

NATIONAL INVESTMENT TRUST LIMITED

ADMINISTRATION DEPARTMENT

Admn.24(42-C)/2025/AT-42

Date: May 27, 2025

**TENDER TO AUTHORIZED PARTNERS FOR PROVIDING MAINTENANCE SUPPORT OF
STORAGE AREA NETWORK (SAN) AT KARACHI HEAD OFFICE**

National Investment Trust Limited an Asset Management Company managing mutual funds in Pakistan, invites, bids through E-Pak Acquisition and Disposal System (EPADS) from suppliers / firms registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue and having registered office, for **Procurement “TENDER TO AUTHORIZED PARTNERS FOR PROVIDING MAINTENANCE SUPPORT OF STORAGE AREA NETWORK (SAN) AT KARACHI HEAD OFFICE”** Bidding documents, containing detailed terms and conditions, can be downloaded from <https://eprocure.gov.pk> free of cost. Bids should be submitted electronically **ONLY** through EPADS. Manual submission of bids is **NOT** allowed.

For registration and training on EPADS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA, FBC building sector G-5/2, Islamabad. Contact number 051-111-137-237.

The bids, prepared in accordance with the instructions in the bidding documents, must be submitted on EPADS by June 18, 2025 3:00 PM. Bids will be opened on the same day at 3:30 PM through EPADS.

Note:

All interested bidders must register themselves at EPADS at:

<https://eprocure.gov.pk/#/supplier/registration>

No physical bid shall be entertained.

(S. T. A. QUADRI)

Head of Administration

National Investment Trust Limited

NBP Building, 6th Floor, I. I Chundrigar Road

Karachi-74000

Tel: 021-32412056-9 Fax: 021-32417827, 021-32422719

**TENDER TO AUTHORIZED PARTNERS FOR PROVIDING
MAINTENANCE SUPPORT OF STORAGE AREA
NETWORK (SAN) AT KARACHI HEAD OFFICE**

SINGLE STAGE: ONE ENVELOPE

NATIONAL INVESTMENT TRUST LIMITED

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1. INTRODUCTION

- 1.1** National Investment Trust (NIT) is the oldest and largest Mutual Fund Company of Pakistan, with its Head Office located in Karachi and countrywide operation through its 25 branches and a customer facilitation center in Karachi.
- 1.2** E-Bids are invited through E-Pak Acquisition and Disposal System (EPADS) from reputed and well-established firms/companies registered with relevant Registration Authorities and Tax Departments/ Authorities (Income Tax, Sales Tax & Sindh Sales Tax etc.) and who are on Active Taxpayers List of the Federal Board of Revenue for providing principal backed maintenance support with parts Hitachi SAN Model VSP G350 as per specification given in Annexures I installed at NIT Head Office as mentioned in this bid document. The E-bids shall be received as per single stage one envelope procedures.

2. SCOPE OF WORK

- 2.1** NIT desires to engage top tier partners of the Hitachi equipment manufacturers and to provide principle backed Annual maintenance support (including parts & Labor) as per specification given in Annexures I as mentioned in this tender.
- 2.2** The maintenance contract will be and for a period of two years in case of its price benefit over single year, else period of one year will be chosen and subsequently can be extended on mutual agreement.

3. INFORMATION FOR BIDDERS

Name of Procuring Agency:	National Investment Trust Limited
Last date for Bid Submission:	June 18, 2025 at 03:00 p.m.
Bid Opening Date and Time:	June 18, 2025 at 03:30 p.m.
Bid Opening Place:	National Investment Trust Limited National Bank Building, 6 th Floor, I.I. Chundrigar Road, Karachi. 74000, Pakistan.
Contact Person:	Mr. S. T. A. Quadri, HO - Admin
Phone:	021-32412056-9 (Ext: 224)
Direct Phone:	021-32425101
Fax:	021-32422719
Email Address:	hoa@nit.com.pk

4. PROCEDURE AND TERMS OF TENDER:

- 4.1. The bidder should be registered with Sales Tax and Income Tax Department.
- 4.2. The bidder must be the Top Tier partner of the principal/manufacturer in Pakistan and authorized for providing support, and in compliance with the qualifying criteria mentioned under Annexure IV.
- 4.3. The bidder is required to visit the equipment site and carry out inventory of site / health checks before the submission of their bid. The bidder will be responsible for verifying the competence of Annexure I against equipment inspected on site or as from Manufacturer's record.
- 4.4. No change in price can be accommodated once the bid has been submitted.
- 4.5. The period of maintenance support offered will be for one year and may be extended on mutual consent in absence of any change in agreement terms.
- 4.6. Bid should be submitted in Pak Rupees if the bid quoted in US Dollar (\$), the price shall be converted into a Pak Rupees as specified in the tender document. The rate of exchange shall be the selling rate, prevailing on the date of opening of the financial bid specified in the tender document, as notified by the National Bank of Pakistan on that day.
- 4.7. All Rate (s) will be inclusive of all taxes, duties etc. levied by the Government of Pakistan, however, during tender process to till full & final payment, any change in Government taxes will be payable by the procurement company.
- 4.8. Bidder firm has not been blacklisted by any Government/Semi Government organization.
- 4.9. NIT reserves the right to accept/reject wholly or partially any tender without assigning any reason at any stage of the tender process. Reasons may be provided upon written request.
- 4.10. Validity period of the bids shall be for the period of tender submission and its award including duration required for compliance with PPRA.
- 4.11. The decisions of NIT will be binding on all concerned and will in no case be challengeable at any forum or any court of law.
- 4.12. Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this Tender.
- 4.13. During the examination, evaluation and comparison of the bids, the NIT at its sole discretion may ask the bidder for clarifications of its bid. However, no change in the price or substance of the bid shall be sought, offered or permitted after bid submission.
- 4.14. For this tender all updates/changes shall be communicated through email by NIT.
- 4.15. Undertaking for Service Level to be provided in this regard will be required be provided by the selected bidder at the earliest.
- 4.16. The bidder must have offices in Karachi and be fully capable to provide maintenance support for Hitachi SAN.

4.17. Bidder should submit the “Annexure V” Bid Declaration form after sign and stamp.

4.18. Bids submitted via email or fax will not be entertained.

5. FORMAT AND SIGNING OF E-BID

5.1 The Bidder shall prepare E-bid of the scanned documents in the form of PDF file and as per requirements in the bid document.

5.2 The Bidder shall authorize a person / person for signing, submission and further correspondence with NIT on behalf of bidder. Authority letter must be part of E-bid. However, in case of any issue bidder shall be responsible for all consequences.

5.3 All scanned pages of the E-Bid, shall be signed and stamped by the authorized person before scanning.

5.4 Any interlineation, erasures, or overwriting shall be valid only if they are initialed by the authorized person for signing the E-Bid.

5.5 The name and position held by each person signing the authorization must be typed or printed below the signature. All scanned pages of the E-Bid, shall be signed and stamped by the authorized person before scanning.

5.6 Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person or persons signing the Bidder.

6. SUBMISSION OF E-BID

6.1. For this tender ‘Single stage- One envelope procedure’ for open competitive bidding shall be adopted.

6.2. The complete Bids must be submitted online on e-Procurement System (EPADS) website.

6.3. E-Bids must be submitted on the e-Procurement System (EPADS) on or before the time and date specified in the Bid Data Sheet. Physical Bids received through courier services or delivered by the bidder, shall not be accepted.

6.4. The E-bid should be included the following documents that should be completely filled and sign stamped by the bidder.

6.4.1. Provide draft document for “Service level Agreement” identifying response time, recovery time, parts inventory, preventive maintenance, and other details required to be specified in such documents. At minimum should include all the salient features as mentioned in Annexure II.

6.4.2. Company profile.

6.4.3. List of Names, contact details, and date of commencement for all existing customers (corporate sector) who are being provided with maintenance support for equipment which the bid is submitted.

6.4.4. List of qualified staff along with their qualification and certification relevant to the equipment.

- 6.4.5. Technical specification Annexure I document completely signed and stamped.
 - 6.4.6. Partner Authorization letter from Manufacturer (as relevant).
 - 6.4.7. Income Tax/GST certificate of the bidder.
 - 6.4.8. Any other document required as per this tender document.
 - 6.4.9. Confirmation letter to provide services under this Tender for minimum of one-year period, that will be extendable based on mutual consent.
- 6.5. Bid price filled as per BOQ (Annexure III) for annual charges applicable items.
- 6.6. E-Bid will be opened in the presence of bidder's representatives that choose to attend.
- 6.7. Completely filled & Sign Stamp Technical Specification Annexure I, Bill of Quantity Annexure III, BID Securing Declaration Annexure V and require to sign stamp whole tender document.
- 6.8. Bidder should comply all the requirements given in the tender document and specifically for Qualification criteria given in Annexure IV.
- 6.9. Bidders who will not submit all required documents / information as per Qualification Criteria and do not meet the qualification requirement will be declared as Non-Qualified Vendors.

7. OPENING OF E-BIDS

- 7.1 The e-Bids will open in the presence of Bidders' or their representatives who choose to attend, in the Bid proceedings at the place, on the date and at the time, specified in the bidding document. The Bidders' representatives present shall sign a register/attendance sheet as proof of their attendance.
- 7.2 E-Bids shall be opened on the e-Procurement System (EPADS) one at a time, the Bidders names, the Bid prices, the total amount of each E-Bid, the presence or absence, Bid Securing Declaration and such other details as the NIT may consider appropriate, will be announced by the Procurement Evaluation Committee.
- 7.3 During the examination, evaluation and comparison of e-Bids and post-qualification of the Bidders, the NIT at its discretion may, ask any Bidder for a clarification of its e-Bid including breakdown of prices to determine its reasonability. Any clarification submitted by a Bidder that is not in response to a request by the Procuring Agency shall not be considered.
- 7.4 Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this bidding document.

8. EVALUATION CRITERIA

The lowest evaluated financial bid will be accepted

9. PAYMENT TERMS

- 9.1** Hundred percent (100%) cost shall be paid and will be released after successful delivery and verification of support details and confirmation received from Principal as per Bill of Quantity (BOQ).
- 9.2** All payments shall be made after deduction of taxes.
- 9.3** All payments shall be made through cross cheque in the Pak Rupees.
- 9.4** Taxes will be deducted at source as per government rules at the time of payment.
- 9.5** Bidder should mention any other charges/optional charges in financial bid deemed necessary to complete and compare final bid amount. (all-inclusive including taxes)

ANNEXURE I: TECHNICAL SPECIFICATION FOR HITACHI SAN WITH QTY 02 FC SWITCHES

Product Features	Description	Compliance (Y/N)	Comments
1.1 Brand	1.1.1 Hitachi		
1.2 Model	1.2.1 VSP G350		
1.3 Serial No	1.3.1 453032		
1.4 Form Factor	1.4.1 Rack Mount 2 U /3U		
1.5 Drives Installed	1.5.1 SSD /480 GB QTY 09 Drives installed with hot spare		
	1.5.2 SAS /10K rpm/1.2 TB QTY 17 Drives installed with hot spare		
	1.5.3 SAS/7.2K rpm/6.0 TB QTY 09 Drive installed with hot spare		
	1.6.1 Model G610		
	1.6.2 QTY (02) installed in Redundant Mode		
	1.6.3 8-16 GB SWL SFP		
1.7 Brocade FC Switches	1.7.1 Switches Serial Nos: EZL1923Q00K EZL1923Q00L		
1.8 Support Renewal Detail	1.8.1 01 Year Hitachi Backed ProSupport NBD		
	1.8.2 Principal Backed Local Support at NIT Head Office Karachi		
	1.8.3 As per Draft SLA Annexure II of Tender Document		
	1.8.4 Vendor must visit on site for any technical details that may require to participate in this tender		

ANNEXURE II: SALIENT FEATURES FOR REQUIRED SERVICE LEVEL

1. Vendor shall perform the obligations contained in Agreed signed Principal backed SLA, as appropriate, at its own cost as to parts, labor and transport.
2. The support is Principal backed and local support for Storage Area Network.
3. Vendor will be liable for the both Labor and parts. The part installed will be of the same make or Equivalent in performance, as acceptable to NIT, to the original parts replaced.
4. While attending to any complaint Vendor will perform associated services at the premises of the NIT, however, in case of some major defects, replacement of the same may be performed at the site / workshop of Vendor after due notification.
5. With respect to defective, mal-functioning, non-functioning or other problems related to (i) critical systems and/ or equipment vendor has a 24X7 local support format. This is 24 hours a day, seven days a week with 4-6 hours response time and resolution time of same / next day at NIT's locations.
6. Principal Backed Local Support at NIT Head Office Karachi.
7. Vendor shall ensure that only genuine / approved parts of Manufacturer are being used during any replacement.
8. The paramount objective of the service agreement is to minimize the downtime inevitable in case of repair / replacement processing.
9. Vendor will perform any configuration changes in SAN / FC Switches firmware / Patches and bug fixing, required for ensuring optimal performance.
10. Will resolve / response to any queries relating to equipment under support with NIT infrastructure considerations.
11. The critical incident should be treated on highest priority to restore normal service as quickly as possible and to minimize the adverse impact on NIT business.

ANNEXURE III: BILL OF QUANTITY (FOR ONE YEAR CHARGES)

FOR ONE YEAR CHARGES

Equipment Type	Equipment Details	QTY	Per Year Cost	Taxes (All Inclusive)	Total
1. Storage Area Network (As per specifications in Annexure 1)	1.1 Hitachi SAN Model G350	01			
	1.2 Brocade Switches Model G610	02			
Grand Total					

FOR TWO YEARS CHARGES

Equipment Type	Equipment Details	QTY	Per Year Cost	Taxes (All Inclusive)	Total
1. Storage Area Network (As per specifications in Annexure 1)	1.1 Hitachi SAN Model G350	01			
	1.2 Brocade Switches Model G610	02			
Grand Total					

Note:

- Bidder should mention any other charges/optional charges in financial bid deemed necessary to complete and compare final bid amount. (Inclusive all taxes)
- If the bid quoted in US Dollar (\$), the price shall be converted into a Pak Rupees as notified by the National Bank of Pakistan on that day.
- Two years Period may be chosen in case it benefits the tendering entity

ANNEXURE IV: QUALIFICATION CRITERIA OF THE BID

Following are Qualification criteria required for qualifying a bid as responsive:

1. Income Tax Certificate / GST Certificate (Copy to be provided).
2. Holding Active Enterprise partnership level partnership level with principal for Pakistan and authorize to provide services (Copy to be provided).
3. Organizations which have previously sold equipment /services to NIT, should have provided satisfactory response on 'annual' / or 'call basis', on occasion of equipment failures. Bidders with non-satisfactory record will be not be qualified.
4. Providing similar maintenance support to at least Three (03) customers for at least last two years. Customer Testimonial to be provided.
5. The bidder is required to visit the equipment site and carry out inventory of site / health checks before the submission of their bid. The bidder will be responsible for verifying the competence of Annexure I against equipment inspected on site or as from Manufacturer's record.
6. No change in price can be accommodated once the bid has been submitted.
7. Confirmation of good quality of service from randomly selected customers in the submitted list.
8. Signing of SLA as per the "ANNEXURE II: SALIENT FEATURES FOR REQUIRED SERVICE LEVEL"
9. List of technical support staff should include professional holding required certification from Principal along with appropriate length of service.
10. The yearly value of maintenance agreement in hand should be higher than Rs. 05 Million (list to be provided).
11. Should provide all documents as mentioned under paragraph 6.4 of this tender document.
12. Should provide written confirmation that the bidder is offering his services initially under this agreement for one year, which will be extendable based on mutual consent.
13. Completely Filled Bill of Quantity as per equipment quantity given under Annex III.
14. Proof of Company being in operation for at least 3 years in Pakistan in relevant business.
15. Tender Technical and Financial documents be duly signed and stamped.
16. Company must have resident certified engineers in regions where support is to be provided. Documentary Evidence should be provided.
17. Adequate Help desk facility to allow for call logging and ticketing, like Help Desk attendant, Online Web based application, etc.

ANNEXURE V: BID SECURING DECLARATION

Head of Administration

National Investment Trust Limited
6th Floor, NBP Building, I.I. Chundrigar Road

KARACHI:

We, the undersigned, declare that;

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however, without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we;

- a) have withdrawn our Bid during the period of Bid validity specified in the Letter of Bid; or
- b) having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid validity, (i) fail or refuse to sign the Contract; or (ii) fail or refuse to furnish the Performance Security (or guarantee), if required, in accordance with the ITB.

We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder, or (ii) twenty-eight days after the expiration of our Bid.

Name of the Bidder* _____

Name of the person duly authorized to sign
the Bid on behalf of the Bidder** _____

Title of the person signing the Bid _____

Signature of the person named above _____

Date Signed _____ Day of _____

* In the case of the Bid submitted by joint venture specify the name of the Joint Venture as Bidder.

** Person signing the Bid shall have the power of attorney given by the Bidder attached to the Bid.

[**Note:** In case of a joint Venture, the Bid-Securing Declaration must be in the name of all members to the Joint Venture that submits the Bid]³