



TECHNICAL EVALUATION REPORT **(As Per Rule 35 of PP Rules, 2004)**

1. Name of Procuring Agency: Employees Old-Age Benefit Institution.
2. Method of Procurement: 36(b) PPRA Rules 2004 (Quality Cost Method).
3. Title of Procurement: Invitation of Bid for providing Email Services to EOBI.
4. Tender Inquiry No.: PID(K)1545/22.
5. PPRA Ref. No. (TSE): TS497295E
6. Date & Time of Bid Closing: 23-12-2022 (1100 hours).
7. Date & Time of Bid Opening: 23-12-2022 (1130 hours).
8. No of Bids Received: Three Bids.
9. Criteria for Bid Evaluation: Annexure "B"
10. Details of Bid(s) Evaluation: Annexure "A"

Name of Bidder	Technical Marks (if applicable)	70% Weightage of Technical Score	Rule/Regulation/SBD*/Policy/ Basis for Technical Rejection / Acceptance as per Rule 35 of PP Rules, 2004.
M/s Satcom Private Limited	91/100	63.7	As per Criteria mentioned in Bidding Document.
M/s Clicksat Private Limited	100/100	70	
M/s Rapid Computer	84/100	85.8	

Signature:

Official Stamp:

Muhammad Naeem Shoukat
Director / Incharge (GAD)

EOBI Head Office, 190/1/B, Block-2, P.E.C.H.S., Karachi.
Phone Nos. 99225410 - 13

Website: www.eobi.gov.pk

e-mail: info@eobi.gov.pk

Free Help line: 08000-EOBI
3624

6 eobi 9123

Technical Evaluation Of Bids

~~Annexure~~
Annexure 'A'

Minimum Marks For Technical Qualification is 70

S No	Criterion	Range	Assigned Score	Documents required	Satcom Pvt Ltd.	Clicksat	Rapid Compute
1	Company Experience	1 - 3 years	5	In corporation certificate	10	10	10
		4 or more years	10				
2	Project team quality (no. of certified people on th eteam)	1-2	5	List with detailed CVs	10	10	0
		3 or more	10				
3	Tier level	Tier I	3	Proof required	15	15	15
		Tier II	10				
		Tier III & Tier IV	15				
4	High Availability	Less Than 99.99%	15	-	20	20	20
		99.99%	20				
5	Security	No SSL	0	-	10	10	10
	a. SPAM	SPAM & SSL	3				
	b. Anti virus	Anti virus & SSL	5				
	c. SSL	All	10				
	d. Anti phishing						
6	Admin Portal	UI	5		10	10	10
		GUI	10				
7	Project Plan	Shortest Duration gets the highest marks	10 (max)	Time Line Document	1	10	4
8	Company Annual income during last five years	Rs. 10 - 20 million	6	Annual Report of last 05 years and consolidated statement	10	10	10
		Rs. 21 million or more	10				
9	Member of relevant international organization	Valid certification	5	Copy of certificates	5	5	5
	Total maximum technical score		100		91	100	84



Mr. Nirmal
DDG (offg.) I.T.
(IT/DC) Member



Mr. Haris Bin Maqsood
Director (IT) Member



Mr. Tariq Bashir Malhi
Dy. Director



Mr. Muhammad Yousuf Bari
Dy. Director (IT/DC) Member



Mr. Najeeb Ullah Khan
Assistant Director (IT/DC) /Co-Opt Member





EOBI EMAIL SERVICES

Request for Proposal

ABSTRACT

The RFP is inviting proposals from reputed firms to provide email solution to EOBI.

Najeeb Ullah Khan
Assistant Director (IT)

Handwritten signature

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1. Introduction

Employees' Old-Age Benefits Institution, hereinafter to be referred to as EOBI, is a public sector autonomous organization working under the auspices of the Ministry of Overseas Pakistanis and Human Resource Development, Government of Pakistan. EOBI is governed by a Board of Trustees, which is headed by the Secretary of the Ministry, who sits in the Board as its President. EOBI Act 1976 is the governing law, which provides the legal framework for the operations of EOBI. Interested bidders may like to visit our website www.eobi.gov.pk for more information about EOBI.

2. Project Description

- EOBI is soliciting proposals for email services from reputed service providers in Pakistan.
- EOBI requires SPAM and virus protection.
- EOBI requires SSL certificate with SSL/TLS encryption.
- EOBI requires high availability with 99.99% uptime within the same zone.

EOBI would provide a list of existing email ids to the intended bidder.

3. Project Duration:

The project duration is three years, extendable for another two years subject to mutual consensus and satisfactory performance.

4. Requirements:

A. Services:

EOBI is seeking managed email services from reputed service providers having relevant expertise. The bidder should be a registered company with proven experience in the provide 24/7 managed email services (off-premise or cloud). The bidder shall be responsible for creating email ids of designated officials as instructed by EOBI and shall import the existing data from backups to the new mail servers.

B. High Availability

The bidder shall ensure high availability within the same zone to reduce/prevent replication lag and latency between the primary and standby servers. EOBI demands an uptime of 99.99%, 24/7.

C. Security

The bidder shall be responsible for the safety and security of the email ids and accounts with whatever data is contained in the email accounts. The bidder shall be responsible to ensure provision of the following services:

- i. Enterprise-grade SPAM protection

- ii. Anti-virus protection
- iii. SSL certificate
- iv. Dedicated email server

D. Storage Space & Users

The bidder shall provide to EOBI a total storage space to manage 200+ email accounts with 1.5TB space. EOBI should be provisioned to allocate space to various email accounts as per its own requirement.

E. Local Support

Dedicated 24/7 support to EOBI through email, chat, phone, etc. Bidder shall provide an elaborate complaint resolution mechanism with emphasis on complaint resolution in quickest possible time.

F. Ease of Management

The bidder must offer EOBI a service-provisioning portal with the following minimum capabilities.

- i. Email account Administration
- ii. Email Domain Management
- iii. Storage space management
- iv. Performance Dashboard (for monitoring)

G. Pay As You Go Model

The bidder must offer EOBI a pay-as-you-go model for billing. EOBI should be allowed to increase/decrease the number of email accounts and storage space. In the financial proposal, unit cost for one email account to be provided in Pak rupees. The billing should be transparent and free of any hidden charges.

5. Eligibility Criteria

Eligibility Criterion Table		
Criterion	Documents Required	To be mentioned by bidder
1. The bidder should be a registered firm with proven experience of providing enterprise-level cloud services (IaaS, PaaS, and SaaS) in Pakistan.	Company registration certificate. Proof of line of business as required.	Specify page(s) number where attached in bid document.

2. The bidder should at least have an annual income of Rs. 500 million from cloud infrastructure services during the last five years.	Work orders with project cost and audited accounts	Specify page(s) number where attached in bid document
3. The bidder should provide the following services: a. Enterprise-grade SPAM protection b. Anti-virus protection c. SSL certificate d. Dedicated email server	List of products used for providing the required services along with relevant licenses and certifications.	Specify page(s) number where attached in bid document
4. The bidder must offer EOBI following services: a. Email account Administration (add, update, suspend, delete) b. Storage space management c. Performance Dashboard (for monitoring) d. Firewall management e. Backup and restore data	Screenshots of Dashboard.	Specify page(s) number where attached in bid document
5. The Bidder is not in litigation with EOBI or with any other company or Undertaking of Federal and/or Provincial Governments and has not made any false representation in the forms, statements and attachments submitted to EOBI and has not been black listed by any Government or its organizations.	Certificate of claim on Rs. 50 stamp paper duly attested from Notary Public.	Specify page(s) number where attached in bid document
6. The bidder should provide the project plan.	On company's letter head duly signed by the Project Head and affixed with official seal.	Specify page(s) number where attached in bid document

The above-mentioned eligibility criterion table should be placed on top of all documents as covering document.

6. Bidding Methodology

EOBI will use Rule 36(b) of PPRA Rules 2004 "Single-stage two-envelope procedure".

7. Bid Evaluation Methodology

Bids shall first be screened on the Eligibility Criteria given in the documents. Only eligible bids shall be considered for the next stages of evaluation.

Bid evaluation will be carried out in two stages; the technical proposals shall be evaluated first. Only technically responsive bids shall be considered for opening of their respective financial bids. A bid shall be determined as technically responsive if

bidder scores at least 70%. The weightage for the technical proposal is 70% and for the financial proposal is 30%.

8. Determination of Winning Bid

A weighted evaluation of technical and financial proposals shall follow and the bid with the highest weighted total will be accepted. Following formula will be used to arrive at the winning bid.

$$\text{Total weighted score} = \text{TS} * 0.70 + (\text{LS}/\text{FS} * 100) * 0.30$$

where TS = Technical score, FS = Financial score, and LS = Lowest financial score.

9. Technical Evaluation of Bids

All received bids shall be subjected to the following technical evaluation criteria.

Criterion	Range	Assigned Score	Documents required
1. Company experience	1 – 3 years 4 or more years	10 15	In corporation certificate
2. Project team quality (no. of certified people on the team)	1 – 2 3 or more	10 15	List with detailed CVs.
3. Tier level	Tier I Tier II Tier III	5 15 20	Proof required.
4. Security	No security or not mentioned	0	
a. SPAM	SPAM & SSL	4	
b. Antivirus	Antivirus & SSL	8	
c. SSL	All	15	
d. Antiphishing			
5. Project Plan	Shortest duration gets the highest marks	10 (max)	Time line document
6. Company annual income during last three years	Rs. 200 – 400 million Rs. 401 million or more	7 15	Annual audited financial reports of last 03 years and consolidated statement
7. Member of relevant international organizations	Valid certification	10	Copy of certificates
Total maximum technical score		100	

10. Submission of Bids/Proposals

Bidders shall prepare two separate envelopes marked as "TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL". Both the envelopes shall be sealed and placed in a big envelope with the title "EOBI IT AUDIT CONSULTANCY PROPOSALS" with company/bidder name printed in block letters.

11. Bid Security

Bidders are required to place a Pay Order/ Demand Draft amounting Rs. 200,000/- (Rupees Two hundred thousand only) from any commercial bank on the name of "EMPLOYEES' OLD-AGE BENEFITS INSTITUTION. The Bid Security shall be placed in the envelope titled "TECHNICAL PROPOSAL". The Bid Security will be returned to unsuccessful Bidders after completing of Procurement process, Bid Security will be returned to successful bidder after providing Performance Guarantee of Rs. 250,000/-

12. Pre-Bid Meeting

EOBI will hold pre-bid meeting on 12th December, 2022 @1100 hours in the Board room of EOBI head office Karachi.

13. Validity of Bids

Bidders are required to submit their proposals with a minimum validity of 120 calendar days.

14. Rejection of Bids / Unsuccessful Bids

- Incomplete bids shall be rejected.
- Bids without Bid Security cheque shall be rejected.
- Bids submitted as consortium shall be rejected.
- Any form of canvassing or exercising influence on the bidding process by a bidder shall result in the rejection of his bid.
- Bids failing the eligibility conditions shall be rejected.
- As per Rule 33 of Public Procurement Rules 2004, EOBI may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.
- Financial proposals shall be returned unopened for all the bids that either fails on eligibility or are determined as technically un-responsive. Bid security of such bids shall also be returned.

15. Cost of Bid

Bids can be purchased from the office of the Director (IT), IT Department, 5th Floor, EOBI House, EOBI Head Office, Karachi, on normal working days during office hours. In order to purchase the bid documents, bidders should submit a written request on the company's letterhead along with a pay order of Rs. 2,000/- (non-refundable). The pay order should be in favor of "EMPLOYEES' OLD-AGE BENEFITS INSTITUTION, HEAD OFFICE, KARACHI" and drawn on any local commercial bank in Karachi.

16. Issuance of Work Order

The successful bidder will be issued a letter of intent, which the bidder shall respond to. Subject to an affirmative response, EOBI will issue a Work Order in favor of the successful bidder.

17. Payment Terms

All payments shall be made through cheques at end of the quarter after receipt of invoice.

18. Service Level Agreement

The successful bidder shall have to enter into a Service Level Agreement with EOBI within 15 days from the issuance of the work order.

19. Penalties

In case of bidder abandoning the project prematurely or failing to complete the project on time, EOBI will forfeit the Bid Security deposit and will reserve the right to permanently or temporarily blacklist the bidder on PPRA website or through prominent daily newspapers.

20. Governing Laws

The bidding process shall be governed by the PPRA Rules 2004 and Procurement Rules for Consultants 2010.

21. Disputes and Resolutions

In case of any dispute regarding the bidding process between the bidder and the EOBI, Chairperson EOBI shall be the sole arbitrator and the decision of the Chairperson shall be binding on both the parties. If, however, both parties fail to resolve their dispute, the law of the land prevalent in Pakistan shall be resorted to.

22. Force Majeure

- i. If for reasons Majeure provision the continuation of any of the obligations under this Agreement becomes impracticable, EOBI and the selected bidder may agree to extend the duration of this Agreement for the period the Force Majeure events persist. Force Majeure includes but is not limited to acts of God, War, Riots, hostilities, revolutions, civil commotions, strikes, epidemics, accidents, fire, floods, earthquakes, explosions, blockades, and any other cause not within the reasonable control of either party. Any party seeking to rely on any Force Majeure event shall promptly notify the other party of such Force Majeure event within 48 Hours of first occurrence specifying the nature of the Force Majeure event and the manner in which performance is affected.
- ii. EOBI and the selected bidder hold each other responsible for discharging obligations agreed upon under this agreement. However, in case of any federal or provincial legislation that is beyond the control of EOBI, EOBI shall not be held responsible if this agreement has to be compulsorily curtailed and/or terminated.

23. Contact Information

Mr. Naeem Shoukat / Director (GAD)/ 0335-5824824 / naeem.shoukat@eobi.gov.pk
Mr. Nirmal /Director (IT) / 0300-2119614 / nirmal@eobi.gov.pk



Annexure 1

Format for Financial Proposal

Sr. #	Description	(Amount in Rupees)
1	Cost per mail box per month	
2	Applicable Government taxes (Federal & Provincial)	
3	Total Cost (a+b)	

AM/20