

No.1(100)Website/2020
PRIME MINISTER'S OFFICE
BOARD OF INVESTMENT

**TENDER DOCUMENT FOR SUPPORT SERVICES OF
WEBSITE AND MANAGEMENT INFORMATION
SYSTEMS (MIS)**



06th Floor, Kohsar Block, Pak-Secretariat, Islamabad.
Tel: 051-9244533

TENDER NOTICE

Sealed tenders are invited from the reputed IT firms having registration with the Sales Tax and Income Tax Department for support and maintenance services for the website of Bol i.e. www.invest.gov.pk and following software applications and Management Information Systems (MIS) for a period of three (03) years from the date of issuance of Supply Order to the successful Lowest Evaluated Bidder(s).

Sr. No.	Software Module of the Web-Portal
1	Interactive Investment Map
2	Event Management
3	Incentives Database
4	Compare Pakistan
5	Electronic Joint Venture
Sr. No.	Management Information Systems (MIS)
6	Special Economic Zones
7	Branch / Liaison

2. The list of items to be procured is available in the detailed Tender Document and can be obtained from this office during office hours on any working day or downloaded from the websites of Bol i.e. www.invest.gov.pk and PPRA www.ppra.org.pk. Tender bids should reach the undersigned latest by **28-02-2020** before 1400hrs which would be opened on the same day at 1430 hrs. Call deposit @ 2% of the total bid value should necessarily be attached with the bid.

3. Interested vendors are requested to submit their rates/tenders, which should be valid till 31-12-2020. Terms and conditions are as under:-

- I. Income tax and other government taxes will be deducted at source as per rules.
- II. GST and Vendor number should be clearly written on the tender documents. The tenders without GST and Vendor number will not be entertained.
- III. No tender will be accepted without **Call Deposit** of the quoted bid in the form of bank draft or pay order in favour of Assistant Director (Gen), BOI, Islamabad. Cheques will not be accepted in any case. The bids without call deposit will be rejected at the spot.
- IV. The firms who quote the lowest rates will have no right to take back the call deposit or to reduce the same or to withdraw from the tender. Rates should be quoted in Pak Rupees. Price should not be linked with dollar or any other currency.
- V. Tenders will be opened by the Purchase Committee in the presence of the bidders or representatives of the firms who may like to attend on given time and place.
- VI. The tenders received after deadline date & time will not be entertained in any case.
- VII. The tenders will be evaluated in the light of PPRA Rules, 2004 and the instructions issued from PPRA from time to time.

(Saiful Islam)
Assistant Director (Gen)
Tel #: 9244533

1. Invitation to Bid

1.1 PPRA Rules to be followed

Public Procurement Rules, 2004 will be strictly followed. These may be obtained from PPRA's website: <http://ppra.org.pk/doc/rules.pdf>

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Public Procurement Rules, 2004.

1.2 Mode of Advertisement(s)

As per Rule 12, this Tender is being placed online at websites of Board of Investment i.e. and PPRA's website and published in the daily newspapers.

1.3 Type of Open Competitive Bidding

As per Rule 36(b), Single Stage - Two Envelope Bidding Procedure shall be followed. The envelopes shall be marked as "Financial Bid" and "Technical Bid" in the bold and legible letters to avoid confusion. Initially only "Technical Bid" shall be opened in the Board Room of Bol (on the date and time prefixed in this document) in the presence of bidders or their authorized representatives, who may choose to be present. The envelope marked as "Financial Bid" shall be retained in the custody of procuring agency without being opened. The Procuring Agency shall first establish the "Eligibility" and then evaluate the "Technical Bid" conforming the compliance of offered item's technical specifications with the demanded ones. The "Financial Bid" of eligible and technically qualified Bidders shall be opened publicly at a time, date and venue to be announced and communicated to the bidders.

2. Bidding Details (Instructions to Bidders)

All bids must be accompanied by Earnest Money equivalent to two **(2%)** of the total bid price in shape of pay order / bank draft, as part of financial bid in favor of "**Assistant Director (Gen), Board of Investment**". The complete bids as per required under this tender document in the Assistant Director (General), BOI office not later than **1400hrs** on last date of submission of bids i.e. **28-02-2020**, late bids shall not be considered.

A prospective Bidder requiring any clarification(s) on the Bidding Documents may notify the Procuring Agency in writing at the Procuring Agency's address indicated in this document. The Procuring Agency shall respond in writing to any request for which clarification(s) are sought. Written Copies of the Procuring Agency's response shall be sent to all prospective Bidders through Post, e-mail or fax and shall be binding on them.

TERMS AND CONDITIONS OF THE TENDER (INSTRUCTIONS TO BIDDERS)

3. Tender Scope

3.1 Board of Investment, (hereinafter referred to as "the Purchaser") invites Proposals (hereinafter referred to as "the Tenders") for the support and maintenance services of Website and Management Information Systems (MIS) along-with Change Request upto 30% of the total earlier developed software and for installation, configuration, testing, training and after-sale support of the said services/software (hereinafter referred to as "the Services").

3.2 The services will be delivered at Islamabad office of Purchaser.

4. **Instructions to Bidders**

- 4.1 Must be registered with Tax Authorities as per prevailing latest tax rules (Only those companies which are validly registered with sales tax and income tax departments and having sound financial strengths can participate);
- 4.2 has valid Registration of General Sales Tax (GST) & National Tax Number (NTN) and must be included in the Active Tax Payers List (ATL) of FBR (Documentary proof is required)
- 4.3 The bidders must certify that:
 - Item quoted is of latest and current production software model and bear the necessary details in this regard.
- 4.4 has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan. (Submission of undertaking on legal stamp paper is mandatory),
- 4.5 has the required relevant qualified personnel and enough strength to fulfill the requirement of assignment.
- 4.6 has offices at Rawalpindi and Islamabad.
- 4.7 The evaluation will be carried out item wise, the firms can apply for different items, a pre-bid conference will be held on 14-02-2020 at 1000hrs to answers the questions of prospective bidders.
- 4.8 The Procuring Agency reserves the right to increase or decrease the quantity in accordance with the PPRA Rules, 2004 as amended from time to time. Bidder must not indicate directly or indirectly their financial bid anywhere in the technical bid. Any such disclosure shall result in rejection of bid. Conditional or incomplete bid(s) shall be rejected.

5. **Tender Cost**

The Tenderer shall bear all costs / expenses associated with the preparation and submission of the Tender(s) and the Purchaser shall in no case be responsible for those expenses.

6. **Amendment of the Tender Document**

The Purchase Committee of Board of Investment may, at its exclusive discretion, amend the Tender Document to extend the deadline for the submission of the Tender as per Rule-27 of Public Procurement Rules, 2004.

7. **Preparation / Submission of Tender**

- 8.1 The Tender shall be filed in / accompanied by the prescribed Forms, Annexes, Schedules, Charts, Drawings, Documents, Brochures, Literature, etc. which shall be typed, completely filled in, stamped and signed by the Tenderer. If volume of the bid contains various set(s) of documents the same must be properly numbered and tagged in binding shape.
- 8.2 The Tender shall be in two parts i.e. the technical proposal and the financial proposal. Technical Proposal shall comprise the following, **without quoting the price**. The Bidding Document shall contain Name of Focal person along-with valid address, telephone, fax, email of the firm:
- 8.3 Technical Proposal Form (**Annexure-E**)
 - 8.3.1 Covering letter duly signed and stamped by authorized representative. (**Annexure-B**)

- 8.3.2 Has to sign Service Level Agreement (SLA) proposed by Board of Investment.
- 8.3.3 Technical Brochures / Literature and details of Warranty and After-Sale Service shall be provided.
- 8.3.4 The technical specifications of the goods, different from the required specifications shall be straightaway rejected.
- 8.4 The Financial Proposal shall comprise the following:
- 8.4.1 Financial Proposal Form (**Annexure-F**).
- 8.4.2 Price Schedule / Bill of Quantity (**Annexure-F-1**).
- 8.4.3 Financial Capacity (**Annexure-F-2**).
- 8.4.4 2% Earnest Money of the total tender price.
- 8.5 The Tenderer shall seal the Original Technical Proposal in an envelope duly marked as under:

Original Technical Tender for “**support and maintenance services of Website and Management Information Systems (MIS)**” with reference of tender no.

[Name of the Tenderer]

[Address of the Tenderer] [Phone & Cell No. with focal person of the Tenderer]

- 8.6 The Tenderer shall again seal the sealed envelopes of Original Technical Proposal and the Original Financial Proposal in an outer envelope, duly marking the envelope as under:

Original Technical Tender for “**support and maintenance services of Website and Management Information Systems (MIS)**” with reference of tender no.

Assistant Director (General),

Prime Minister’s Office,

Board of Investment,

06th Floor, Kohsar Block, Pak-Secretariat, Islamabad.

[Name of the Tenderer]

[Address of the Tenderer] [Phone No. of the Tenderer]

- 8.7 This is made obligatory to affix authorized signatures with official seal on all original documents, annexures, copies, certificates, brochures, literature, drawings, letters, forms and all relevant documents as part of the bids submitted by the tenderer.

9. **Tender Price**

- 9.1 The quoted price for each model shall be in Pak Rupees only inclusive of all taxes and will be valid upto 31-12-2020 or till completion of Warranty Period in case of the successful bidder;

10. **Opening of the Tender**

- 10.1 The Tenders (Technical Bids only) shall be publicly opened in the Board Room of the Bol by the Purchase Committee at **1430hrs** on **28-02-2020**, in the presence of the Tenderer(s) for which they shall ensure their presence without further invitation. In case the last date of bid submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the bids shall be the next working day.

11. QUALIFICATION CRITERIA

In continuation of instructions to bidders mentioned at Serial No.4 preliminary evaluation (initial screening) of bids for further assessment will be done on the basis of following parameters:-

1. NTN Certificate.
2. GST Certificate.
3. On Active Tax Payers List of FBR.
4. Registration/Incorporation/Business Certificate and number of business years in Pakistan.
5. Complete Company profile.
6. The bidder should be a company/firm having operational office in Islamabad/Rawalpindi.
7. Affidavit on legal paper to the effect that not blacklisted and rendered ineligible for corrupt and fraudulent practices by any Government (Federal, Provincial or Local) or a public sector organization organization/Division/ Ministry.
8. Submission of required amount of bid security with Financial Bid (A confirmation to this effect in Technical Bid is must)
9. Manufacturer's standard warranty: Minimum three Year Warranty is mandatory.
10. Compliance with Technical Specifications & scope of work (Yes/No).
11. Original Bidding Documents duly signed/stamped.

PASS MARKS: A technically eligible bidder as per Criteria mentioned at Serial No. 4, not meeting the 60% pass marks aggregative as per following criteria will be rejected in Technical Evaluation, and its sealed/unopened Financial Proposal shall be returned back:

Category	Description	Marks	Points	
Experience	Development, Deployment and After Sale Services of similar nature	20	1 year	10 Marks
			2-5 years	15 Marks
			More than 5 years	20 Marks
Technical Staff	Number of Technical employees	20	30-50 Persons	10 Marks
			60-80 Persons	15 Marks
			More than 80 Persons	20 Marks
Projects	Number of Projects	20	20 Projects (minimum)	10 Marks
			21-50	15 Marks
			More than 50	20 Marks

Clients	Number of Clients	20	20 Clients (minimum)	10 Marks
			21-50	15 Marks
			More than 50	20 Marks
Financial Statement	Annual Turnover	20	5 million	10 Marks
			5.1-10 million	15 Marks
			More than 10 million	20 Marks
*The Purchaser can ask the supplier for demonstration of goods and presentations				

TECHNICAL AND FINANCIAL EVALUATION CRITERIA

Detailed technical evaluation will be done for firms/bidders who qualify the preliminary evaluation/ eligibility criterion mentioned above.

The technical evaluation criteria along-with selection formula will be the following:

$$\begin{aligned} \text{Technical Evaluation Marks} &= 75 \\ \text{Financial Marks} &= 25 \end{aligned}$$

$$\text{Financial Evaluation Marks} = (\text{Lowest bid in item quoted} / \text{quoted bid in item quoted}) \times 25$$

$$\text{Total Marks} = \text{Technical Evaluation Marks} + \text{Financial Evaluation Marks}$$

Technical Evaluation Criteria

Sr. #	Criteria	Marks
01.	Client List	15
02.	Number of projects	10
03.	Goodwill of the past products	10
04.	After sales service	15
05.	Number of Employees and Qualification of the technical team	25
Total		75

In **detailed technical evaluation**, the Purchase Committee will verify the compliance with Technical specifications.

Inspection and Tests

- i. After delivery of goods/services, the Purchaser shall inspect the quantity, quality, specifications of goods/services.
- ii. The Inspection Committee of Board of Investment will carry out detailed physical examination of stocks and can reject, any item if found not according to the approved technical specifications etc. Moreover, the Supplier will also be responsible to replace the same without any further charges within one week time.

13. FINANCIAL PROPOSAL EVALUATION

13.1 The Financial Proposals will be opened in the Board Room of Bol in the presence of the Bidders or their authorized representatives.

13.2 The evaluation will be carried out item-wise and the bid found to be the **Lowest Evaluated Bidder** shall be accepted against each item as per following selection formula:

$$\text{Financial Evaluation Marks} = (\text{Lowest bid in item quoted} / \text{quoted bid in item quoted}) \times 25$$
$$\text{Total Marks} = \text{Technical Evaluation Marks} + \text{Financial Evaluation Marks}$$

13.3 In cases of discrepancy between the cost/price quoted in Words and in Figures, the lower of the two will be considered.

13.4 The purchaser will not be responsible for any erroneous calculation of tax rates or any subsequent changes in rates or structure of applicable taxes. All differences arising out as above shall be fully borne by the Successful Bidder. If there is no mention of taxes, the offered/quoted price shall be considered as inclusive of all prevailing taxes/duties. The bidder shall be responsible for all new taxes.

14. Rejection of the Bid The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any supplier who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.

15. Award Criteria

15.1 At first step, eligible bidder(s)/tenderer(s) as per clause-4 of this tender document fulfilling the qualification and technical evaluation criteria will stand technically qualified.

16. Performance Security (Annexure-D)

16.1 The Successful Bidder shall furnish a Performance Guarantee @10% of the total cost. The bid security of the successful bidder(s) shall be returned upon successful delivery of goods, furnishing of the Performance Security. If the successful bidder fails to fulfill the obligations or if violates any of the terms and conditions of the Tender Document, the earnest money shall be forfeited. In such event the Procuring Agency may award the Supply/Purchase Order to the next lowest evaluated bidder or call for new bid.

17. Execution Schedule / Delivery

The successful Supplier shall deliver ordered Goods/ services within the stipulated time as per agreed Service Level Agreement (SLA). During project implementation and the warranty period, the Supplier shall provide maintenance, required software, ensure security and confidentiality of the provided software (In this regard, the hosting side may also be engaged by Bol to evaluate the security), supply and procurement support necessary to maintain all system reliability level. The Supplier shall arrange and pay for the transport of the Goods to the place of destination.

Penalties for late deliveries of supplies: The hardware supplies shall be delivered in accordance with the Purchase Order to be issued by the Board of Investment. In case of late deliveries, penalties at the following rates will be applied:

Mode of Penalty	100% Quantity as per Purchase Order	Total Delivery Period
Without Penalty	As per Purchase Order / SLA (Quoted Time in the Bid)	As per Purchase Order
With Penalty @ 1% per Month after expiry of time period as stipulated in the Service Level Agreement (SLA) or maximum period i.e. 06 Months whichever applicable upto maximum of 10% of the total price.	1 Month	-

18. Training include in Goods & Services

The Supplier shall arrange and undertake a comprehensive training program for the staff nominated by the Board of Investment to ensure that they shall acquire a good working knowledge of the operation, and general maintenance of the Goods to be supplied.

19. Documentation & Required Software

The Supplier shall furnish the user documentation, the operation manuals, and service manuals of the supplied Goods and other information including required software pertaining to the performance of the Goods, in hard/ soft copy format, before the Goods are taken over by the Board of Investment.

TECHNICAL SPECIFICATIONS

Sr. No.	Software Module of the Web-Portal	Technology Platform	No. of Resources	Nature of Engagement
1.	Website of Bol www.invest.gov.pk	Drupal + Front End	Backend Developer (2), Front End Developer (1)	Support + 30% Change request
2.	Interactive Investment Map			
3.	Event Management			
4.	Incentives Database			
5.	Compare Pakistan			
6.	Electronic Joint Venture			
Sr. No.	Management Information Systems (MIS)	Technology Platform	No. of Resources	Support + 30% Change request
7.	Special Economic Zones	Java + React	Backend Developer (1) Front End Developer (1) Support (1)	Support + 30% Change request
8.	Branch / Liaison	Laravel + React	Backend Developer (1) Front End Developer (1)	Support + 30% Change request
Sr. No.	BOI Website + Module + MISs	Technology Platform	No. of Resources	Nature of Engagement
9.	Network & Operations Support	Linux + Network/ Servers Administration	Support Engineers (2)	Support + 30% Change request deployment.

Note: It will be responsibility of the successful tenderer to Install, configure (as per requirements) & provide necessary training to the concerned staff of the Purchaser.

Letter of Intention

Bid Ref No.

Date of the Opening of Technical Bid

To: *[Director (Admn), Prime Minister's Office, Board of Investment,
Ataturk Avenue, G-5/1, Islamabad]*

Dear Sir,

Having examined the bidding documents, including Addenda Nos. [insert numbers & Date of individual Addendum], the receipt of which is hereby acknowledged, we, the undersigned, offer to supply and deliver the Goods in full conformity with the said bidding documents and at the rates/unit prices described in the price schedule provided in Financial Bid or such other sums as may be determined in accordance with the terms and conditions of the Document. The above amounts are in accordance with the Price Schedules attached herewith and are made part of this bid.

We undertake, if our Financial Bid is accepted, to deliver the Goods in accordance with the delivery schedule specified in the schedule of requirements.

If our Financial Bid is accepted, we undertake to provide a performance security/guarantee in the form, in the amounts, and within the times specified in the bidding documents.

We agree to abide by this bid, for the Bid Validity Period specified in the bidding documents and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

We understand that you are not bound to accept the lowest or any Financial Bid you may receive. We undertake that, in competing for (and, if the award is made to us, in executing), we will strictly observe the laws against fraud and corruption in force in Pakistan.

We confirm that we comply with the eligibility requirements as elaborated in the Tender document and have duly provided bid security @ 2% of the total bid value, in the shape of pay order/demand draft/ call deposit in the name of _____ with our Financial Bid.

Dated this *[insert: number]* day of *[insert: month]*, *[insert: year]*.

Signed:

In the capacity of [insert: title or position]

Duly authorized to sign this bid for and on behalf of [insert: name of Bidder]

Performance Guarantee

To: [**Prime Minister's Office, Board of Investment, Ataturk Avenue, G-5/1, Islamabad**]

Whereas [*Name of Supplier*] (hereinafter called "the Supplier") has undertaken, in pursuance of Tender Document No. [*number*] dated [*date*] to supply [*description of goods*].

And whereas it has been stipulated by you in the said Tender Document No. that the Supplier shall furnish you with a Bank Guarantee by a scheduled bank for the sum of 10% of the total Supply Order amount as a Security for compliance with the Supplier's performance obligations as per satisfaction of the Board of Investment.

And whereas we have agreed to give the Supplier a Guarantee:

Therefore we hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of [*Amount of the Guarantee in Words and Figures*] and we undertake to pay you, upon your first written demand declaring the Supplier to be in default and without cavil or argument, any sum or sums within the limits of [*Amount of Guarantee*] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____, 2020 _____

Signature and Seal of the Guarantors/ Bank

Address

Date

FORMS & OTHER REQUIRED DOCUMENTS

ANNEXURE-E

Technical Proposal Submission Form

[Location, Date]

To

Director (Admn), Board of Investment, Islamabad

Dear Sir,

We, the undersigned, offer to provide the _(insert title of assignment)_ in accordance with your Request for Proposal/Tender Document No._____ dated _(insert date)_ and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and the Financial Proposal sealed in two separate envelopes.

We undertake, if our Proposal is accepted, to provide supply of _____related to the assignment.

We also confirm that the Government of Pakistan has not declared us, or any, ineligible on charges of engaging in corrupt, fraudulent, collusive or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Supply Order, and we are aware of the relevant provisions of the Proposal Document.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature (Original)

(In full and initials)

Name and Designation of Signatory

Name of Firm

Address

Financial Proposal Submission Form (Part of Financial Bid Envelope)

[Location, Date]

To,
Director (Admn), Board of Investment, Islamabad.

Dear Sir,

We, the undersigned, offer to provide the (Insert title of assignment) in accordance with your Request for Proposal No. _____ dated (insert date) and our Technical Proposal. Our attached Financial Proposal is for the sum of (insert amount in words and figures). This amount is inclusive of all taxes.

Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal, i.e. before the date indicated in _____ of the Proposal Data Sheet.

We also declare that the Government of Pakistan has not declared us, ineligible on charges of engaging in corrupt, fraudulent, collusive, or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Supply Order, and are aware of the relevant provisions of the Proposal Document.

We understand you are not bound to accept any Proposal you receive.

Signed

In the capacity of:

Duly authorized to sign the proposal on behalf of the Applicant.

Date:

Bill of Quantity

Sr. No.	Item Description	No of Units/QT Y (1)	Unit Rate (Excl. Taxes) Rs. (2)	Total Taxes (3)	Unit Rate (Incl. all Taxes) Rs. (4=2+3)	Total Cost (Incl. all Taxes) Rs (5=1x4)
1						
Total Bid Price						X

Notes to Price Table:

- i. X will determine the total bid cost.
- ii. Hardware quoted must be legally imported in Pakistan after paying all taxes.
- iii. Standard Warranty for three (3) year after purchase of services

Total Cost (in words) Rs. _____

Date _____

Signature of authorized
person Name:
(Company Seal)

In the
capacity of
Duly authority
by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

Financial Capacity of the Bidder

Additionally, the following financial data form shall be filled out for the Bidder. The Purchaser reserves the right to request additional information about the financial capacity of the Bidder. A Bidder that fails to demonstrate through its financial records that it has the financial capacity to perform the required Supply/Services may be disqualified.

Financial Information	Historical information for the previous three years (most recent to oldest in (PAK Rupees)		
	Year 1 (Year)	Year 2 (Year)	Year 3 (Year)
Information from Balance Sheet:			
(1) Total Assets (TA)			
(2) Current Assets (CA)			
(3) Total Liabilities (TL)			
(4) Current Liabilities (CL)			
Information from Income Statement:			
(5) Total Revenue (TR)			
(6) Profits before Taxes (PBT)			
Net Worth (1) – (3)			
Current Ratio (2) / (4)			

Provide information on current or past litigation or arbitration over the last three (3) years as shown in the form below.

Litigation or arbitration in the last three (3) years: No: _____ Yes: _____ (See below) Litigation and Arbitration

During Last three (3) Years

Year

Matter in Dispute

Value of Award
in PAK Rupees

Authorized Signatures with Official Seal