

Pakistan International Airlines

Supply Chain Management Department
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Tender No. 19012305

Dated; 13-01-2020

Tender Cost: PKR 6,000

INVITATION TO TENDERS AND INSTRUCTIONS TO TENDERERS

M/S _____

CorrigendumSub: **Tender document for the Procurement of Data Backup Software**

Dear Sirs,

We are pleased to invite your sealed tenders for the items listed in the attached schedule/s. In case of more than one schedule separate tender for each schedule should be furnished. The terms & conditions of the tender / supplies are given below:-

A) SUBMISSION OF TENDER

1. You are required to send your sealed tenders **In Single Stage Two Envelope Basis** addressed to General Manager Procurement, PIA SCM Building JIAP Karachi by **03-02-2020**. The tenders may be dropped in the tender box marked as "Tender Box Commercial Purchases" placed at the entrance of the PIA SCM Building latest by **10:30 hours** on the specified date. You may also send your tenders through registered A/D mail addressed to General Manager Procurement SCM, which must reach before the closing date and time mentioned above. Tenders will be opened at **11:00 hours** the same day in the presence of tenderers.
2. Tenders received after stipulated date & time shall not be considered. The Corporation will not be responsible for postal delays. The decision of General Manager Procurement SCM in this respect shall be final and binding.

EARNEST MONEY

The Tender should be accompanied by a 2% (two) of the tendered value having been deposited in terms of a Pay Order payable at Karachi in lieu thereof in the name of **M/S PAKISTAN INTERNATIONAL AIRLINES** as interest free Earnest Money (Refundable) in Financial Proposals. Earnest Money in any other shape shall not be accepted. Earnest / Security Money deposited against a running contract (s) purchase orders(s) shall not be transferable as earnest money for any other tender. All tenders without Earnest Money shall not be considered.

SECURITY DEPOSIT

The successful tenderers upon award of Contract / Purchase Order will be required to furnish in the amount equivalent to 5% of total tender value as interest free Security deposit in shape of Pay Order of an equivalent amount or a Bank Guarantee for an equivalent amount countersigned by the Head Office of the Bank and to remain valid 3-months after the expiry period of the Contract. The Earnest Money already held can be converted into Security Deposit and balance amount if any shall be deposited as above.

PREPARATION OF TENDER

Tender will be opened on “**Single Stage two envelopes**” basis. All bidders must submit **two sealed envelopes** “Technical proposal and Financial Proposal” on specified tender opening date/time. Technical Proposal will be opened on same date, whereas Financial Proposal will remain sealed till the evaluation of samples by PIA Management. Evaluation report uploaded on PPRA/PIA website.

Financial Proposal having following documents.

- a) The Schedule duly filled in, signed and sealed.
- b) Pay Order for Earnest Money 2 % (Refundable).
- c) Rates Tender Schedule-A

Technical Proposal having following documents.

- a) Tender Fees Pay Order of RS. 3,000.00 (NON RETURNABLE)
- b) Quality Sample 02 Pieces ((NON RETURNABLE)
- c) Company profile, Copy of GST & NTN certificate and technical literature (if Any).

The outer cover of envelopes should bear address of the General Manager Procurement, PIA SCM Building, JIAP Karachi - Pakistan, Tender reference number, opening date and company name.

All information about the material proposed to be supplied must be given as required in the schedule to tender.

The tender will not be considered if complete information required is not given therein.

Particular attention must be paid to delivery time.

Authorized Signatures of individual signing the tender and other documents connected with the contract must specify whether signing as:

- a) Sole Proprietor or his attorney.
- b) A registered active partner of the firm or his attorney.
- c) For the firm per procreation.
- d) As secretary, Manager, Partner, etc., or their attorney in case of firms registered under Partnership Act.
- e) The Tenderers must indicate whether its firm / company / organization etc is registered with PIA or not. If registered then specify PIA Registration number.

PRICES

- a) The Prices quoted must be net as per accounting unit as shown in the Schedule to tender inclusive of all duties / taxes, packing, octroi and delivery charges for free delivery to Karachi Airport. However, if GST is applicable, same should be shown separately.
- b) The Prices mentioned in the tender will be treated as firm till the completion of Purchase Order / Contract.
- c) The Prices must be stated for each item separately both in **words and figures** in Pakistan Currency. Additional information, if any must be linked with entries on the Schedule to Tender.
- d) Offers must be valid for 120 days.
- e) Quotation must be written on PIA prescribed form otherwise Bids will not be entertained.

ACCEPTANCE OF TENDER

PIA do not pledge themselves to accept the lowest tender and reserve the right to accept or reject any or all tenders / quotations, divide business among more than one supplier or accept the tenders at rates on lowest individual items or extend the date of opening with assigning reason.

Yours truly,
For: Pakistan International Airlines

Manager (Purchases Commercial)

Encl:

1. Tender Schedule-A
2. Terms & Conditions

Notes: 1- Prescribed Tenders form for the subject item may be directly downloaded from PIAC / PPRA website.

TENDER SCHEDULE-A (Tender No. PC-19012305)

Specifications	Qty	Unit Price (PKR)	GST if Applicable (PKR)	Total (PKR)
<ul style="list-style-type: none"> Data Backup Software subscription for 70 instances for one year. 	01 EA			
<u>Total GST if Applicable Rs.</u>				
<u>Grand Total Rs.</u>				

TENDERER'S SIGNATURE _____ DESIGNATION _____

ADDRESS _____

Tel No. _____ Fax No. _____ Email _____

GST No. _____

NTN NO. _____

SEAL

INTRODUCTION

PIAC desires to procure the data backup Software for its heterogenous computer Information processing environment. The data backup software is required to recover the PIA critical applications in case of system disruption in an emergency like situations, and to comply local and foreign audits.

SCOPE OF WORK

- The Vendor should provide complete support for implementation of proposed data backup software in PIA IT environment as per requirement.
- The Vendor must provide 1 (one) Year 24*7 on-site support.
- PIA team will provide access to resources as per requirement on the PIA site.

RESPONSE REQUIREMENTS

Potential bidders must follow the following requirement for their responses.

- Certificate of Company/Firm/Contractor Registration/Incorporation under the laws of Pakistan.
- Valid Registration Certificate for Income Tax & Sales Tax (GST).
- Bidder must submit earnest money and security deposit as per PIA rules.
- Incomplete and conditional responses will not be entertained.
- PIAC reserves the right to accept/reject any response or cancel the tender process altogether at any stage in line with PPRA Rule.
- Responses are liable to be rejected if; they are not conforming to the terms, conditions and specifications stipulated in this document.
- The Responses submitted via email or fax will not be entertained

EVALUATION CRITERIA

The bidder should be vigilant:

- To fulfil all requirements as laid down in ***Annex-A*** “Technical Specifications” and ***Annex-B*** “Mandatory Requirements” of evaluation criteria.
- That proposed bid may be rejected if any of the requirement is not met in “Technical Specification” and “Mandatory Requirements”, and no further condition shall be given.

The following are the Quantity and Technical Specifications of Equipment:

Licenses	Quantity
Data Backup Software subscription for 70 instances for one year.	01

TECHNICAL SPECIFICATION

- The Solution should support agentless backups of VMware vSphere and MS Hyper-V virtual machines and Bare Metal machines.
- The Solution should provide a Plug-In for Oracle DBAs to use the RMAN manager to perform backups and restores of Oracle databases.
- The Solution should incorporate Virtual Machines image level backup, Virtual Machines host-based replication and Physical Machines protection management from a single console.
- The Solution should offer encryption key recovery for lost encryption keys.
- The Solution should support backups archival to Tape Libraries, Rotating Drives, and VTLs with ability to perform NDMP backup to tapes.
- The Solution should store backup files in a type of self – sufficient storage containers and have no dependency on backup catalog for recovery, no matter of backup placement.
- The Solution should offer automatic detection and consolidation of orphaned VMware snapshots. In case, automatic consolidation is not possible, the solution should notify the administrator by email.
- The solution should support replications from backup files to avoid overhead on production infrastructure.
- The solution must include failover Orchestration allowing a 1-click failover for VMs to avoid long downtimes.
- The solution should provide an automatic built-in latency control mechanism to avoid high storage latency during backup time.
- The solution should offer a self-service portal for users to restore files of VMs and physical servers; full VMs, Zimbra Email solution, Oracle and MS SQL databases.
- The solution should provide the capability to group and present any number of disk storage systems as one scale-out backup repository independent of the brand, model, and protocol for those storage systems. The solution should automatically store the full or incremental backup files on those storage systems based on location or performance.
- The solution should provide the capability to exclude or include any file or folder in the image-level backup of Windows / linux VMs without any requirement to install any agent.
- Backups that have been offloaded to object storage should remain transparently accessible to all solution functionality and be readily available for restores directly from object storage, without prior staging requirement.
- The Solution should be able to recover individual items from image-level backup, including restore any type of VM Guest OS files, MS SQL and Oracle databases, e-mails from Zimbra, security groups and users from Active Directory, SharePoint sites, without installing any application specific agents to the target server nor using 3rd party tools.

- The Solution should provide the capability to instantly mount any MSSQL database of any size to any MSSQL standalone instance and the capability to export the mounted database with preserving the changes performed.
- The Solution must support exporting the disks of Windows and Linux servers/endpoints from backup files as VMDK or VHDX disks.
- The Solution should be able to leverage the backup infrastructure and provide the instant isolated virtual environment for VMware and Hyper-V Virtual Machines where the VMs are running directly from backup. The virtual environment can be accessed by Administrator for test purposes and restore operations.
- The Solution should integrate with corporate antivirus software of choice to scan guest file system within image-level backups for malware prior to performing the restore to the production environment.
- The Solution should provide out-of-the-box, automated backup verification technology for VMware vSphere ,Microsoft Hyper-V Virtual Machines and Bare Metal machines which will guarantee the recoverability of Virtual Machine at VM, Guest OS and Application levels.
- The Solution should provide automated Replica verification technology for VMware vSphere Virtual Machines which will guarantee the failover of Virtual Machine at VM, Guest OS and Application levels.
- The Solution must have a standalone tool to restore VMs from backup, even if the management backup server is not available or not accessible for any reason.
- The Solution should provide agentless data collection(monitors and reports) for VMware and Hyper-V hosts, management servers and failover clusters, as well as Backup Servers, from a single console.
- The Solution should offer reports covering all aspects of the virtual environment - including VM availability (uptime), trend analysis, resource utilization, infrastructure documentation and management, and change tracking - for every monitored object.
- The Solution should present monitoring and reporting data from both technical and business-oriented perspectives. Business-oriented views are based on user-defined criteria and can include categorizations such as organizational structure, location, SLA, department, etc.
- The Solution should provide an option to restrict access to monitoring views on a read-only basis.
- The Solution should provide a report of all protected and unprotected virtual machines.
- The Solution should provide a report of all restore-from-backup operations performed.
- The Solution should provide Application-level monitoring of mission-critical applications running in virtual machines including the ability to track an individual application's status as well as manage guest services and processes.

ANNEXURE B-EVALUATION CRITERIA

MANDATORY REQUIREMENTS

S.No.	Description	Documents
1	Company must be OEM or OEM certified partner / or Authorized Distributor of OEM OR Authorized Distributor of Certified Partner of OEM	Partnership Certificate
2	GST, and NTN registration certificate	Relevant certificate
3	Company must have geographical presence in Karachi.	Office addresses
4	Quote the Unit Rate and GST (If applicable) SEPARATELY	Tender Document
5	Must not be black Listed / Debarred by PIA or its subsidiaries	Records/Affidavit
6	Must be Active Tax Payer	Online verification / Printout to be attached
8	The Company must provide at least 02 installation references of in Pakistan for the proposed brand/OEM.	Documentary Evidence
9	The Company must have 02 Technical / certified human resources related to a proposed brand / OEM.	Staff List+ CVs of certified resources
10	The Company should provide local trainings for 05 persons Training include Principal Official Curriculum and held on proper training facilities instead of PIA premises.	