

PAKISTAN REVENUE AUTOMATION (PVT) LIMITED

**TENDER DOCUMENT
P-03/2025**

**RFQ FOR THE SUPPLY, INSTALLATION AND
COMMISSIONING OF SERVERS**

March 2025



**Online (e-bid) shall be submitted only at e-PAK Acquisition & Disposal System (EPADS), on
or before 11:00 Hrs. 24th March 2025
e-Bid Opening 11:30 Hrs. 24th March 2025**

In case of any query, please contact phone: (+92)9259353

Or Visit

Admin &HR Department (Procurement Wing)

Software Technology Park, 2nd Floor, Service Road (North), Sector I-9/3, Islamabad,

Email: at procurement@pral.com.pk

Website: pral.com.pk



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1) Invitation to Bid:

Pakistan Revenue Automation (Private) Limited (acronym – PRAL). PRAL is a private limited Company registered under section 32 of the companies ordinance, 1984 (XLVII of 1984). PRAL is working with federal and provincial tax and revenue agencies to provide wide variety of tax and revenue collection automation solutions, since its incorporation in June, 1994. Online (e-bids/proposals) are invited from bidders for the **Procurement for the Supply, Installation and Commissioning of Servers**. All interested and eligible bidders are requested to go through the tender document and provide relevant required information and supporting documents mentioned in this document.

2) Instructions to Bidders:

The selection of a company/firm will be based on **Least Cost Method**, through **Single Stage Two Envelope** bidding procedure. The Bidder is expected to examine all instruction forms, terms and Conditions of the bidding documents. Failure to furnish all information required by the bidding documents and/or to submit a bid not substantially responsive to the bidding documents will be at the bidder's risk, which may result in rejection of bid.

2.1 The PDF copy of the technical and financial proposals/bids along with the bid security shall only be submitted online on EPADS, no hardcopy shall be entertained.

2.2 In the first instance, the "Technical bid/Proposal" shall be opened for technical evaluation and the "Financial Proposal" shall remain unopened in the system.

2.3 PRAL shall evaluate the Technical Proposal in a manner prescribed in section-8 given in the document, without reference to the price and condition PRAL shall reject any proposal which does not conform to specified requirements.

2.4 During the technical evaluation, no amendments in Technical Proposal shall be permitted.

2.5 After evaluation of the technical proposals, PRAL shall open the financial proposals of the technically responsive bids, publicly at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period.

2.6 The financial bids found technically non-responsive shall be returned un-opened to respective bidders.

2.7 The Technical and Financial Proposal will be evaluated based on PRAL's evaluation criteria as provided in section-08 and 09 of this document.

2.8 The bid shall remain valid for the period of 120 days from the date of bid opening.

2.9 This document has different sections carrying information of eligibility, technical evaluation criteria, Scope of work and conditions of tender etc. to assist the potential bidders to develop their technical proposals.

2.10 Minimum passing marks are 80 in technical evaluation, along with a compulsion to obtain full marks in Serial # 3, 4 & 5 of Annexure-D, shall be considered as technically qualified.

2.11 PRAL reserves the rights to request submission of additional information from the bidders to clarify/further understand aspects of technical proposal, if required. PRAL also reserves the right to verify any information provided by the bidder.

2.12 PRAL has the right to visit business premises to verify the information shared in tender documents. Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.



- 2.13 PRAL reserves the right to award or not to award the contract and the bidders who fail to submit complete relevant documents shall be disqualified. No bid shall be accepted in hard copy.
- 2.14 Bidders to ensure that their bid documents are submitted before the closing time and date of the tender. else the system will not accept the bids after the closing time.
- 2.15 The bidder may seek clarification about the scope of work or bidding document from Mr. Muhammad Fakhar Sharif, Manager (Call Center & Data Center) at PRAL. He can be contacted via cell phone at 0322-509860 or through email at fakhar.sharif@pral.com.pk or procurement@pral.com.pk. Any queries should be submitted on or before the close of business (COB) on March 11, 2025. The responses to the queries will be provided during the Pre-Bid Meeting.
- 2.16 Bidders are requested to visit the site/premises for exact measurement of allied accessories required for the installation & Configuration of Servers.
- 2.17 Although adequate thought has been given in the drafting of this document, errors such as typos may occur for which PRAL will not be responsible.
- 2.18 Companies/Firms cannot apply by forming a consortium (both local or international firms/Companies).
- 2.19 In case the bid opening day falls on a public holiday, the next working day shall be considered as the opening day for the same.
- 2.20 In case, of any disruption observed on the day of bid opening due to any reason related to server/internet connectivity, the next working day shall be considered as the opening day for the same.
- 2.21 In case of any disruption/failure in submitting the bid on EPADS, PRAL shall not be held liable, since the EPADS is owned and operated by PPRA.
- 2.22 The bid should be signed, stamped and readable.
- 2.23 The Procuring Agency, at its discretion, may extend “Deadline for Submission of Bids”. In such case, all rights and obligations of the Procuring Agency and Bidders previously subject to the deadline shall thereafter be subject to the extended deadline.
- 2.24 The Proposed equipment must not be from the countries restricted by Federal Government.
- 2.25 The bidder should be a registered supplier on the e-Pak Acquisition & Disposal System (EPADS) to participate in the subject tender. To register electronically suppliers can visit <https://eprocare.gov.pk/#/supplier/registration>.
- 2.26 The scanned copy of the Bid Security to be uploaded along with the online bid and the hardcopy of the bid security and original copy of the Affidavit shall only be submitted at below mentioned address on or before 11:00 AM 24th March 2025.

Admin & HR Department (Procurement Wing)

Pakistan Revenue Automation (Private) Limited,

Software Technology Park, 2nd Floor, Service Road (North), Sector I-9/3,
Islamabad.

3) Conditions for Eligibility:

The bidders, fulfilling the following criteria, will be considered eligible for the bidding process.



- 3.1 Evidence of the bidding firm/company's registration/Incorporation is required (Copy of certificate of incorporation/company registration certificate is required).
- 3.2 Have National Tax Number (NTN) and GST/ PST (if applicable) in the name of Organization (Provide a copy of registration).
- 3.3 Should be active taxpayer on the date of submitting the bid. (Status report must be provided).
- 3.4 Affidavit on stamp paper, declaring that the bidding company/Firm is not blacklisted by any Telco/FMCG/autonomous body/government/semi government or any organization. (Affidavit on stamp paper original signed & stamped).
- 3.5 Bidder must be Principal / OEM's Tier -1 partner in Pakistan and also authorized from the Principal/OEM.

If bidder fails to provide above mentioned information using "Eligibility Criteria Checklist" (Annexure B), they shall be dis-qualified and declared ineligible from the bidding process and its technical evaluation will not be carried out.

4) SCOPE OF THE WORK:

The following scope of work identifies the tasks and responsibilities that the qualifying Company/Firm shall deliver upon, by working closely with the Network & Infrastructure Department of PRAL:

Scope of Work (Procurement of Servers for Metro Data Center, PRAL HQs, Islamabad)

The scope of work includes supply, installation, commissioning and maintenance of Servers as per the BOQ with onsite support for a period of 5 years warranty including parts and labour.

The equipment quoted by bidder should not be declared as EOL or EOS by the OEM within the contract period. In the event of the supplied equipment being declared as EOL or EOS within the period of 7 years from the date of commissioning of the equipment, the bidder must replace the equipment with equipment having equivalent or higher configurations.

The selected Bidder shall appoint a single point of contact, with whom PRAL will deal with, for any activity pertaining to the requirements of this RFB. Provide documentation and template for conducting UAT (User Acceptance test).

Server Specifications:

Processor

- 2 x Intel® Xeon® Gold 65xxY+ Processor
- 60 MB Cache
- Cores: 32
- Total Cores: 64
- Clock Speed: 2.1GHz – 3.1GHz



- TDP: 250W
- Intel® latest chipset

Memory (RAM)

- **Installed Memory:** 2TB DDR5 with dual rank supported or higher.
- **Scalability:** Expandable up to **3TB**. Each server Must have the capacity to be scalable up to 2 TB with Required Expansion Modules/Hardware or more without any additional hardware (apart from DIMM's).
- **Error-Correcting Code (ECC):** Enabled for reliability.

Primary Storage

- **Operating System Drives:**
 - **2 x 256 GB NVMe SSDs** for OS installation. N.2
- **Data Storage Drives:**
 - **6 x 1TB SAS**, hot-swappable.

Storage Scalability

- Builtin Additional storage bays available for future expansion.

RAID Configuration

- Integrated RAID controller with support for:
 - RAID Levels: **1, 5, 6, 10**.
 - Online RAID expansion capability.

Network Interfaces

- 2 x 25Gbps/10Gbps (SFP28 or higher compatible) (Without SFP's)
- 4 x 10 Gbps Ethernet Ports. Auto negotiable to 1 Gbps
- 1 x 1Gbps Management/ILO Port.

HBA Cards

- 2 HBA NVMe Ready cards with dual ports of 32Gbps or higher data transmission speed. Auto negotiate to 16 Gbps.

Chassis

- Rack-mounted 2U or 3U server with redundant hot-swappable power supplies and fans

Operating System Support

- Support for all operating systems from Microsoft (X86), Linux, Ubuntu, Solaris Intel, RHEL, SUSE, VMware/Citrix/Oracle/Open, Hypervisors.

Install Media



- Non-licensed Bootable media/ISO Files for latest version Windows and of ESXI with embedded drivers for server Hardware including, HBA, Network and Raid

KVM & Racks

- Remote management with out-of-band management licenses.
- Hardware-based KVM with keyboard and console management.
- Includes rack installation accessories (power and cabling).

Post-Sales Support and warranty

- The supplier shall provide comprehensive post-sales support for the entire solution (hardware, software, and licenses) and associated equipment for a period of five (05) years, with 24x7 extendable support. The Original Equipment Manufacturer (OEM) must provide a written commitment to support and services. Dedicated support engineers from the supplier are mandatory, Critical components must be available on-site.
- OEM Must supply the required Servers through its Tier-I Partners in Pakistan.
- The OEM must be in business since last (Ten)10 years for manufacturing, supply & installation of Enterprise grade Rack Mount Servers.
- The manufacturer must have country wide direct support from its Tier -I Partners including major cities of Pakistan i.e. Islamabad, Lahore and Karachi.
- Bidder must provide evidence from manufacturer to have spare parts in Pakistan with Next business day (NBD) delivery commitment in Islamabad (Documentary evidence required).
- Firmware/software/patches upgrades of equipment must be done proactively during the warranty coverage period. This should be done when stable release of major/minor firmware /software/patches are available. This should also be analyzed at least once a year.
- All equipment should be quoted with 5 years onsite comprehensive warranty including parts and labor / support. No additional charges would be paid on account of parts replacement or labor charges during warranty period of 5 years.
- The installation & configuration should be carried out by certified engineers from the supplier.
- Proposed solution OEM (Original Equipment Manufacturer) must have standings at least in leader in the latest Gartner Magic Quadrant since last three (03) years.
- All network ports must be fully populated with the required transceivers (SFP/SFP+/SFP28) or RJ-45 connectors, except for the ports specified as "without SFP's". The supplier/bidder must provide all necessary converters, cables, and transceivers for the populated ports.

BILL OF QUANTITY

TECHNICAL BOQ – Metro Datacenter			
Sr.No	Equipment Detail	U/M	QUANTITY
1.	RACK MOUNT SERVERS (Along with all allied accessories and installation)	No	2



5) General or Special Conditions of Tender

The successful bidder shall agree to the following terms to provide Servers to PRAL:

- 5.1 All documents and information received by PRAL from bidders will be treated in strictest confidence.
- 5.2 All expenses related to participation in this bidding document shall be borne by the bidder.
- 5.3. Once the technical bids are opened on EPADS (Electronic Procurement and Disposal System), PRAL may require bidders to submit a hard copy of the technical bid already submitted electronically. However, bidders must ensure that the hard copy exactly matches the electronic version to avoid any discrepancies that could lead to disqualification.

6) Form of Contract

- 6.1 The successful bidder shall sign and execute the standard contract of PRAL including any general conditions on the terms and conditions specified therein. Any amendment to the standard contract shall be made with mutual consent of both parties.
- 6.2 Successful bidder will sign a contract and will provide & Install the Servers as per the timelines specified in the scope of work, after issuance of the Purchase/Service Order.
- 6.3 The comprehensive onsite warranty & Support services of the servers shall be 05 years.
- 6.4 In case of any dispute regarding Supply & Installation of Servers the decision of the PRAL shall be final & binding.
- 6.5 The competent authority may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. PRAL shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.
- 6.6 All taxes will be deducted in accordance with the applicable laws.
- 6.7 The bid shall remain valid for the period of 120 days from the date of bid opening.
- 6.8 In case the selected bidder fails to deliver & Installation the Servers as per the agreed timelines, bid security of the bidder will be forfeited, and the contract may be terminated.

7) Delivery & Installation Timelines

The timeline for the delivery & Installation/commissioning of the Servers is 10-12 weeks which shall start once the Contract is signed or issuance of the purchase/service Order.

8) Technical Evaluation Criteria

This document is governed by the procedure approved by PRAL management. The technical proposal of eligible organizations will be evaluated against the requirements specified in the **“Annexure-D”**.

9) Financial Evaluation Criteria

The financial proposals of only eligible & technically responsive bidders, will be opened in the presence of all the bidders participated in the tender. All bids shall be opened by the evaluation committee publicly online in the presence of the bidders or their representatives who may choose



to be present, at the time and place announced prior to the bidding. Chairperson or member of the evaluation committee shall read aloud the unit price as well as the bid amount if any and shall record the minutes of the bid opening. All bidders shall sign an attendance sheet at the time of bid opening. Please provide information regarding Financials in **Annexure – F**".

10) Performance Security

- a) The successful bidder will be required to furnish performance securities/guarantees for the amounts equivalent to 10% of the total award value of the Contract, in the form of bank guarantee or a Pay Orders, issued by a scheduled bank operating in Pakistan acceptable to PRAL, within twenty working days from the receipt of notice of successful bidder or the time as may be extended by PRAL. If the successful bidder fails to deposit performance guarantees within the time stated above, PRAL retains the right to cancel the notice for award of agreement and the bid security shall be forfeited.
- b) The performance guarantee/security will be returned after successful completion of the Contract / warranty period.
- c) In case the bidder fails to provide the Performance Guarantee, 10% of the total payment shall be retained by PRAL, till completion of the Contract / warranty period.

11) Pre-Bid Meeting

A pre-bid meeting will be held on March 17, 2025 at 1100 hours at PRAL Office i.e. Software Technology Park, 2nd Floor, Service Road (North), Sector I-9/3, Islamabad for clarification of any queries from the potential bidders.

12) Submission of Bids (Technical and Financial Proposal): -

The complete bid containing the Technical and Financial proposals along with Bid Security shall only be submitted online in PDF format on EPADS, no hardcopy shall be entertained. Only the bid security and original copy of the Affidavit shall be submitted in hardcopy at the given address in the bidding document on or before 11:00 AM 24th March 2025. Technical proposals will be opened online on the same day i.e., 11:30 AM 24th March 2025 at PRAL Head Office Islamabad in the presence of bidder's representatives who wish to attend it. The bidder who fails to submit the hardcopy of bid security on or before the closing date & time on the given address shall be disqualified from the bidding process. The Bid Security of the disqualified bidders will be returned after awarding the business to the successful bidder.

12.1 Bid Security

Bid Security amounting to rupees 1,500,000/PKR in the form of pay order or demand draft favoring Pakistan Revenue Automation Pvt Ltd shall be submitted along with the financial bid. The Bid Security should be valid for a period not less than 6 months.

- a. Any bid not secured by "Bid Security" shall be considered as rejected.
- b. if "Bid Security" is found less than **Rs.1,500,000/-** the bid shall be considered as rejected at any stage.



12.2 Cover Letter for the Submission of Technical Proposal

A cover letter as specified in **Annexure I** shall be submitted with the proposal.

Note: Please provide the required Information/Response to all Annexure mentioned in this document and mark them while submitting the bid.



Annexures

Annex – A (Organization Information)

Organization Information			
S #	Required Information	Response	
1	Legal name of the organization		
2	Year of Registration / Establishment of the Organization		
3	National Tax Number		
4	General / Punjab Sales Tax Number		
5	What is the legal status of your organization? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	Public Sector Organization	
		Section 42 Company	
		Public Ltd. Company	
		Private Ltd. Company	
		Private Partnership Firm	
	Other		
6	Name and designation of 'Head of Organization'		
	Mobile:		
	Phone/s:		
	Email:		
7	Name and designation of 'Contact Person':		
	Phone/s:		
	Mobile:		
	Email:		
8	Address of organization		



Annex – B (Eligibility Criteria Check List)

Eligibility Check List				
Sr. No.	Eligibility Criteria Details	Evidence/Proof Required	Attached Supporting Documents/Proof and mark Yes/No	
			Yes	No
1	Evidence of the bidding firm/company's registration/incorporation	Copy of certificate of incorporation/company registration	<input type="checkbox"/>	<input type="checkbox"/>
2	Provide National Tax Number (NTN) and GST/ PST, (if applicable) in the name of Organization	Copy of registration	<input type="checkbox"/>	<input type="checkbox"/>
3	Should be active taxpayer on the date of submitting the bid.	Status report	<input type="checkbox"/>	<input type="checkbox"/>
4	Affidavit on stamp paper, declaring that company is not blacklisted by any Telco/FMCG/autonomous body/government/semi government or any organization.	Affidavit on stamp paper original signed & stamped	<input type="checkbox"/>	<input type="checkbox"/>
5	Bidder must be Principal / OEM's Tier -1 partner in Pakistan and also authorized from the Principal/OEM	Copy of Manufacturer Authorization Letter and valid Tier 1 Partner Letter of OEM is required	<input type="checkbox"/>	<input type="checkbox"/>



Annex – C (Relevant Experience)

Relevant Experience		
Sr. #	Required Information of the Clients	Response (Please provide exact information with Clients organization name, location/s and duration) Provide data in sequence given below and accordingly attach copies of purchase orders/Cotracts.
1	Details of the Clients to whom Similar Goods/Services are provided	
	Name of Clients Organization(s) along with the following details: I. Company Name II. Addresses, email address, Phone #, website III. Contact person IV. Start and end dates of Good/Services (For example – Jan 2009 to July 2021)	i.
		ii.
		iii.



Annex – D (Technical Evaluation Criteria)

TECHNICAL EVALUATION CRITERIA				
Sr #	Descriptions	Total Points	Scoring Points	Remarks (Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	Client Portfolio	15		
	Supplied & Installed similar nature of Equipment to more than 10 local/international/multinational clients including public sector or private sector organizations:		15	Documentary proof: (Purchase/Service order/ copies of contract with contact details of clients should be furnished, along with completion certificates *Multiple projects with same client will be counted as one.
	Supplied & Installed similar nature of Equipment to more than 06 but less than or equal to 10 local/international/multinational clients including public sector or private sector organizations:		10	
	Supplied & Installed similar nature of Equipment to more than 03 but less than or equal to 06 local/international/multinational clients including public sector or private sector organizations:		05	
2	Relevant Experience	15		
	Experience of more than or equal to 10 years for providing & Installing similar nature of Equipment to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		15	Documentary proof: (Purchase/Service order/ copies of contract with contact details of clients should be furnished, along with completion certificate *Multiple projects with same client will be counted as one.
	Experience of less than 10 years but more than or equal to 06 years for providing & Installing similar nature of Network Equipment to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		10	
	Experience of less than 06 years but more than or equal to 03 years for providing & Installing similar nature of Network Equipment to local or international or multinational clients i.e. (Telco/FMCG/autonomous body/government/semi government or any organization)		05	
3	Compliance to the Technical Specifications and scope of work mentioned in the bidding document	30		
	100% Compliance to the Specifications and scope of work / services mentioned in the bidding document.		30	If the quoted product is fully complied with the specifications mentioned in



				the Scope of Work, full Marks will be given, else zero (0). (Bidder to share the copies of technical literature, Data Sheet & Brochures from the manufacturer, which may be verified on the Internet)
4	Presence of the OEM or OEM's authorized Tier 1 partner in Pakistan for Warranty & technical Support	15		
	Presence of Principal/OEM or OEM's authorized Tier 1 partner in Pakistan for equipment warranty & Support Services		15	A Written confirmation from Principal/OEM on their Letterhead is required confirming their or their authorized tier 1 partner presence in Pakistan for equipment warranty & Support services.
5	Compliance to the delivery timelines for the supply, installation, commissioning of servers	10		
	The Delivery Timelines for the supply, installation, commissioning of servers is 10-12 weeks after issuance of Purchase Order, Bidder to share compliance.		10	A written confirmation on Company's letterhead is required.
6	Financial Turnover	15		
	Annual turnover /revenue of the company is greater than or equal to 40 million (PKRs)		15	Documentary proof required (tax returns or financial audited report from registered firm/company for the year 2023-2024 or latest)
	Annual turnover /revenue of the company is less than 40 million (PKRs) but greater than or equal to 30 million (PKRs)		10	
	Annual turnover /revenue of the company is less than 30 million (PKRs) but greater than or equal to 20 million (PKRs)		5	
Total Technical Evaluation Score		100		

* Please mention the page numbers of the supporting documents shared for technical qualification scoring.

*If the quoted item is below the required requirements/specification, the Bid shall stand non-Responsive



Annex – E (Key Management Staff of the Company)

Please attach CVs for your Key Management Staff

Key Management Staff of Company					
Sr #	Name of Management Staff	Designation	Qualification	Area of Expertise	Number of years in company



Annex – F (Financial Proposal)

Financial Proposal Format

<u>SR #</u>	<u>Description</u>	<u>Unit</u>	<u>Quantity</u>	<u>Unit Price in PKR (without applicable GST/PST)</u>	<u>GST/PST amount applicable per unit in PKR</u>	<u>Unit Price in PKR (inclusive of all applicable taxes)</u>	<u>Total Cost in PKR (inclusive of all applicable taxes)</u>
<u>A</u>	Supply of Servers along with allied accessories as per the specifications mentioned in the Scope of work (with onsite Warranty & Support of 05 years for Hardware & Software)	No	<u>02</u>				
<u>Total Amount in Words</u>							

Note: The quantity of Servers may increase or decrease at the time of awarding, considering the requirement of the business.

Business Award:

The business shall be awarded to the bidder whose financial bid found lowest among the technically qualified bidders.

Note:

1. PRAL shall award the business as per the given criteria.
2. The responsibility to include all and correct taxes is that of the bidders.
3. Prices should be in Pak Rupee only.

Authorized Signatory

Name _____

Designation _____

Signature _____

Stamp _____ Date _____

Annex-G (Penalty Clauses & Payment Terms)

1. Any delay in delivery & installation, commissioning of servers as per the time frame mentioned in the bidding document will be subject to a penalty @ 10,000/- per day, up to maximum 10% of the total cost/value.
2. Upon successful delivery & Installation of deliverable as per below milestone, PRAL Network & infrastructure department shall inspect and check the servers and shall share User



Acceptance Certificates, thereafter the payment shall be made for Hardware & installation, within 30 days after the submission of invoice. No advance payment shall be allowed.

3. All the payment shall made in the PKR after the deduction of all applicable taxes.



Annex – H (Declaration)

I, _____ hereby declare that:

- all the information provided in the technical proposal is correct in all manners and respects.
- and I am duly authorized by the Governing body/Board/Management to submit this proposal on behalf of "[Click here and type the name of organization]"

Name: -	
Designation: -	
Signatures: -	
Date and Place: -	



Annex – I (Cover Letter)

[Firm letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guidelines]

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

Dear Sir,

We offer to provide the services for supply, installation, commissioning and maintenance of servers **100% as per specifications as well as terms & conditions mentioned** in tender for Proposal dated [Insert Date of tender advertised]. We hereby submit our technical Proposal including the required documents.

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 and forfeiting of our bid security. We undertake that we will initiate the delivery of 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,