
	Storage	EMC Symmetrix V-MAX Storage Storage Bay Disk Enclosure				973	19800	6100	Yes	Yes



			Total		84	1123	19800	6100		
			Racks Information							
3	Rack Description	Equipment Model	Height inch	Width inch	Depth inch	Weight Kgs	Heat Dissipation Btu/ Hours	Power Requirement	Power Phase	Power Supply
	(Storage Rack 3) Rack No. 6		84	24	31.5	150			Single Phase	Dual
	Storage	EMC Celerra NS40G Gateway				21.3	1740	1300	Single Phase	Dual
		Cisco MDS 9222i SAN Switch				28.2	2883	845	Single Phase	Dual
		Cisco MDS 9222i SAN Switch				28.2	2883	845	Single Phase	Dual
		Total	84			171	1740	1300		

			Racks Information							
4	Rack Description	Equipment Model	Height inch	Width inch	Depth inch	Weight Kgs	Heat Dissipation Btu/ Hours	Power Requirement KVA	Power Phase	Power Supply
	(Server Rack 1) Rack No. 7	NetBAY S2 42U Standard Rack Cabinet	84	24	31.5	150			Single Phase	Dual
	Sever	IBM x3850 X5				49.9	6,739	2.17	Single Phase	Dual
		IBM x3850 X5				49.9	6,739	2.17	Single Phase	Dual



	IBM x3850 X5				49.9	6,739	2.17	Single Phase	Dual
	Total	84			300	20,217	6.51		

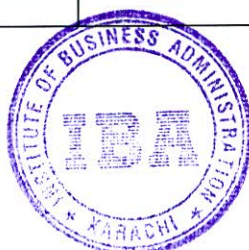
Option 2 – Services on Cloud

Host # 1 DR Site (University Campus)

S.No	Location	VM Name	LUN Size (GB)	VM Disk Provisioned (GB)	Allocated CPU	Allocated Memory (GB)	Operating Systems
1	DR	UC-DC02	551	104.11	2 vCPU	4	Microsoft Windows Server 2008 R2 64 bit
2	DR	UC-EDGE-01	404	128.11	2 vCPU	8	Microsoft Windows Server 2008 R2 64 bit
3	DR	UC-HRA-01	404	104.11	2 vCPU	4	Microsoft Windows Server 2008 R2 64 bit
4	DR	UC-HUB-01	359	166.11	6 vCPU	16	Microsoft Windows Server 2008 R2 64 bit
5	DR	UC-NPS-01	404	104.11	2 vCPU	4	Microsoft Windows Server 2008 R2 64 bit
6	DR	UC-OMMS-01	359	78.11	4 vCPU	8	Microsoft Windows Server 2008 R2 64 bit
7	DR	UC-RMS-01	359	74.11	2 vCPU	4	Microsoft Windows Server 2008 R2 64 bit

Host # 2 DR Site (University Campus)

S.No	Location	VM Name	LUN Size (GB)	VM Disk Provisioned (GB)	Allocated CPU	Allocated Memory (GB)	Operating Systems
1	DR	UC-CAH-01	853	162.41	6 vCPU	16	Microsoft Windows Server 2008 R2 64 bit
2	DR	UC-CM-01	853	358.2	4 vCPU	8	Microsoft Windows Server 2008 R2 64 bit



							bit
3	DR	UC-DC01	314	104.11	2 vCPU	4	Microsoft Windows Server 2008 R2 64 bit
4	DR	UC-MBX-01	314	70 (4 x Mapped Raw LUN)	8 vCPU	16	Microsoft Windows Server 2008 R2 64 bit
5	DR	UC-SCA-01	269	254.11	2 vCPU	4	Microsoft Windows Server 2008 R2 64 bit
6	DR	UC-SQL-LGS	314	75 (7 x Mapped Raw LUN)	8 vCPU	24	Microsoft Windows Server 2008 R2 64 bit & SQL

Host # 3 DR Site (University Campus)

S.No	Location	VM Name	LUN Size (GB)	VM Disk Provisioned (GB)	Allocated CPU	Allocated Memory (GB)	Operating Systems
1	DR	ERP Application Server PRI	539	137.22	8 vCPU	22	Microsoft Windows Server 2008 R2 64 bit
2	DR	ERP File Server PRI	606	93.21	4 vCPU	8	Microsoft Windows Server 2008 R2 64 bit
3	DR	ERP Web Server PRI	539	74.22	7 vCPU	14	Microsoft Windows Server 2008 R2 64 bit
4	DR	Sakai DB Server	696	668.37	4 vCPU	6	Red Hat Enterprise Linux 5.5 64 bit
5	DR	Sakai File/Report Server	696	666.11	3 vCPU	6	Microsoft Windows Server 2008 R2 64 bit
6	DR	Sakai Web Server PRI	606	55.11	4 vCPU	5	Microsoft Windows Server 2008 R2 64 bit
7	DR	UC-SQL-Local	314	256.71	4 vCPU	16	Microsoft Windows Server 2008 R2 64 bit & SQL
8	DR	ERP Database Server DR	1,010.50	300	3 vCPU	12	Red Hat Enterprise Linux 5.5 64 bit



TECHNICAL EVALUATION CRITERIA			
Qualification Criteria Points			
Section 1 - Facility Requirements			
1	Required facility should be Tier-3 compliant.		30
2	Provision of Self-Healing Network (Redundant Fiber)		5
3	Number of support resources currently deployed catering to SLA and Managed Support on similar projects		5
4	Value addition offer other than RFP requirements (PCI Data Security etc.)		10
	Section 1 Total		50
Section 2 - Services			
	Support Orchestration (Call Center, Major Sites, Minor Sites)	Not compliant (0), Partial compliant (5), Fully Compliant (10)	10
	Existing Experience of Deployment of Solutions	Not compliant (0), Partial compliant (5), Fully Compliant (5)	5
	Project Timeline	Not compliant (0), Partial compliant (5), Fully Compliant (5)	5
Section 2 Total			20
Section 3 - Corporate Profile			
1	Registration Certificate for Income Tax & Sales Tax, Audited Balance Sheet Copy / Income Tax & Sales Tax Returns for the last three years		5
2	Terms & Quality of SLA proposed		25
Section 3 Total			30
TOTAL Marks			100



Annexure - B

Format for technical proposal

Information required from Responding Organization	
General information	
Name of the firm	
Name of contact person	
Cell #	
Office address	
Office phone #	
Office fax #	
Year of establishment	
Main area of business	
GST reg #	
NTN	
Annual turnover	
Values of projects in hand	
Details of staff employed	
Managerial capabilities	
a) Total # of permanent staff	
b) Total # of contract staff	
Technical capabilities	
c) Total # of permanent staff	
d) Total # of contract staff	
Cumulative experience	
Technical experience	



No of years in business for similar assignments	
No and value of similar assignments completed in last 3 years	
Relationship with OEM	
Clientelé	
Technical staff expertise / skills	

Signature and seal

of responding organization



Annexure - C

IMPORTANT NOTE (Mandatory):

Kindly quote the price as per attached Annexure-C

Serial Number	Description / details	Amount in PKR
1	Price of the Option 1 Any Applicable Taxes details	
2	Price of the Option 2 Any Applicable Taxes details	
	Grand Total	

Signature and seal

of responding organization

