



EMPLOYEES'
OLD-AGE BENEFITS
INSTITUTION

(Ministry of Oversea Pakistanis & Human Resource Development, Government of Pakistan)

Request for Proposal

Renewal/Purchase, Support and Maintenance
of
IBM Websphere Software

RFP Number: EOBI/IT/2013-14/01

November - 2013

Request for Proposal

Summarized Important Information

<i>Project Title</i>	<i>Renewal/Purchase of IBM Websphere Software</i>
<i>Project Time</i>	<i>To be supplied within 01 week after award of contract</i>
<i>Date of Issue</i>	<i>From the date of the advertisement</i>
<i>Last Date of Submission and Opening</i>	<i>Last date as mentioned in the advertisement</i>
<i>Contact Person</i>	<i>Director (IT-Admin) EOBI Head Office</i>
<i>Contact Details</i>	<i>92-021-34328038, muhammed.sadiq@eobi.gov.pk</i>

1. Overview of Employees' Old-Age Benefits Institution

Employees' Old-Age Benefits Institution (EOBI), Ministry of Overseas Pakistanis & Human Resource Development, was established through EOB Act 1976 in July 1976 to provide monetary benefits (pensions and grants) to registered insured persons (employees of commercial and industrial establishments).

The core function of EOBI is to register employers, their employees, collect monthly EOB contribution from registered employers and insured persons and disburse pension and grants. The functions of contribution collection and pension payment are performed through designated bank branches all across Pakistan and disbursement is also through Easy-Paisa and NADRA e-sahulat outlets.

For more information about EOBI, please visit <http://www.eobi.gov.pk>.

next page

2. The Software License Requirements

The Responding Organizations called onwards in this document as “ROs

Employees’ Old-Age Benefits Institution invites proposal from reputed companies/firms for the Renewal, Supply, Installation and Support of **IBM Websphere Software Suit**, as per requirements and description given as under

A) IBM Websphere Software Support Renewals for 2 Years [2014 till 2016]

Sr. No.	Part No.	Deceptions	Qty
1	EOBROLL	IBM PROCESS SERVER ADVANCED	280 PVU
2	EOBRLL	IBM INTEGRATION DESIGNER	1 User

B) IBM Websphere Software New Licenses

Sr. No	Part No.	Deceptions	Qty
1	DOILDLL	IBM PROCESS CENTER ADVANCED	70 PVU
2	DOIMVLL	IBM PROCESS DESIGNER	1 User

The RO meeting the following criteria will be considered;

1. IBM partners having relevant certifications from IBM
2. Presence of vendor’s certified resources in Karachi
3. RO team needs to be involved in PMR resolution, if any critical situation occurs.
4. RO team to conduct quarterly visits for health check and advise.
5. RO team will meet EOBI team quarterly to understand their challenges, ongoing issues (if any) and advise accordingly.

All the IBM partners meeting above criteria may prepare the bid for item A and item B separately.

3. Scope of Work

The scope of the assignment involves following:

- 2.1. Renewal/Supplying, Installation and Support for IBM Websphere Software at EOBI Head Office Karachi
- 2.2. The EOBI reserves the right to change the location for installing the software depending upon the needs. The RO will arrange to install the software as per EOBI needs and commission the same.
- 2.3. RO should provide Technical Support and Service. RO has to carryout patch management activity, undertake software upgrades during the contract period.

4. Requested Information and Proposal Format

- a) ROs must read the instructions carefully and comply accordingly. ROs are required to submit proposals in sealed envelopes. The proposal document submitted must be properly indexed, paginated and structured. Information required may be properly flagged and each topic may be divided by the separator.
- b) Title page of the proposal must contain firm's name, address, contact numbers, fax number and email address.
- c) The proposal should include resumes of all human resource to be involved in the installation/support and their roles and responsibilities.
- d) Proposal should be all encompassing, with a single vendor identified as the "responsible lead vendor." Please indicate if any needed subcontracted services required to meet the needs of the proposal or clearly indicate what portion of the services are not included as part of your proposal.
- e) Years of related experience. provide a list of comparable work done, including governmental agencies, by your firm. Include the website address, company/agency contact person, address, telephone number. These companies/agencies may be contacted for references.
- f). The proposal should contain the total cost, as well as detailed "line item" costs for the components. All rates and fees, charges, costs and anticipated reimbursable costs must be included and clearly mentioned.

5. Preparing Bids

Language

The bids along with any accompanying literature shall be prepared in English language only.

Communication

Enquiries regarding RFP shall be obtained by, submitted in writing (email, post mail or fax) from

Director (IT-Admin)
EOBI House (Head Office)
5th Floor IT Department
190/1/B, Block -2 PECHS, Nursery, off Main Sharah-e-Faisal, Karachi
Phone: 92-021-34328038

Submission of Bids

- a) Complete proposals, should be submitted in person latest by 11.00 AM on last date mentioned in the advertisement at the address given above. The bids will be opened on the same date at 11.30 AM.
- b) Any clarification, can be obtained from the Director (IT Department) or his nominee on any working day before close of the bid submission date.
- c) After opening of bids, EOBI may ask ROs for clarifications. The ROs shall be informed through email or post mail. The ROs then have to submit the reply in writing on their letter head duly signed by the respective authorized person.
- d) The Bid Application Form, List of Deliverables, Technical Specification, and Detail of Proposal, shall be submitted in original and duly signed. The authorized person signing the bid document must state full name and authorized position/designation underneath with signatures.
- e) The erasing and/or alterations, if any, in the bid shall be authenticated by the authorized representative of the RO by his/her full signature.
- f) Ambiguous and incorrect answers and/or incorrect filling of Bid Documents will render the bid liable to rejection.
- g) Bids through cable, telegraph, telex, fax, or e-mail shall not be considered.
- h) The bids shall not rely on any interpretation or correction given by any person except the written addenda and/or corrigenda to documents issued by the General Administration Department of EOBI.

6. Evaluation of Bids

Evaluation of bids of only those ROs will be done who will fulfill the following criteria:

1. Compliance to the requirements
2. Organization must exist from last five (3) years
3. Registration with all relevant government organizations {enclose certificate (s)} ,
such as EOBI, Sales Tax and Income Tax etc,
4. Public Sector assignments experience
5. Member of IT Professional Organizations such as PASHA, PCS, PSEB etc

6. The bids evaluated on lowest evaluated price, will be eligible for the award of contract

7. Prices

- a) The prices quoted must be total in Pakistani Rupees in the format as shown in the Annexure
- b) The prices should be inclusive of all Taxes, Duties, Levis etc
- c) The prices given in Annexure shall also include all the costs of the tools used, travelling, stationery etc

8. Bid Bond (Earnest Money)

- a) The RO shall enclose a “Bid Bond” in the shape of pay order equivalent to 2% (two percent) of the total contract value. The Bid Bond shall be in favor of “Employees’ Old-Age Benefits Institution, Head Office Karachi”. The bond so furnished shall remain valid for a period of 60 days beyond the period of validity of the bid or till it is revalidated / extended for a period mutually agreed upon by the RO and Employees’ Old-Age Benefits Institution, Head Office, Karachi.
- b) As soon as an award is made, the provisions in the following paragraphs **c**, **d** hereafter, shall operate.
- c) The bid bond in case of unsuccessful bidders will be returned as soon as possible after rejection.
- d) In case the RO after acceptance of bid fails/refuses to perform, the Bid Bond will be forfeited and encashed.

9. RO’s Obligation

- a) The RO’s resources at Karachi will be the communication point for the EOBI.
- b) The RO is responsible for managing the activities of its personnel or sub- contracted personnel and will hold itself responsible for any misdemeanors.
- c) Provision of delivery & steps for the compliance in writing
- d) The RO will treat as confidential all the data and information about EOBI, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party/person/organization without the prior written approval of the EOBI.

10. Validity of Prices / Bids

- a) The prices quoted shall be valid for a period of at least 60 days from the date of opening of the bid with the facility for extension.
- b) Until the contract is executed finally, the successful bidder shall be bound by the terms and conditions of this RFP.

11. Acceptance of the Terms

The submission of the bids against this RFP by the RO means that the RO has read and **accepted the terms and conditions** given in this document, completely; and it has thoroughly examined the specification and particulars in the RFP. Further, the RO is deemed to be fully aware of the nature of the **deliverables** and the purpose for which they are required and shall be bound to accept the contract if placed with it on the basis of the prices and quality of the service as stated in this RFP.

12. Delivery Period

- a) The entire Deliverables should be delivered within one week as per the agreed work plan and time lines. Any variation in time must be mutually agreed and documented.
- b) For the Deliverables delayed beyond the delivery period, as specified in the RFP, or as per letter of award, the liquidated damages may be waived fully or partially by the Committee, with the approval of the Chairman, if there are reasonable grounds for such a delay.

13. Rights of Employees' Old-Age Benefits Institution

- a) May reject the bid if found incomplete, especially with respect to the deliverables.
- b) Reserves the right to cancel the bid prior to acceptance of bid.
- c) Will only accept the bid having lowest evaluated bid
- d) The bids evaluated on lowest evaluated price will be eligible for the award of contract.
- e) Reserves the right to amend the Bill of Quantity (BoQ)/list of deliverables.
- f) Reserves the right to cancel the offer of the RO, whose bid may be evaluated to be the lowest, if it is revealed to that the RO does not have the capacity to execute the project or the amount quoted is so less that the delivery of the Deliverables is not feasible to carry out the Contract in accordance with the terms and conditions of this RFP or the RO is involved in any litigation with any other client.
- g) EOBI reserves the right to accept or reject any or all offers/bids received as PPRA rules.

14. Responsibilities of the EOBI

- a) EOBI will provide access to its premises for installation, commissioning and testing
- b) EOBI will coordinate with the nominee of the RO in provision of best possible information on time.
- c) EOBI will nominate authorized person(s) and provide best possible facility to complete the task by the RO.

15. Errors in the Bids

- a) Any arithmetic error found during evaluation of bids shall be rectified on the following bases.
 - i. If there is discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the **unit price** shall prevail and shall correct the total price.
 - ii. If there is a discrepancy between the amount in words and amount given in figures, the **amount in words** shall prevail however if the discrepancy is unavoidable and not related to the bid bond, EOBI reserve the right to reject the bid.
- b) If the RO does not accept the corrected amount of the bid, bid will be rejected and the Bid Bond submitted with the Proposal shall be forfeited.

16. Mode of Delivery and Address

Bids shall be delivered by hand or courier so as to reach the address given in the RFP by the last date and time indicated for submission. Bids received by fax or email shall not be accepted.

17. Technology Roadmap

Keeping in view the timeline of this project, the RO should clearly mention the roadmap for the deliverables that are quoted as part of the bid.

18. Staff assigned to the Project

RO should list the personnel who will be working on this project. Particular focus should be on core skills set required for implementation of project of this nature.

Requires the resumes of skilled and key staff, expected to be assigned to this project, in the following three areas.

1. Total Staff assigned to the project (Please specify role of each person)
2. Total Staff assigned to this project for Support purposes

EOBI officials may meet the staff assigned to the project to assess the capabilities mentioned in the submitted details.

19. Compliance to Specifications

The RO should provide information as per items mentioned in the Annexure of the deliverables. The provided specifications should meet the required condition, however technical committee may take appropriate decision in case of minor deviations in the best interest of the institution.

Sr. No	Item Quoted	Requirement as per RFP	Details of item quoted (Modules within an item)
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20. Partnership with Principle

RO is required to provide details of Partnership/Relationships with original producer/architect of Deliverable's software, and attach copies of relevant certificates received from the Principle.

21. Documentation User Manuals and Media

The RO should provide a complete set of documents and media for all the component of IBM Websphare Software. A detailed user level manual covering each and every component of the software should be provided.

The manuals should be written in simple English language and avoiding technical jargons where possible. The documents should not be totally texted based. The same contain screen shots of actual application/module for elaboration of the system in a proper manner.

22. Support / Warranty

The details of the support/warranty are to be provided for the required period of license period.

The RO should also provide a firm price for subsequent year's support.

Annexure A: Bid Application Form

Reference No. /IT/2013-14/01

Dated: _____

Name of Contract: **Renewal/Purchase, Support and Maintenance of IBM Websphere Software**

The Director
General Administration Department
EOBI House, 190/1/B, Block-2,
PECHS, Karachi.

Dear Sir:

1. Having examined the RFP Documents including Instructions for ROs, Specifications, Addenda and Term & Conditions for the execution of the above-named Contract, we, the undersigned, being a company doing business under the name and address _____ and being duly incorporated under the laws of Pakistan hereby offer to execute and complete such contract and remedy any defects therein in conformity with the said documents including Addenda thereto with prices mentioned in the Proposal (in figures and words) or such other sum as may be ascertained in accordance with the said documents.
2. We understand that all the Schedules attached hereto form part of this Bid.
3. As security for due performance of the undertakings and obligations of this Bid, we submit herewith a Bid Bond referred to in paragraph 8, **Bid Bond and Performance Bond**, drawn in favor of or made payable to Employees' Old-Age Benefits Institution, Head Office, Karachi and valid for a period of 60 days.
4. We undertake if our bid is accepted, to complete the whole of the work comprised in the above-named Contract within the time stated in the RFP
5. We agree to abide by this bid for the period of 60 days beyond the date of opening of the Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of this period.
6. Unless and until a formal Contract Agreement is signed, this bid, together with your acceptance thereof, shall constitute a binding contract between us.
7. We undertake if our bid is accepted, to execute the Performance Bond.
8. We understand that you are not bound to accept the lowest or any bid you may receive.
9. We do hereby declare that this Bid is made without any collusion, comparison of figures or arrangement with any other person or persons making a Bid for the above-named Contract.
10. We Confirm, if our Bid is accepted, that all partners of the joint venture shall be liable jointly and severally for the execution of the Contract and the composition or the constitution of the joint venture shall not be alternate without the prior consent of the . (Please delete this clause if bid is from a single firm)

Dated this _____ Of _____ 20
signature _____ In the capacity of _____

Authorized to sign Bid on behalf of _____
**(name of Bidder in Block
Capitals)**

Address _____

Witness1
Name: _____

Address: _____

Witness2
Name: _____

Address: _____

Annexure-B Summary of Financial Proposal

a) (IBM Websphere Software Support Renewals for 2 Years)

Summary of Financial Proposal

<i>Total bid amount</i>	<i>Figure</i>
	<i>Words</i>
<i>Amount (in Rs. Without GST)</i>	
<i>GST (in Rs.)</i>	
<i>Cost of optional item(s)</i>	<i>_____ with Details of equipment with unit cost and GST</i>
<i>Earnest money (for total bid amount)</i>	<i>Name of bank and amount</i>

Option *

b) (IBM Websphere Software New Licenses for 1 year)

<i>Total bid amount</i>	<i>Figure</i>
	<i>Words</i>
<i>Amount (in Rs. Without GST)</i>	
<i>GST (in Rs.)</i>	
<i>Cost of optional item(s)</i>	<i>_____ with Details of equipment with unit cost and GST</i>
<i>Earnest money (for total bid amount)</i>	<i>Name of bank and amount</i>

*** Option: item a, & b, bundle price**