Tender Document

LUMS

TENDER NO. LUMS/226/2024 DATED: 17.02.2024 for "SAN Storage"

Last Date for submission of bids	**29/02/2024 till 11:00am**
Opening of bids	**29/02/2024 at 11:30am**

Lahore University of Management Sciences (hereinafter called LUMS) invites sealed bids for the supplies as per attached BOQ on Single stage two envelope basis.

If you have doubt as to the meaning of any portion of the specification or other terms and conditions, you may seek clarification of the same in writing from us.

You are required to submit your bid, which will bear words "CONFIDENTIAL" and

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LUMS does not take any responsibility for collecting the bids from any agency. The requests for an extension of closing date and time shall not be entertained.

Specifications

Technical specifications given below:

Item Number – 1: QTY (01 Unit)

1		Bidder Qualification (Mandatory)
	1.1	Quoted OEM must have sales, pre-sales, and post sales in Pakistan. Letter Required from OEM
	1.2	Quoted OEM must have inventory warehouses in Pakistan including Lahore. Letter Required from OEM
	1.3	Quoted OEM must have registered office in Pakistan. Letter required from OEM
	1.4	OEM must give part replacement on same day. Letter required from OEM.
	1.5	Quoted storage brand must be in Leaders Quadrant for last 5 years. (Share reference)
	1.6	Bidder will provide Manufacturer Authorization Letter from OEM to participate in this tender.
	1.7	Bidder must have deployed the storage of same quoted series in 3 different customers in Lahore. Share reference
	1.8	Quoting Bidder must be Tier 1 or Gold partner or higher of quoted brand. (Share letter)
	1.9	Bidder must be in partnership with quoted brand for last 5 years. (Share letter from OEM)
2		Hardware

	2.1	Required Usable Capacity 100 TB NVME All Flash SAN Storage.
	2.2	Uncompressed 100TB Usable capacity required
	2.3	SAN Storage DRAM Cache should be **192Gb** or higher
	2.4	All quoted capacity will be used for Block data
	2.5	NVME drive should be 7.68TB or higher
	2.6	Quoted storage should have support for RAID 5, 6, 10 and TP RAID
	2.7	Quoted storage should support end to end NVME architecture.
	2.8	Quoted storage should be Gateway Free SAN and NAS storage
	2.9	Quoted storage should Fully symmetric A-A solution and global resource balancing. LUNs should not belong to any controller. Service loads should be balanced among all controllers including the pooling/scheduling of CPU.
	2.10	The Proposed storage array shall be configured with no single point of failure so that failure of storage node / controller shall not impact the operations. It must support hot-swappable drives, and power modules without service interruption.
	2.11	Quoted storage should support containerized workload.
	2.12	Quoted Box should support storage expansion with on-the-fly upgrade.
	2.13	Storage should support scale up and scale out architecture with more controllers and more expansion bays.
	2.14	Quoted product should have min 4 x 40G and 4 x 10G ports to be connected with Nexus 9K
	2.15	Quote product should support 16G/32G FC, 10G/25G/40G/100G connectivity.
	2.16	Quoted product should have **iSCSI, FC and NFS any** other recommended Protocol support
	2.17	The proposed array also must be scalable to 100 Disks.
	2.18	Proposed storage should support 99.9999% availability
3		Software
	3.1	Storage software function should have deduplication and compression
	3.2	Storage should have encryption feature
	3.3	The proposed array should include licenses to support QoS, Thin Provisioning, Replication, cloning and replication
	3.4	The proposed array should be supplied with storage management software capable of real time monitoring, historical performance data for analysis and trending etc.
4		Services
	4.1	Quoted SAN storage should be with **3**-year, **24 x 7** support including committed **same day part replacement. (Letter will be required from OEM)**
	4.2	Storage should have feature of service automation. So, OEM may have access to logs without opening any tickets.
	4.3	Implementation should be done by bidder/OEM within two months after delivery.
	4.4	Call home support: Appliance must have call home support (system should generate alerts to principal support to log SR)
5		Training
	5.1	Three Persons Instructor-Led international Training and certification by OEM

Evaluation Factors

LUMS will rate proposals based on the following factors, with cost being the most important factor:

5. PROPOSAL EVALUATION PROCEDURE

5.1. It must be understood and accepted by any Proponent submitting a proposal that all decisions as to the degree to which a proposal meets the requirements of the RFP are solely within the judgment of the proposed evaluation committee.

5.2. Proponents must respond to this solicitation by submitting all data required herein in order for the proposal to be evaluated and considered for award. Failure to submit such data shall be sufficient cause for disqualification or a proposal from further consideration of award.

5.3. Proposal shall undergo a three-stage evaluation process:

Stage I
Stage I will consist of a review to determine which proposals comply with all the mandatory requirements.

Stage II
Stage II will consist of a scoring by LUMS of each qualified Proposal on the basis of the Rated Criteria.

Stage III
Stage III will consist of a scoring of the pricing submitted by Proponents; the evaluation of price/cost shall be undertaken after the evaluation of mandatory requirements and any rated requirements has been completed.

Cumulative Scores
At the conclusion of Stage III, all scores from Stage II and Stage III will be added and, subject to satisfactory reference checks, and the express and implied rights of LUMS, the highest scoring proponents will be selected for the interview stage.

6. ACCEPTANCE, AWARD AND REJECTION

6.1. LUMS reserves the right to terminate the process without awarding the contract.

6.2 LUMS reserves the right to accept or reject any part, or all, of each proposal submission and/or not to make an award if none of the proposals received meet the requirements.

6.3. LUMS may negotiate minor adjustments with the selected proponent prior to the final award of the contract.

6.4. LUMS will not be responsible in law or in equity to any proponent for any claim for losses or damages, or any other relief, arising out of the RFP process including the selection or rejection of any particular section of this proposal.

Feature Set supported by the Product (Mandatory):

- Item number – 1 must be **Enterprise SAN with all features.**

Warranty and Support:
- 24x7 Software/Hardware support with NBD RMA by principal and partner.
- 3 Years principal's verified hardware warranty with upgrade prices for 2nd and 3rd year
- The bids must contains price of Principal' Onsite Configuration & Installation
- The latest and advanced services software/firmware update release support.
- Hardware warranty/contract/license support valid for minimum next 03 years with documented proof.

Important Notes:
- Proof of Concept (POC) may be required from the vendor before the issuance of Purchase Order by LUMS. The devices included in the POC should be the same as quoted by the vendor.
- The vendor will be responsible for the installation/deployment of equipment after delivery, and all the relevant expenses will be borne by the vendor.
- The partial solution will not be accepted. Only the vendor with the complete solution will qualify for technical.
- The criteria for the issuance of PO will be not only the lowest price but also the product stability, compatibility, specifications, and features mentioned in the tender.
- Only new hardware is required; repaired or refurbished devices will not be acceptable.
- A special educational discount is expected from all the vendors.
- Quantities can be changed depending on budget and availability.
- Proof of technical competence of the team engaged in deployment along with their profile/certificates, must be included in the proposal.
- Release date, end of sales, support, and life must be specified for all components.
- The provided solution must be officially verified by the Principal.
- All the vendors must perform requirement gathering first and submit the technical & financial proposal accordingly. Any loss because of incompatibilities with existing systems/solutions will be borne by the Vendor/Principal.
- For further technical information, / clarification you may contact IST if required.
- The vendor must deliver and install the product at LUMS.
- The partner must posses the Tier 1/Gold/Value Added partnership with the principal and must provide the partnership letter.

Training:
- 3xPersons international instructor-led training and certification by OEM.
- The vendor will bear accommodation, boarding, and lodging/traveling expense,
- 20% amount will be withheld until satisfactory completion of project and training.

TERMS AND CONDITIONS

1. Instruction to Bidders:

a) **General:** Bids are invited through <u>Sealed Envelope</u> for the purchase of supplies and other related items from the authorized distributors and manufacturers on delivery Ex-LUMS.

b) **Bill of quantities:** The bidder may quote for one or more items showing description and specification of offered items.

c) **The vendor is required to quote in USD currency and delivery is on Ex-LUMS/DDP basis.**

2. Date &Time of Submission of Tenders:

The interested bidders may submit their bids on the prescribed form, available on written request on the firm / company letter pad from the Procurement office located, Lahore University of Management Sciences, at Opposite Sector U, DHA Lahore along with a postal order/pay order/bank draft / amounting to Rs. 1,500/- (Non-refundable) drawn in favor of Lahore University Of Management Sciences.

All bids must be delivered in procurement office on or before the prescribed deadline of 11:00 am on the date already mentioned above.

Any Bid received by LUMS after the prescribed deadline for submission of bids will be returned unopened to the Bidder.

3. Sealing and Marking of Bids:

The bids shall comprise in a Single package containing two separate envelopes each envelope shall contain separately, duly sealed, the "<u>Financial Proposals</u>" and "<u>Technical Proposals</u>". The envelopes shall be marked as "<u>Financial Proposals</u>" and "<u>Technical Proposals</u>" in bold and legible letters to avoid any confusion.

The envelop will be addressed to;
Manager Procurement
Lahore University of Management Sciences,
Opposite Sector U, DHA,
Lahore
TEL: (042)35608251

The envelopes shall also bear the word "CONFIDENTIAL" and following identifications: -
If the envelope is not marked, as instructed above, LUMS will assume no responsibility for the misplacement or premature opening of the bid.

4. Bid Opening:
LUMS will open the bids, in the presence of Bidder's representatives who choose to attend at 11:00 am on the date already mentioned above, in the Procurement office.

5. Evaluation:
a) After opening of bids, LUMS will examine the bids for technical evaluation and completeness of the bids as per tender document.

b) The bids shall be evaluated on the basis of "Technical proposals" and "Financial Proposals" as under:

    (i) The envelope for "Technical Proposals" will be opened initially in the presence of the bidders.

    (ii) The envelope for "Financial Proposals" will be retained unopened.

    (iii) The "Financial Proposals" envelope of technical responsive bidders will be opened in front of technically qualified bidders after the technical evaluation. The "Financial Proposals" envelope of technically non-qualified bidders will be returned unopened to the bidder.

c) Bidder(s) who do (es) not qualify cannot challenge the findings of the evaluation or ask for reasons of disqualification.

6. Earnest Money:
The bidder must enclose 2% of the total quoted amount as earnest money in shape of pay order/bank draft in favor of Lahore University of Management Sciences. The tenders without earnest money or containing less earnest money will not be accepted. Earnest money of the successful bidder will be refunded after the delivery of the goods.

7. Change in Quantities:
LUMS reserves the right to increase/decrease quantities and it will be the responsibility of the supplier/contractor to deliver the item on time and change defective items.

8. Mode of Payment:
a) Payment terms will be credit basis.
b) In case of advance payment first class bank guarantee or mutually accepted collateral will be provided by the bidder.

9. NTN/GST Certificate:

Bidder must mention their National Tax Number (NTN) and General Sales Tax (GST) number (if sales tax registered) and furnish a copy of NTN and GST certificate along with tender.

10. Tax Deduction:

Income Tax as per government tax rules will be deducted from the total amount unless an exemption certificate is provided from the income tax department.

11. Specification Criteria:

All bids must be submitted according to specification given in the BOQ.

12. Delivery Time:

a)   Validity period of the tender will be mutually decided from the date of placement of order. During this period successful bidders will be bound to supply the items on the rates they quoted.

b)   In case the supplier fails to supply the agreed material in time, LUMS reserves the right to reject its offer and confiscate the earnest money deposited.

c)   Delivery will be on Ex-LUMS

d)   Pre-shipment inspection will be done by LUMS if required.

13. Inspection and Testing

a)   LUMS representative shall have the right to inspect and / or test the Goods to confirm their conformity to the Purchase order(s) Specifications.

b)   Should any inspected or tested goods fail to conform to the specifications, LUMS may reject them and the supplier shall either replace the rejected goods or make all alterations necessary to meet specification of LUMS. All costs incurred on such replacements / alterations shall be entirely borne by the supplier, failing to do so, the purchase order(s) will be cancelled and all retained values will be forfeited in favor of LUMS.

14. Quality of items:

All item(s) supplied by successful bidder should be wholesome and include all the basic accessories. The additional accessories may be included separately. The offered items(s) should not be of substandard nature.

15. Warranty:

As mentioned against each item or for the given period starting from the date of supply.

16. Penalty:

 For failure to comply with delivery schedule of Purchase Order(s) penalty will be imposed on defaulting bidder as under:

a) 1% of the cost of entire order or of such items/job as remains un-supplied/not-completed for every day up to maximum of 5% for 10 days exceeding the delivery period unless mutually agreed in writing.

b) If the material is not supplied even after payment of penalty for 10 consecutive days LUMS reserves the right to cancel the purchase order and to obtain the required items/get the job done from elsewhere at risk and cost of the defaulting contractor. In this scenario the Earnest money will be confiscated.

17. Grievance Committee

Supplier can contact the grievance committee of LUMS if required.

18. Rejection of Bids:

LUMS reserves the right to reject any or all bids or proposals without assigning any reason.

19. Other Instructions:

a) Bid Prices shall be quoted on Annexure-"A" and also on letter Head duly filled in, stamped and signed by the authorized representative of Bidder.

b) Bidding Form Annexure-"B" must also be duly filled in, stamped and signed by authorized representative of Bidder.

c) Quoted price shall be valid for three months from the opening date of the Tender, for placing order however, any subsequent change in taxes and duties as notified by government will be given due consideration.

I/We hereby agree to abide by and fulfill all the terms and conditions of the contract.

The sum of Rs._____ is herewith forwarded in the shape of _____as

2% earnest money.

Name and Address of the Firm   **Company's Stamp**

_____

_____

_____

Name and Signature of company's Representative

_____

_____

CNIC: _____

ANNEXURE "A"
FINANCIAL PROPOSALS

S. No.*	Name of Item	Qty	DDP	Total Price	Remarks

* S.NO as mentioned on BOQ

Authorized Signature of Bidder with seal

stamp_____

Full name of firm _____

N.I.C. No. _____

Phone no. _____ Mobile No._____

ANNEXURE-"B"

TECHNICAL PROPOSALS

S. No.*	Name of Item(s)	Specifications / Brand	Qty

* S.NO as mentioned on BOQ

Authorized Signature of bidder with seal stamp

_____

Full name of firm _____

N.I.C. No. _____

Phone no. _____ Mobile No._____

Note: Attach technical brochure producing detailed specifications for all the offered items(s).

BIDDING FORM

Date: _____

Lahore University of Management Sciences.
Lahore

Gentleman

1.   Having examined the conditions to Tender and Specifications of Tender No <u>LUMS/226/2024</u> <u>DATED: 17.02.2024</u>, the receipt of which is hereby acknowledged. We the undersigned, offer to supply and deliver in conformity with specifications mentioned in BOQ and conditions of Tender for the sum of Rs._____ (Rupees _____) or such other sums as may be ascertained in accordance with the said Conditions.

2.   If our Bid is accepted, we shall deliver the required supplies mentioned in the tender documents within _____ days from the date of receipt of your firm Purchase Order.

3.   We agree to abide by the terms and conditions of the Tender for the period of _____ from the date fixed for receiving the same and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

4.   Until a formal Purchase order(s) is placed, this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.

5.   We understand that you are not bound to accept the lowest or any proposal you may receive or to inform us of the rejection of our bid or to give any reasons thereof.

Dated this _____ day of _____ 2024.

Signature _____ in the capacity of _____ duly authorized to sign Tender for and on behalf of

_____
(NAME OF FIRM IN BLOCK CAPITALS)

Complete Address: _____

Fax No._____ Telephone No._____

(SIGNATURE)
Witness :-1.   _____   2_____