



Bidding Documents

Centralized Antivirus

May, 2019



Invitation for Bids (IFB)

Centralized Antivirus

House Building Finance Company Limited (HBFC) is Pakistan's premier housing finance institution, providing affordable solutions to low-middle income groups of population. HBFC invites sealed bids for "Centralized Antivirus" as per details provided in the bidding documents. The bids will be evaluated in terms of Rule-36(b) of Public Procurement Rules (PPR-2004) i.e. "Single stage-two envelope procedure" and is open to all the firms who meet the minimum eligibility criteria as mentioned in the bidding documents.

Bidding documents containing detailed terms & conditions, etc. are available for review only at HBFC website www.hbfc.com. In order to participate in the process, the signed copy of bidding documents may be obtained from the address given below on submission of a written application on Firm's letter head upon payment of non-refundable fee of Rs.500/- through bank draft/ pay order drawn in favor of HBFC. The RFP notice is also available at PPRA website www.ppra.org.pk.

The bids prepared in accordance with the instructions, contained in the bidding documents must reach at address given below on or before 23-05-2019 at 11:00 am, which will be opened on same day at 11:30 am in the presence of bidders' representatives (who choose to attend) at the address given below. Late/ incomplete/ conditional bids will not be entertained.

HBFC reserves the right to accept or reject any or all bids in accordance with relevant clause of Public Procurement Rules (PPR-2004).

Head, General Services Department
House Building Finance Company Limited
3rd Floor, FTC Building, Shahr-e-Faisal, Karachi
Tel: 021-35641739/17



A. General

1. Scope of Bid

House Building Finance Company Limited (HBFC), Pakistan's premier housing finance institution having its principal place of business at 3rd Floor, FTC Building, Shahrah-e-Faisal, Karachi, hereinafter called "Company", invites sealed bids from tax registered eligible Bidders for "Centralized Antivirus". The bidding process is open to all bidders who meet the minimum eligibility criteria.

Bidder/Firm who is black listed by any government organization will not be eligible to participate in the bidding/procurement process.

Each Bidder shall submit only one Bid, either individually or as a partner in a joint venture.

2. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the HBFC will in no case be responsible or liable for those costs.

B. Bidding Documents

3. Contents of Bidding Documents

Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

4. Amendment of Bidding Documents

- i. At any time prior to the deadline for submission of bids, the Company may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, amend the Bidding Documents. Later amendments on the same subject modify or replace earlier ones.
- ii. Amendments will be provided in the form of Addenda to the Bidding Documents, which will be sent in writing to all prospective Bidders that received the Bidding Documents from the Company. Addenda will be binding on Bidders. Bidders are required to immediately acknowledge receipt of any such Addenda. It will be assumed that the amendments contained in such Addenda will have been taken into account by the Bidder in its bid.
- iii. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Company may, at its discretion, extend the deadline for the submission of bids consistent with provision of Rule 27 of PPR-2004.

C. Preparation of Bids

5. Bid Prices

The Contract shall be for the goods/ services, as described in the Annexure A and the Bidder shall fill in rates and prices for all items of the Services accordingly. Items for which no rate or price is entered by the Bidder will not be paid for by the Company when executed and shall be deemed covered by other rates and prices. . All bids shall be quoted in Pak Rupee. Bids in any other currency shall be rejected.

The price quoted would be inclusive of all taxes levied by the local Authority/ Provincial Government/ Federal Government at the time of submission of bids. Any subsequent change in applicable direct/ indirect taxes/ duties levied by the government shall accordingly be adjusted.

D. Submission of Bids

6. Deadline for Submission of Bids

- i. Bids must be received at the address specified in Bid Data Sheet not later than the time and date specified in the Bid Data Sheet.
- ii. The Company may extend the deadline for submission of bids by issuing an amendment, in which case all rights and obligations of the Company and the bidders previously subject to the original deadline will then be subject to the new deadline.

7. Late Bid

Any bid received by the Company after the deadline will be returned unopened to the Bidder.

E. Bids Opening and Evaluation

8. Bids Opening

The Company will open all bids, in public, in the presence of Bidders' representatives who choose to attend, at the time, on the date and at the place specified in the Bid Data Sheet. Bidders' representatives shall sign an attendance sheet as proof of their attendance.



9. Correction of Errors

Bids determined to be substantially responsive will be checked by the Company for any arithmetic errors. Arithmetical errors will be rectified by the Company on the following basis:

If there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.

The amount stated in the Bid will be adjusted by the Company in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited.

10. Evaluation of Bids

The bids will be evaluated in terms of Rule 36(b) i.e., Single stage-two envelope procedure. The technical proposals of all perspective bidders shall be opened on the date and time mentioned in the bid data sheet and evaluated in detail. The Financial Proposals of the only technically accepted proposals will be opened and the bid found to be the lowest evaluated bid shall be accepted.

11. Presentations and Demo Sessions

The bidder(s) may be called for detailed demo sessions. Each bidder shall be able to demonstrate their capabilities on technical and functional requirements.

For these sessions, Bidders shall be required to setup the environment in HBFC premises.

12. Current References

The Bidder must provide in the proposal the names and complete contact information of at least two (2) client references in prescribed format under Annexure B who:

- Are able to discuss Bidder's performance in providing products/solutions similar to those contemplated in this RFP, and
- Have agreed to be contacted by HBFC representatives. HBFC expects the bidder to contact their client references to confirm their availability to speak with HBFC during this time.

13. Availability of Professional Staff/ Experts

Having selected the bidder on the basis of among other things, an evaluation of proposed professional/certified staff, the HBFC expects to get the contract executed by the professional staff named in the proposal. The HBFC shall require assurances that the professional staff shall be actually available. HBFC shall not consider substitutions during contract unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or



medical incapacity. If this is not the case and if it is established that professional staff were offered in the proposal without confirming their availability, the Bidder may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and his name be submitted by the Bidder within a reasonable time without affecting the deliverable timelines.

14. Bid Security

All bidders are required to submit an amount of bid security with financial proposal @05% of total amount quoted in financial proposal in the form of bank draft/ pay order in favor of HBFC. No bid shall be considered as valid unless it is accompanied by the Bid Security. No interest shall be payable by the HBFC on this deposit. In the event of breach of any terms of the contract, security deposit will be forfeited. Security deposit shall be refundable on completion of bidding process.

F. Award Criteria

15. Award Criteria

The contract will be awarded to the successful Bidder whose bid has been found technically & financially compliant and emerged as lowest evaluated bid.

16. Company's Right to Reject All the Bids

The Company reserves the right to annul the bidding process and reject all bids at any time prior to award of contract.

17. Payment Terms

Payments will be made by HBFC against the invoice/s raised by the bidder by following the procedure in vogue against each milestone/deliverable on production of following documents:

- Sales tax invoice duly signed and stamped by the organization.
- A certificate issued by the assigned officer of HBFC certifying that the relevant claim is correct and the bidder has successfully accomplished the task against respective milestone/deliverable.
- Partial deliveries & part payments may be allowed and payment shall be released only after achievement of milestones/deliverable. Following is the payment schedule based on defined milestones:

S.No.	Deliverables	Percentage(%) of Total cost
1	Upon delivery, successful Installation & deployment with required reporting and alerts of Centralized Antivirus System	80%
2	Upon delivery of administration guide and training(s)	20%



- There will be no Advance payment / mobilization.

18. Code of Conduct

It is the Company’s policy to require that Consultant/ Service Providers, Suppliers, and Contractor under Company-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Under Rule 19 of PPR-2004, the Company can blacklist bidders found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to the PPRA.

Following mechanism and manner for permanently or temporarily bar a delinquent bidder, from participating in procurement proceedings will be followed as per guidance of HBFC management:

Nature of Offense/Fault	Means of Verification	Proposed Action under Rule 18
Corruption	Actual instance verifiable as per law of land and applicable rules and regulations of HBFC.	Permanent blacklisting.
Fraud	Cross verification of documentary undertaking submitted by Contractor/ Bidder/ Supplier/Consultant.	Blacklisting for 3-5 years (depending on severity of fraud)
Collusion	Results of Bid/Proposal analysis resulting in substantive evidence of collusion.	Blacklisting for 3 years.
Performance Deficiencies	Documented evidence in form of consistent performance deficiencies and notices of performance deficiencies not suitably responded or defended by contractor/bidder/supplier/ consultant.	Blacklisting for 1-2 years. (Depending on severity of non-performance).

Pursuant to Rule 7 of PPR-2004 bidders shall be required to sign an Integrity Pact in accordance with prescribed format attached hereto.

19. Overriding Effect of PPR-2004

Whenever in conflict with these documents the stipulation of PPR-2004 shall prevail.

G. Bid Data Sheet

The following specific data for services to be procured shall complement, supplement or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over ITB.

S.No	Details
1.	Centralized Antivirus Ref No. HBFC/HOK/GSD/2019/.....
	<u>Contact Information and Communication</u> The contact detail for all correspondence in relation to this bid is as follows: Name: Anees Ahmad Khan Designation: Assistant Manager HR-GSD Email: anees.ahmad@hbfc.com Address: House Building Finance Company Limited, Head Office, 3rd Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi. Phone: +92 21 35641717
2.	<u>Technical Contact:</u> Name: Waqar Ahmed Designation: Assistant Manager IT Email: waqar.ahmed@hbfc.com.pk Address: House Building Finance Company Limited, Head Office, 3rd Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi. Phone: +92 21 35641741 Name: Muhammad Asad Arshad Designation: Assistant Manager IT Email: asad.arshad@hbfc.com.pk Address: House Building Finance Company Limited, Head Office, 3rd Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi. Phone: +92 21 35641741
3.	Bidder/Firm who is black listed by any government organization will not be eligible to participate in the bidding/procurement process.
4.	The bids will be evaluated in terms of Rule 36-(b) of PPRA Rules.
5.	The Contract “is not” subject to price adjustment. However, any subsequent legislation enacted, changes in the rate of any indirect tax, levy of additional tax or duty during the currency of contract that impacts the contract price would be equally accounted for by both the parties of the contract i.e. in case of increase or decrease in the rates of the said taxes and duties or levy of any new tax or duty, the contract price would be adjusted accordingly.
6.	The period of Bid validity shall be 90 (Ninety) days after opening of the Bids.



House Building Finance Company Limited

7.	All bidders are required to submit amount of bid security enclosed in financial proposal @05% of the bid price.
8.	The Original Bid shall comprise a single sealed package containing two separate sealed envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. The inner envelopes shall be marked as "TECHNICAL PROPSAL" and "FINANCIAL PRPOSAL" in bold letters.
9.	The Company's address for the purpose of bid submission is: Head-General Services Department, House Building Finance Company Limited, 3 rd Floor, Finance and Trade Centre, Shahrah-e-Faisal, Karachi, Pakistan Telephone No: 021-356417139
10.	The deadline for submission of bids shall be 23-05-2019 at 11:00 am. Bids will be opened on 23-05-2019 at 11:30 am at the following address: House Building Finance Company Limited, 3 rd Floor, Finance and Trade Centre, Shahrah-e-Faisal, Karachi –Pakistan.
11.	Bidders have to submit bids with Complete Requirements. Late/ incomplete and conditional bids will not be entertained. Bids submitted without signed Bid Form by authorized nominee of the bidder will be rejected. Bids with material deviation, exception, objection, conditionality or reservation will be rejected. Bids submitted late will be rejected.

Minimum Eligibility Criteria

Below is the criterion for the selection of the interested Bidders. These are all mandatory requirements and failing to comply will result in non-conformity. Please provide response to the table below and ensure complete and valid documentary evidences are provided against each item. HBFC reserves the right to check the authenticity of any submitted document.

S. No	Requirements	Conform (Yes/No)	Documentary evidence / page reference	Comments (if any)
1	Confirms to in-scope deliverables (Annexure A) or equivalent/better.			
2	The deliverables must be of well-known international brand in Pakistani market.			
3	The bidder must have a top level or a one level below top level partnership with the principle for the last 3 years.			
4	The bidder must have experience of at least 5 years of same nature in providing the deliverables.			
5	Must have at least 3 relevant Centralized Antivirus projects currently in progress / support of same nature.			
6	Must have 2 satisfied customers with respect to operation and troubleshooting support in offered Centralized Antivirus software (Provide certificate of the respective customers in the name of HBFC).			
7	At least 01 relevantly certified experts who would be installing / commissioning and providing documentations.			
8	Is a registered/incorporated company /firm in Pakistan.			
9	Valid Registration Certificate for Income Tax, Sales Tax and/or other allied agencies / organizations / regulatory authorities;			

S. No	Requirements	Conform (Yes/No)	Documentary evidence / page reference	Comments (if any)
10	Is an Active Taxpayers as per Federal Board of Revenue (FBR)'s database i.e. Active Taxpayer List (ATL);			
11	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);			
12	Must have office in Karachi for better coordination on support.			
13	Audited financial statements to be demonstrate that Bidder had minimum an average annual turnover of over PKR 20 million or equivalent in past consecutive three (03) financial years;			
14	The Bidder will submit the project execution plan.			
15	Warranty & Support (Product specific from principle inclusive of upgrades as permissible and Operational / Troubleshooting from local). Whereas the support period may be extended after the satisfactory completion of the respective warranty/support period with procurement of the software and hardware respectively.			

Note:

Verifiable documentary proof for all above requirements is mandatory.

Lowest Evaluated

- The Bidders will be first checked for the conformity of the requirements as per the table above.



- All those who are found conforming to the requirements will be evaluated for the lowest price as per the PPRA guidelines.
- During the evaluation no amendments by the bidder in the proposal shall be permitted; however HBFC may seek clarification.
- The bid security of bids of unsuccessful bidders will be returned.
- The contract may be awarded to the fully conformant bidder offering lowest evaluated price. Validity of the Bid Security should be 90 days minimum.
- Deliverable item will be deployed at HBFC office.
- Bidder may choose to provide Centralized Antivirus System/Software.
- The HBFC reserve the right to increase or decrease the quantity and may exclude the items.
- The bidder has to provide MAF letter to import product, if required.
- Relevant Documents/Evidences are required.
- The bidder has similar experience with Govt. / Semi Govt., provide at least 2 PO.



Financial Proposal

- 1 Bidder’s financials should represent the costing in following structure:
 - a) Licenses;
 - b) Implementation Services;
 - c) Training;
 - d) Warranty & Support
- 2 Please list any other assumptions that may not have been covered in the previous questions.

Bidders will furnish the financial proposal as per below format preferably on letter head:

S. No.	Item with details	Qty	Total Cost(inclusive of all taxes)
1.			
2.			
3.			
4.			
5.			
Bid Price(inclusive of all taxes)			

Note:

- No additional charges, other than those listed in the financial proposal, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to the site, setup, installation, training etc.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

Annexure-A
Scope of Work

S.No.	Item Description	Agreed	
		Yes	No
1	This project provides for supply of 500 licenses of Anti-virus software (client base) to work on Desktop PCs, Servers and Laptops working within the jurisdiction of HBFCL and across HBFCL Branch Offices.		
2	Anti-Virus server will be placed at IT Data Center Head Office and the client software will require to be installing at branch offices of various locations across different cities regardless of Windows Domain Architecture and administrator privileges on the client machine.		
3	Vendor will also require connect/configure the antivirus client at one branch office (at least) over WAN connectivity (Data only) which should get patch update request from Anti-Virus Server located at IT Data Center, Head Office Karachi.		
4	The anti- Virus client must be capable to install on Linux and Windows 7, 8, 10 (and latest OS as on quoted date) operating systems and also capable to work on Windows Server, 2008, 2012.2016 (and latest OS as on quoted date).		
5	Vendor will be responsible for installation & configuration of Antivirus server at HBFCL (Head Office).		
6	Vendor will provide proper training (Antivirus Server) to HBFCL technical personals for running the operation smoothly.		
7	The Vendor will provide country wide online (Email/portal) support without any extra charges.		

Scope Details		
Item Description(s)	Availability	
Antivirus (Centralized Management & Control)	Yes	No
Antivirus Server with 500 License (Client based)		
The antivirus solution should provide enhanced antivirus protection for desktops & servers of all the attacks originating from places inside/outside of the network due to virus and/or other malicious programming code.		
The antivirus solution Should have a Centralized Management Console for monitoring and reporting purpose.		
The antivirus solution Should Support Multi -Platform operating system (Windows, Linux) and the same should be managed from a single Centralized Management console.		
Provision of centralized scanning of all network Machines, if required		
Administrator should have flexibility to schedule scan and update at the endpoints from Anti-virus Server.		
Anti-virus Should be capable of pushing client installation from a centralized location and it should also support manual installation of client Via network share.		
Should be able to detect and block all kinds of malicious software in real time, including viruses, worms, Trojan horses, spyware, Adware, rootkits (active rootkits hidden in the operating system, hidden Rootkits in MBR, registry entries, drivers, services and processes), ransom ware and other malware etc.		
Antivirus should Support all major browsers -IE, Firefox, Safari, Opera, and Chrome.		
Functionalities of Anti-spamming/WormE-mail Blocking (Inspect all emails including incoming/outgoing).		
Network Server Anti-virus Protection and generate alerts.		
Scan Individual Files, Folders and Drives.		
Forced Restart of Real-time Protection, if Disabled.		
In NSS lab should be overall recommended rating.		
Should be in among Top 05 Level overall rating in Gartner report.		
Capabilities of signature and Automatic updates.		



The antivirus solution should provide enhanced antivirus protection for desktops & servers of all the attacks originating from places inside/outside of the network due to virus and/or other malicious programming code.		
The process of antivirus should not be terminated by the Malicious software.		
The running process of anti-virus should use minimum system resources and should not interrupt other processes of the system.		
Should be able to remove antivirus completely from the system.		

Note: The HBFC reserve the right to increase or decrease the License/quantity and exclude the items.



Annexure-B

Client References:

Reference One (1)	Response
Client Name	
Contact Person with email	
Address and Contact Number	
Industry	
Deliverable items	
Any Comments	
Reference Two (2)	Response
Client Name	
Contact Person with email	
Address and Contact Number	
Industry	
Deliverable items	
Any Comments	



Annexure C – Staff Resume

Proposed Position:	
Name of Staff:	CNIC #:
Date of Birth:	Age:
Nationality/Origin:	Number of Years with Bidder Company:
Educational Qualification:	
Membership in Professional Societies:	
Employment Record:	
Relevant Work Experiences:	
Related Certifications:	
I am willing to work on the project as indicated in the deployment schedule and as required during the assignment period.	
I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me my qualification and my experience.	
Signature of Candidate	Signature of the Authorized Representative of the firm
Date:	
Email and Contact Number:	

Note: copies of all relevant degrees and certificates must be attached. HBFC reserves the right to validate the authenticity of provided degrees/certificates through applicable procedures as deemed necessary.



Annexure D – Integrity Pact

_____ [the Bidder] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [the Bidder] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder’s fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[The Bidder] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty. [The Bidder] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [the Bidder] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder’s fee or kickback given by [the Bidder] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

For and On Behalf Of

Signature: _____

Name: _____

NIC No: _____