



## **Bidding Document**

### **IT Data Center Collocation Disaster Recovery (DR) Site Karachi**

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**Last Date for Submission: 29-11-2018 at 3:00PM**  
**Tender Opening Date: 29-11-2018 at 3.30 PM**

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## **1. About The Bank of Khyber**

The Bank of Khyber (BOK) is a Listed Scheduled Commercial Bank with majority of shares held by KP Government and having 170 branches; including 84 Islamic Branches. The Bank of Khyber established in 1991 through Act No. XIV, passed by the Provincial Legislative Assembly of the KHYBER PAKHTUNKHWA Province of Pakistan. It was awarded status of a scheduled bank in September 1994. The Bank of Khyber enjoys a unique position, stands out amidst the other banks operating within Pakistan, and has the privilege of being bracketed amongst the only three government banks in the country.

## **2. Scope of Work**

The aim of the project is to co-locate the IT equipment at Tier-3 Certified Data Center facility in Karachi where mission critical applications of the bank should be hosted. Architecture of infrastructure should be designed in such a manner that all components are redundant and in high availability mode. Availability of services must be ensured for maximum uptime and optimized as well.

The proposed Data Center should have at least, but not limited to, the following facilities: -

- Proposed site should be at least Tier III infrastructure Certified / from International body and must have minimum 99.982% up time SLA.
- Must provide the connectivity through Meet-me room to BOK's server.
- Meet-me room in the Data Center should have multiple Service Provider terminations that BOK may select as per requirement or need.
- Advance Firefighting (NOVEC) and automatic alarm system should be installed in the facility.
- All equipment including cabinets, power cord, and network cables etc., should be properly labeled and must comply with Data center standards.
- No additional costs/ one time or re-occurring will be charged from the BOK service providers.
- Dual feeds to each cabinet must come from different UPS groups and PDUs.
- The facility must be properly covered by advanced surveillance system having night vision features for clearly recognizing the visitors.
- Provisioning of physical Security Guard with 24x7x365 surveillance.
- Facility should have Backup power generators with sufficient load and running capacity/



Ups System should be N+1.

- Precision air condition system (N+1 redundancy) with humidification /Dehumidification, guaranteeing the temperature between 18°C to 23°C & humidity<=65%. As per Data Center standards and equipment vendors' specifications.
- Air Purifier should be available to clean the air inside the datacenter.
- STS provision should be available for single power supply equipment to maintain redundancy.
- DR site should be easily accessible for BOK staff to maintain and look after Operations.
- The data center facility should be equipped with an advanced maintained environment monitoring system like BMS or DCIM to monitor the facility.
- Access control or biometric authentication system should be properly installed having logging facility.
- Space required for 02. No's of staff of M/S BOK on permanent basis in the proposed site's working area.
- Service provider must have provision for shared or dedicated room for BOK.
- Easy physical & remote access provision for Bank of Khyber nominated resource personnel for routine operations on its environment.
- The bidder should provide MPLS link between the proposed DR Site and primary site located at IT Head Office 4th Floor State Life Building, 34 the Mall Peshawar Cantt.
- The bidder should provide 20 Mbps MPLS link between BoK Karachi site situated at 7<sup>th</sup> Floor BRR Tower, I.I. Chundrigar Road, Karachi and proposed DR site.
- Aggregation link of 100 Mbps at proposed DR site for termination of BOK branches.
- Share log or events details if required to BOK for regulatory justification incident management (Log / events reports required within same day / COB).



### 3. Bill of Quantity (BOQ)

<b>SNo</b>	<b>Item</b>	<b>Specifications Parameter</b>
1	Provisioning of 04 Server Rack including network / conventional Server /H.D Rack	42U Rack for Servers and Networking Equipment (40/42U standard racks for data & communication)
2	Electricity	As per actual KWH (Power Company Rate)
3	Data Center Location at Karachi	Site Location and complete Address
4	02 BCP seats	BCP seats for BOK IT Staff
5	100 Mbps CIR MPLS replication link between Primary site and proposed DR site	Dedicated and CIR 100 Mbps link over Optical Fiber
6	100 Mbps MPLS link between BRR BOK Karachi and proposed DR site	Dedicated and CIR 100 Mbps link over optical Fiber
7	Aggregation link of 100 Mbps	Provision of 100 Mbps CIR aggregation link at proposed DR site for termination of BOK branches in case of disaster



#### 4. Technical Proposal Response Format

Bidder is required to submit its Technical Proposal in accordance with the following **Technical Requirements** and **Mandatory Requirements** as mentioned below. Failing to which the proposal will not be considered

##### 4.1 Technical Requirements

<b>Data Center Facilities Management</b>			
<b>SNo</b>	<b>Description</b>	<b>Specification Parameter</b>	<b>Vendor Response</b>
1	Dedicated CIR VPN/MPLS replication link between Primary site and proposed DR site	100 Mbps over optical fiber. Bidder must have its own protected Long-haul network to provision replication link	
2	Must provide the connectivity through Meet-me room to BOK's servers	Confirmation & assurance on Company's Letter Head	
3	Cooling /power should be N+1		
4	Fire suppression and automatic alarm system (as per Tier-3 standards)		
5	Cabinet, power cord, network cabling, and other patch cables should be Labeled properly		
6	Dual feeds to each cabinet must come from different UPS group and PDUs		
7	Dual main electric power supply input from different electrical transformers/lines		
8	Precision air condition system (N+1 redundancy), guarantee the temperature is between 18°C to 23°C & humidity is <= 65%		
9	02 No's of BOK Officials Space/seats allocation		
10	Backup / Genset / Ups should be N+1		
11	Easy access to Co-location 24/7/365		
12	Data Center Location at Karachi		Site Complete Address
13	MPLS link between BRR BOK Karachi and proposed DR site	20 Mbps CIR MPLS link over optical fiber	
14	Aggregation link of 100 Mbps	Provision of 100 Mbps CIR aggregation link at proposed DR site for termination of BOK branches in case of disaster	



## 4.2 Eligibility Criteria

#	Eligibility Criteria	Proof to be submitted for fulfilling Eligibility Criteria
1	The proposed site should be at least Tier III Infrastructure Certified/Compliant from International Body and must provide its certificate.	Bidder is required to submit relevant Telecommunication Industry Association (TIA – 942) Certificate.
2	The bidder should be an Active Tax Payer and must be registered with FBR	FBR/NTN certificate to be provided. Registration of Incorporation to be provided.
3	The bidder should not have been blacklisted by any of the Provincial / Federal Government or organizations of the State / Federal Government in Pakistan	<b>The bidder should submit affidavit on stamp papers</b> that it is not being blacklisted. And must provide List of arbitration/legal suits/unsettled disputes with the financial sector clients (if any) in last five years.
4	The bidder must submit <b>Annual Audited Report</b> for the last 03 Financial years	Annual Audit Report including Balance Sheet, Income Statement and Profit & Loss accounts along with auditors' notes for the last three (3) audited years should be submitted.
5	Bidder must provide list of atleast 05 similar projects with contact information and valid proof	05 Purchase Order/Agreement/Completion Certificate to be provided with relevant reference (Preference will be given to Order issued by Financial Institution)
6	The bidder must have legal presence in Pakistan and should submit list of Offices across Pakistan	List of Offices across Pakistan must be submitted along-with certificate of incorporation/registration
7	The firm must submit <b>List of Certified Technical Staff</b> related to the subject Tender	List of Technical staff to be provided, along-with its escalation matrix

## 4.3 Technical Evaluation Criteria

Technical Evaluation of proposals will be carried out in-line with the following:-

1. Bidder must provide all relevant documents for its eligibility as per above criteria.
2. Bidder must comply with required Scope of Work and Technical Requirements.

Proposals of the bidder failing to provide the relevant documents will not be considered / eligible for further evaluation.

## 5 Training Capabilities

Bidder may be required to provide relevant training to the assigned staff of BOK. The bidder will arrange training as and when required.



## 6 Support/Service Level Agreement

Items	Level
Severity	Critical
SLA %	99.982%
Priority	HIGH
Response Time	10 Minutes
Remedy Time	2 Hours
Workaround	60 Minutes
Service Availability	24 x 7 x 365

Supplier maintains 99.98 % uptime for all hosted products. SLA credit calculations will be the accumulated number of hours in one (1) month reference to the table below.

### Availability Measurements:

Level	Type of Infrastructure	Measurement	Service Level
Critical & Key	Environmental Infrastructure	Availability of Critical and Key Environmental Infrastructure Elements.	99.982%



## 7. Financial Proposal Format:

Bidder must submit its financial proposal in accordance with the following format.

Item	Description	Unit Price	GST	Amount in PKR
<b>IT Data Center Collocation Disaster Recovery (DR) Site</b>	Provisioning of 04 Server Rack including network / conventional Server /H.D Rack			
	Electricity			
	Data Center Location at Karachi			
	02 BCP seats			
	100 Mbps CIR MPLS replication link between Primary site and proposed DR site			
	100 Mbps MPLS link between BRR BOK Karachi and proposed DR site			
	Aggregation link of 100 Mbps			
<b><u>Total Amount (in PKR)</u></b>				

## 8. Tender Acceptance Criteria

The bidder quoting Lowest Price among Technically Qualified bidders will be selected for the award of Contract/PO.





## TERMS AND CONDITIONS

1. The Procurement shall be conducted in accordance with the Khyber Pakhtunkhwa Procurement Rules 2014 on **Single Stage Two Envelope Procedure**.
2. Bidders should submit two separate sealed envelopes, one for Technical Proposal and One for Financial proposal.
3. Bidders are required to submit both sealed proposals to the office of the **Head Procurement Division, The Bank of Khyber** on or before 29-11-2018 at **03.00 PM**. Tender shall be Opened on same day at 03.30 PM at The Bank of Khyber, Head Office.
4. Company seal / stamp must be fixed on both Technical Proposal and Financial Proposal.
5. All the firms applied for the Tender must provide documents in line with the Mandatory requirements and should qualify the Technical Evaluation Criteria. **If any firm fails to qualify the Technical Evaluation Criteria, then Financial Proposal of the same will not be opened.**
6. **Any bid submitted after due date and time will not be entertained.**
7. Call Deposit of two percent (2%) of the total bid amount must be attached with financial proposal in separate sealed envelope in favor of Head Procurement Division, The Bank of Khyber. Technical proposal envelop should also contain an confirmation to this effect.
8. All prices quoted must be inclusive of all Taxes applicable, such as GST, Income Tax, etc.
9. The prices quoted shall remain valid for 120 days, after the date of opening the tender.
10. **In case of failure to complete the project under specified time. The work order shall stand cancelled and call deposit would be forfeited.**
11. The Bank of Khyber will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
12. **No negotiations and revised bids will be allowed.**

Contact Person for any clarification:

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**Head Procurement, Head office,  
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