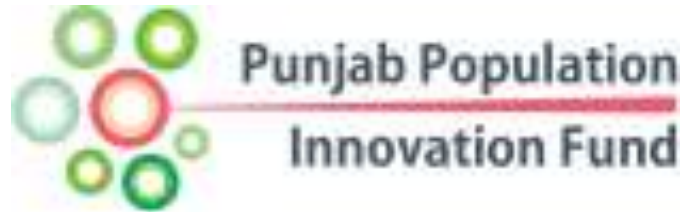


PUNJAB POPULATION INNOVATION FUND

Tender Document

“Provision of E-mail Hosting Services for Existing E-mails”

April, 2019



Submission Date for Sealed Bids: 6th May, 2019 (11:30 am)

House # 125, Abu Baker Block, New Garden Town, Lahore Pakistan.

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1- Background

Punjab Population Innovation Fund (PPIF) is a section 42, not-for-profit public sector Company set up by Government of the Punjab under the Companies Ordinance 1984.

2- Invitation to Bids

PPIF invites sealed bids / proposals for the provision of E-mail Hosting Services (for existing e-mails) of international licensed host engines, from tax registered and experienced service providers. Technical and financially qualified service provider will be offered a contract of one year which will be extended annually, based on performance. Extension of contract will be on same cost and same terms & conditions if mutually agreed by both parties (service provider and PPIF).

3- Instruction to Bidders

PPIF will follow Punjab Procurement Regulatory Authority (PPRA) Rules 2014 for the entire bidding process. The selection of hosting service provider will be based on Least Cost Basis. PPIF will adopt single stage two envelopes bidding procedure to call for proposals.

The bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical proposals. The envelopes shall be marked as “Financial Proposal” and “Technical Proposal”. In the first instance, the “Technical Proposal” shall be opened and the envelope marked as “Financial Proposal” shall be retained unopened in the custody of the PPIF. The PPIF shall evaluate the technical proposal in the manner prescribed in the document, without reference to the price and shall reject any proposal which does not conform to the specified requirements. During the technical evaluation no amendments in the technical proposal shall be permitted. After the evaluation and approval of the technical proposals, the PPIF shall open the financial proposals of the technically accepted bids, publically at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period. The financial bids found technically nonresponsive shall be returned un-opened to the respective bidders. The technical and financial proposal will be evaluated on the basis of PPIF evaluation criteria as provided in section “Technical Proposal” and “Financial Proposal” of the document.

4- Conditions for Eligibility

The successful bidders, fulfilling the following criteria, will be considered as eligible bidding firm for the bidding process of E-mail hosting services;

- a) Must provide an affidavit on stamp paper, declaring that the company is not black listed by any Govt. agency / authority (Original required)
- b) Must have minimum 03 years’ experience of E-mail hosting of international licensed host engines in Pakistan. Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
- c) Must be regular tax payer (copy of tax return of last year required)
- d) Must be registered for NTN or PST with Punjab Revenue Authority (PRA).

* *“Relevant experience” means experience of providing e-mail hosting services.*

Kindly fill the following necessary annexures required for the above qualification criteria and attach the supporting documentary evidences as mentioned in each annexure;

Annex – A: Organization Information
Annex – B: Eligibility Response Checklist

And also sign the declaration form at the end of document and attach with your other documents.

5- Scope of Job

The bidder selected would provide following services without any interruption with the following to be observed:

Email Hosting:

- i. Creating Email ID's by using the Company's Domain for example (abc@ppif.org.pk)
- ii. Video and voice calls
- iii. Integrated online calendars
- iv. 30GB of online storage for file syncing and sharing
- v. Online text documents, spread sheets and slides
- vi. Easy to create project sites
- vii. Security and admin controls
- viii. 24/7 phone and email support
- ix. Email's Data migration

6- Terms of Reference

The firm should agree on following terms of references for Email Hosting:

- a. Company Email: Email ID's must be created by using the Company Domain for example (abc@ppif.org.pk)
- b. Storage Space: The storage of each email account should be 30GB or more, if possible.
- c. Search: Easily find out the oldest emails by using the keywords in a provided search bar.
- d. Spam: Provide best spam filters mechanism which will save the trouble of having to delete those pesky unwanted messages manually.
- e. Mobile: Availability of access of emails via smart phones through internet.
- f. Other Products: Provide the facilities of file sharing, calendars sharing, alias email accounts, contacts sharing, voice call, video call, text chat, documents sharing & online working.
- g. Easy Setup: Email accounts can be configured on third party products at client end such as Outlook, Thunderbird etc.
- h. Email Backup: Automatically backup of all individual email accounts.
- i. Email Protection: Ensure the protection from any kind of malware, virus, DDOS attack & unauthorized access.
- j. Reliability & Uptime: Email Service must be reliable & ensure availability. Uptime must be 99.9%
- k. Contract period will be for one year from the date of signing of contract which may be extended on same rates and same terms & conditions for further term/terms by mutual agreement of both parties.
- l. Prices quoted shall remain valid for a period of 120 days from the closing date of proposal.
- m. All direct & indirect taxes will be deducted in accordance with the provisions of Government Rules amended time to time.
- n. Successful Bidding Firm will signed a service contract and will provide the agreed services within the stipulated agreed time of issuance of the purchase order.
- o. Initially we have 23 users which will be increased to double in next three months. So we will lock the price for 30 users which may be increase or decrease.
- p. The firm will be responsible for migration of Email's data from existing server to the new server.
- q. If the bidder completely fails to provide the services a week after prescribed period of consultancy service delivery and didn't comply with the reminders, the case of bidder may be put to relevant authorities to declare him as "Black Listed".
- r. Payment of e-mail services will be made after a complete month on the satisfactory execution of services.
- s. In case of any dispute regarding services; the decision of the PPIF shall be final & binding.

7- Guidelines

- a) Only short-listed bidders fulfilling the eligibility criteria will be considered for technical and financial proposals. The financial proposal of technically qualified bidders will be opened for further evaluation.
- b) All documents and information received by PPIF from applicants will be treated in strictest confidence.
- c) Documents submitted to PPIF will not be returned.
- d) All expenses related to participation in this tender document shall be borne by the bidders.
- e) Documents shall be submitted in a separate sealed envelope marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” as hard copy in a sealed envelope for ‘Provision of E-mail Hosting Services for Existing E-mails’. The envelope containing hard copy of technical proposal and hard copy of financial proposal shall be received on the postal address given below.
- f) PPIF reserves the right to clarify or verify any information provided by the applicants.
- g) Questions about this technical proposal can be made only in writing: a letter or an e-mail and must be asked by or before **COB 29th April, 2019**. For any other related information please contact the undersigned.

Postal Address

Manager Procurement
PUNJAB POPULATION INNOVATION FUND
125, Abu Bakar Block, New Garden Town, Lahore
042-35913413-15

8- Technical Proposal Evaluation Criteria

This tender document is governed by the procedure approved by PPIF management. The technical proposal of eligible organisations will be evaluated using the scoring guide attached as annexure – D. Score will be awarded on the base of following details;

Technical proposal should contain all supporting and any additional information. **Copies of all required documents** should be attached in technical proposal for evaluation.

9- Financial Proposal

Please refer to the annexure titled “Financial Proposal”, attached as annexure – E.

10- Financial Evaluation

The financial proposals of only those technically responsive bidders who will obtain minimum sixty five percent marks will be opened. Lowest evaluated bid will be considered for contract award.

11- Type of Contract

The type of contract will be based on e-mail hosting services required per user that includes but not limited to the scope of job and terms of references.

12- Declaration

Kindly provide the declaration as per format provided below at the end of proposal.

I, _____ hereby declare that:

- all the information provided in the technical proposal is correct in all manners and respects

- and I am duly authorised by the Governing body/Board/Management to submit this proposal on behalf of "[Click here and type the name of organization]"

Name	
Designation	
Signature	
Date and Place	

13- Submission of Bids (Technical and Financial Proposal)

Complete bid containing technical and financial proposal along with CDR @ 2% of estimated price (PKR 234,605/-), all required information and documentary evidences may be submitted before 11:30 AM on 6th May, 2019. Technical proposals will be publically opened on the same day i.e. 6th May, 2019 at 12:00 PM in the presence of bidder's representatives who wish to attend it. Technical and financial proposals received after bid close time will not be accepted.

a- Cover Letter for the Submission of Technical Proposal and Financial Proposal

[Firm letterhead]

[Date]

To
Chief Operating Officer
[Address mentioned in Data Sheet]

Re: Technical Proposal and Financial Proposal in respect of [Insert title of assignment]

Dear Sir,

We offer to provide the Services for [Insert title of assignment] in accordance with your Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our technical Proposal and financial proposals including the required documents in a sealed envelope.

We hereby declare that all the information and statements made in these proposals are true and accept that any misinterpretation contained therein may lead to our disqualification. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations. We undertake that we will initiate the services as per the client's request if our proposal is accepted. We understand that you are not bound to accept any or all proposals you receive.

Thank you.

Yours sincerely,

Signature

Name and title of signatory:

Important Note: The competent authority may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. PPIF shall upon request communicate to any legal firm, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds. The bids should be submitted in sealed envelope clearly mentioned "BID (TECHNICAL & FINANCIAL PROPOSALS) FOR THE PROVISION OF E-MAIL HOSTING SERVICES FOR EXISTING E-MAILS"

Annexures

Annex – A “Organization Information”

Form A: Firm Profile			
S #	Required Information	Response	
1	Legal name of the organization		
2	Year of Registration / Establishment of the Organisation		
3	National Tax Number		
4	Core business area/s of the organization		
5	What is the legal status of your organisation? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	Public Sector Organisation	
		Section 42 Company	
		Public Ltd. Company	
		Private Ltd. Company	
		Partnership Firm	
		Others (Please specify)	
6	Name and designation of ‘Head of Organization’		
7	Mobile:		
	Phone/s:		
	Email:		
	Fax:		
	Address of organization:		
	Website address:		
8	Name and designation of ‘Contact Person’:		
	Phone/s:		
	Mobile:		
	Email:		
	Fax:		

Annex – B “Eligibility Response Checklist”

Sr. No.	Necessary Eligibility Information	Response/Elaboration	
1	Affidavit on stamp paper, declaring that the company is not black listed by any Govt. agency / authority (Original required)		Original Copy Attached
			Original Copy Not Attached
2	Mention National Tax Number (NTN) or GST/PST in the name of Organization and provide a copy of registration	National Tax Number (NTN)	
		GST/PST	
3	Regular tax payer (copy of tax return of last year required)		Copies Attached
			Copies Not Attached
4	Currently working with at least 3 clients whose setup / offices should be in Pakistan. Documentary proof (copies of contract or work order or contact details of clients) should be furnished.		Copies Attached
			Copies Not Attached

Annex – C “Technical Evaluation Criteria”

Technical Evaluation Criteria				
S. No.	Descriptions	Total Points	Category Points	Remarks (Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	Relevant Experience	15		
	Experience of e-mail hosting services of international licensed host engines, if more than 5 years		15	Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
	If greater than 3 but less than or equal to 5 years		10	
	If at least 3 years		5	
2	Current Contracts	15		
	Currently working with more than 5 clients		15	Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
	If more than 3 but less than or equal to 5 clients		10	
	If 3 clients		5	
3	Clients	15		
	If number of clients are more than 10		15	List of clients required with addresses
	If more than 7 but less than or equal to 10		10	
	If 3 or greater than but less than or equal to 7		5	
4	Quality	20		
	E-mail hosting if provided by Google		20	Mention offered email hosting service on company letter head
	If provided by Microsoft		15	
	If provided by Yahoo		10	
	If provided by others		5	
5	Company	15		
	Year of establishment of service provider, If more than 5 years		15	Copy of registration with relevant authority mention the date is required
	If more than 3 but less than or equal to 5 years		10	
6	Financial Capability	20		
	Annual turnover of service provider should if more than 10 million		20	Copy of last financial audit report done by ICAP/SBP registered auditing firm or bank statement of one year.
	If greater than 5 but less than or equal to 10 million		15	
	If more than 1 but less than or equal to 5 million		10	
	If less than 1 million		0	
Total Points Awarded		100		
Passing score is 65				

Annex – D “Financial Proposal”

Sr. No.	Service Required	Cost per User per Month (inclusive of all applicable taxes)	Cost per 30 Users per Month	Cost per 30 Users per Annum (tentative contract value)
01	E-mail Hosting Service			

Initially we have 23 users which will be increased to double in next three months. So we will lock the price as per 30 users on average.