

6 Scope of Network Services

Under the scope of this RFP the respondents are required to include following services in their proposals:

6.1 Procurement services

Provide procurement services to procure the material mentioned in section 4 above in this document. These services include provision of material within Procurement Period. All material to be supplied should meet the specification and conditions mentioned in BOQ. Procurement Period is the elapse time between the date on which JICAST has placed the order and date on which all equipment has been delivered at Revenue Secretariat of KW&SB.

6.2 Network Implementation Support

Provide services to implement Network including NW hardware, NW software, connectivity and required system software as visualized in network configuration diagram (NWCD) given in section 5.1 above. The implementation support includes installation support, documentation, system testing, acceptance testing and training. The training to be provided to the staff nominated by KW&SB Revenue Department on all the equipment deployed during the course of the project. The training to be limited to 12 users and 2 administrators.

6.3 Post Implementation Support

Starting from successful completion of Acceptance Test, provide one month post implementation support. This will include NW maintenance support, fixing of any problem or software bug in the products provided.

6.4 Warranty Services

All products and services are to be warranted. The hardware products will be covered for 3-Years Parts and 3-Years Labour warranty. The outcome of services will be warranted for 6 months. During this period any malfunction of networking services will be addressed by the vendor.

6.5 Maintenance Support

The bidder agrees to provide support to maintain the Network in good working order to perform the functions or meet the requirements of this RFP.

The Supplier shall provide technical advice and assistance by telephone or such other method agreed between respondent and KW&SB or its consultant. The respondent will use suitably qualified personnel relating to day to day enquiries by the client in respect of the Use of the Network and to correct any errors during the Maintenance Hours.

7 Proposal Formats

The format for submission of Technical proposal is given in section 7.1 and format for the Financial proposal is given in section 7.2. The bidder should submit proposal in these formats. This is mandatory for accurate evaluation of proposals. Proposals not in-line with these formats will not be considered for evaluation.

7.1 Technical Proposal Format

The responding organization should submit a technical proposal comprising of the following section:

1. **Management Summary:** Summarize the proposal for high management and decision-makers. Provide a summary for anyone too busy to read the whole document but interested in knowing more about the products and services offered. The Management Summary should at-least include. 1) The brief description of the products and services offered, 2) your organization's relevant experience and skills and 3) your strategy to provide this kind of services. A clear statement in the conclusion of this section must be given that proposed services and products meet all requirements stated in this RFP.
2. **Goals and Objectives:** In this section the Goals and Objectives to be achieved by your organization should be listed. These should be in-line with the spirit of the RFP.
3. **Scope of the Services:** This section should describe in detail the services which your organization will provide. You should comment on each requirement mentioned in TOR.
4. **Bill of Quantities (BoQ);** The equipment, and products to be supplied should be listed in following format given in section 4. The capabilities and capacity of the equipment and products must at least meet those given in section 4. However bidders are encouraged to propose improvements or updates whenever required for the efficient NW operations.
5. **Network Configuration:** NWCD and minimum NW requirements are mentioned in this section. Bidders are encouraged to customise and improve these whenever required for the efficient NW operations.
6. **Support Services Organization:** Include in this section the structure of support organization and the roles of the team members which bidder will assign to work on this project. Also provide One page CV of the Key personnel to be assigned to provide these services. Also mention how much time each assigned person will spend on work during contract period.
7. **Responsibility List:** A table summarizing the major activities and distribution of responsibilities between bidder and owner to be included in this section.



8. **Key Assumptions:** Include here the key assumptions that provide the basis on which the work will be performed by respondent.
9. **High Level Implementation Plan:** A high-level implementation plan in form of milestone plan should be given clearly mentioning completion date and deliverable of each milestone. The bidder should comply the final date of completion of this project as mentioned in section 9 of this section.
10. **Appendix:** A brief profile of your Company stating your business strategy, services offered, key personnel, skills, similar projects completed and list of clients, with contact for reference should also be included in Appendix.

7.2 Financial Proposal Format

Bidders are required to provide their financial proposal in the format given below.

Hardware						
S/N	DESCRIPTION	BoQ Reference	Unit Price	QTY	Total	Remarks
1	PCs	H1		7		
2	Printer - Laser	H2		7		
3	Printer – Dot matrix	H3		7		
4	UPS	H4		6		
5	8 port Switch with patch panel for CSCs	H5		6		
6	Routers for CSCs	H6		6		
7	24 port switch with patch panel Central site	H7		1		
8	Router for Central site	H8		1		
9	Additional Cabling material as per requirement	H9	N/A	N/A		Give total charges
	Bidder must survey the site and offer a total price for entire wiring equipment					
10	Total Hardware					
Software						
S/N	DESCRIPTION		Unit Price	QTY	Total	
11	Network Manager	S1		1		Give one time license fee
12	Total Software					
Services						
S/N	DESCRIPTION		Unit Price	QTY	Total	
13	Network implementation support, one month post implementation support and warranty	Sections 6.2, 6.3, and 6.4	N/A	N/A		Give Total charges
14	Maintenance Support for 3 Years for all Hardware and software proposed	Section 6.5	N/A	N/A		Give Total charges
15	Total Services					
16	Grand Total					

We confirm that the charges given above are complete in all respect and covers charges for all equipment and services to be provided on this project.

(Signature) _____



8 Proposal Submission procedure

The complete proposals, technical and financial should be submitted by(give date of submission here).

The responding organization shall deliver three copies of each proposal, which shall be physically separated, bound, sealed and labeled as:

- Financial Proposal
- Technical Proposal

8.1 *Mode of Delivery and Address*

Proposals shall be delivered by hand or through Courier Service to:

Name: Title:.....

Address:

Fax:

e-mail:

Last Date of Submission:

8.2 *Communication:*

[The contact information, of JICA personnel for handling queries will be given here]

Name:

Address:

Telephone:

Fax:

e-mail:

8.3 *Acceptance of Proposals*

The JICA reserves the right not to accept the lowest or any proposal and to annul the bidding process without assigning any reason whatsoever.

9 High Level Implementation Schedule

The bidder are required to complete the work according to the following milestone schedule

SNO.	Milestone	Completion time After signing of the contract
1.	Mobilize project team	Week 1
2.	Provide detailed implementation schedule	Week 2
3.	Complete procurement	Week 2
4.	Install Equipment	Week 6
5.	Perform Acceptance test	Week 7
6.	Complete Training	Week 8
7.	Start one month Post Implementation support	Week 8
8.	Hand over	Week 12

10 Evaluation Criteria and process

All proposals will be evaluated based on detailed evaluation criteria which is part of JICA RFP process. The highlights of this evaluation criteria is provided below.

1) Technical Proposal evaluation:

a) Understanding of project Scope of Work	75 Points (Mandatory)
b) Experience on similar project and references	100 Points
c) Compliance of Product & Technical Requirements	70 Points
d) Project Management and Support Organization	45 Points
e) Local Support capability	70 Points
f) Completeness, appropriateness and quality of proposal	75 points
Total: 435 Points	

2) Top 3 bidders scoring highest technical points will be selected for financial proposal evaluation.

3) Financial proposal evaluation will be conducted in transparent manner. However JICA reserves the right not to accept the lowest or any other proposal.

11 Appendix

11.1 Appendix A: List of CSCs

List of Consumers Service Centers to be connected with Central IRS Host

Sno	Town	Town Location	Phone #
1.	JAMSHEED (JAM)	Tax office adjacent Excise Police Office, near Allama Iqbal Library, near Islamia/Dawood College.	9230314
2.	Gulshan e Iqbal (GIQ)	Office of the Deputy Director Taxes 2nd Floor Dastiyar Chamber, Block-13-C Opposite Federal Urdu University, Main University Road, Gulshan-e-Iqbal.	9243061
3.	NORTH NAZIMABAD (NNZ)	Tax Office, adjacent to DC, Central, Buffer Zone, Near Sakhi Hassan Hydrant.	6982292
4.	CUSTOMER SERVICE CENTRE	Ground Floor, Block-A, Karsaz 9th Mile, Near Karachi Awami Markaz.	9245938-39
5.	LIAQUATABAD TOWN	Mezzanine Floor, KMC Supper Market, Liaquatabad	0333-3860908
6.	OFFICE OF TOWN NAZIM	New Karachi Town, Nazim Office Behind Sindh Govt Hospital, Near Shereen cinema, Sector 11- H, New Karachi.	
7.	KARACHI WATER & SEWERAGE BOARD HEAD OFFICE	Civic center Annexe Building, 2 nd Floor, Hassan Square, Gulshan e Iqbal	9231467 9231460-59

11.2 Appendix B. Budgetary Prices and cost estimates (This is not part of RFP)

Hardware						
S/N	DESCRIPTION	BoQ Reference	Unit Price (US \$)	QTY	Total (Budgetary) (US \$)	Remarks
1	PCs	H1	1000	7	7,000/=	
2	Printer - Laser	H2	700	7	4,900/=	
3	Printer – Dot matrices	H3	700	7	4,900/=	
4	UPS	H4	500	6	3,000/=	
5	8 port Switch with patch panel for CSCs	H5	150	6	900/=	
6	Routers for CSCs (Optional)	H6	1400	6	8,400/=	Alternate: DSL 6 Modems @ \$ 50 per modem
7	24 port switch with patch panel Central site	H7	250	1	250/=	
8	Router for Central site	H8	4000	1	4,000/=	
9	Additional Cabling material as per requirement	H9	N/A	N/A	2,500/=	Total Charges (approximate)
10	Total Hardware				35,850/=	
Software						
S/N	DESCRIPTION		Unit Price	QTY	Total	
11	Network Manager	S1	7000	1	7,000/=	One time license fee
12	Total Software				7,000/=	
Services						
S/N	DESCRIPTION		Unit Price	QTY	Total	
13	Network Implementation support, one month post implementation support and warranty	Sections 6.2, 6.3, and 6.4	N/A	N/A	10,000/=	Total charges
14	Maintenance Support for 3 Years for all Hardware and software proposed	Section 6.5	N/A	N/A	Nil Covered under warranty	Total charges
15	Total Services				10,000/=	
16	Grand Total				52,850/=	One time and recurring ISP subscription not included



11.3 Appendix c. Technical evaluation criteria (This is not part of RFP)

Please see file "JICARFP Proposal Evaluation.xls"

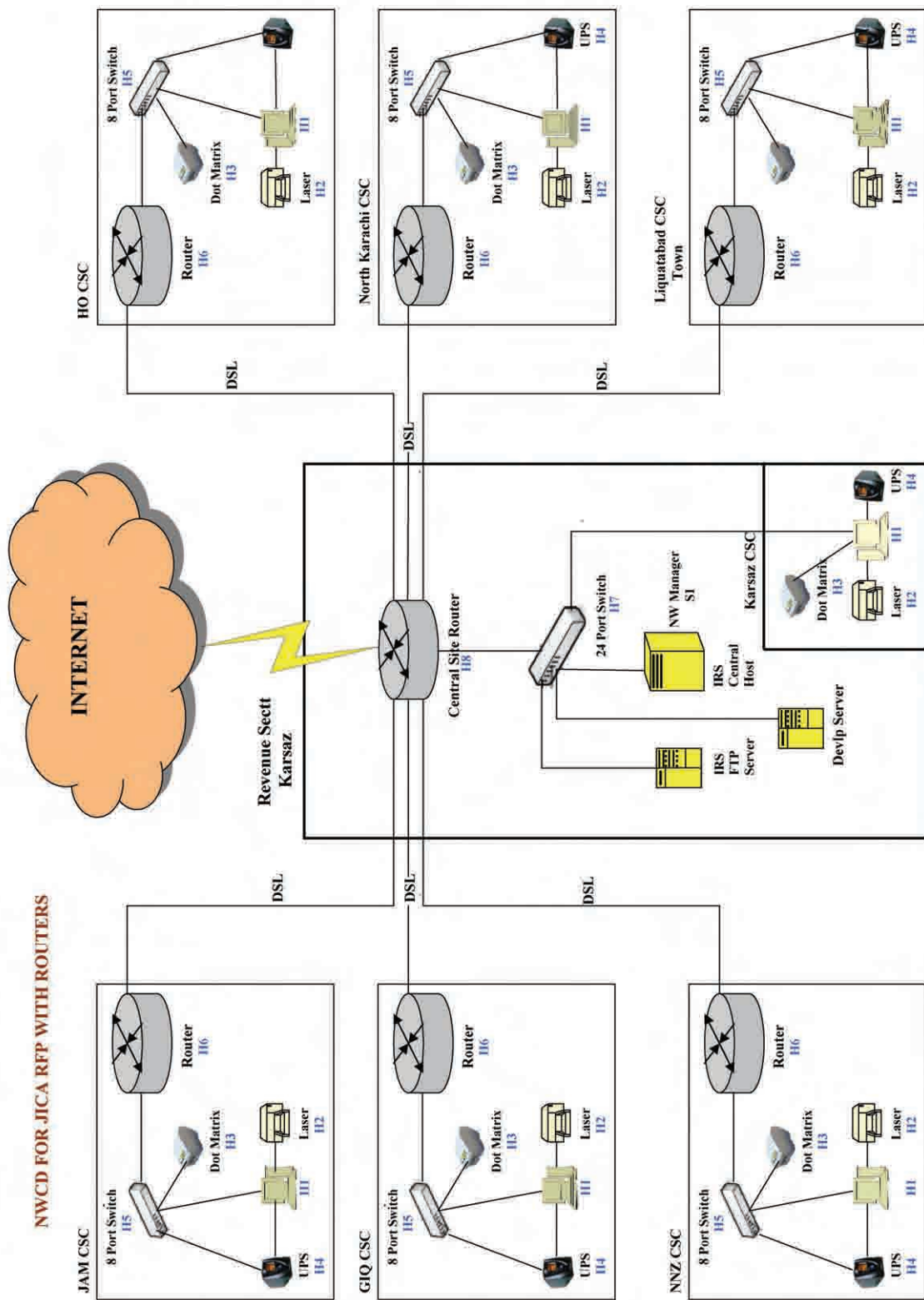


Figure A94.1.1 NWCD for JICA RFP with Routers

OPTION 2: NWCD FOR JICA RFP WITHOUT ROUTERS

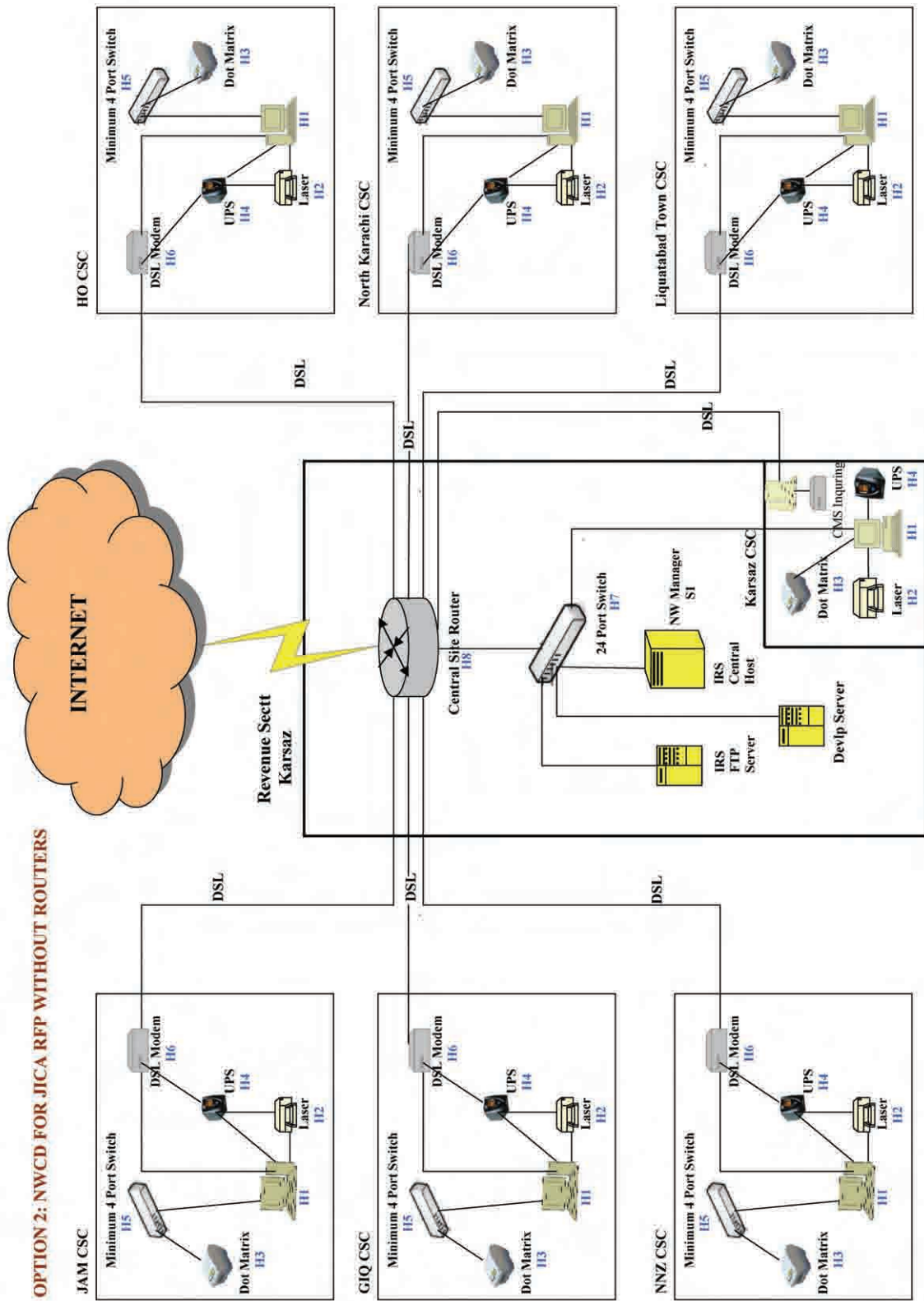


Figure A94.1.2 NWCD for JICA RFP without Routers

Table A94.1.1 Provision of Equipment, Products and Networking Services to Link KW&SB CSCs with IRS Central Host

Category	Factors	Questions	Bidder Name			
			Weightage (1 - 5)	Rating (0 - 5)	Points	
General	Understanding of the project	1) Does bidding organization has proposed BOQ as per RFP?	5	5	25	Yes =5, No=0
		2) Does organization has included all required Networking Services	5	5	25	Yes =5, No=0
		3) Has bidder clearly demonstrated understanding of this project in its technical proposal	5	5	25	Yes =5, No=0
	Similar Experience	3) Has bidder provided similar services to other organizations in Pakistan?	5	5	25	One Project= 2, Two Projects = 3, Three Projects = 5
		5) Does bidder or its associate has experience of completing similar projects successfully?	5	5	25	One Project= 2, Two Projects = 3, Three Projects = 5
		6) Has bidder included personnel with relevant experience in its proposed project team	5	5	25	Decide level of support personnel in term of qualification and experience and rate on the scale of 0 to 5.
		11) Is bidder an ISP company?	5	5	25	Yes = 5, NO =0
	Compliance of Product & Technical Requirements	6) Has proposed products meets minimum configuration as given in RFP	5	5	25	Yes = 5, NO =0
		7) Has bidder proposed Networking services in line with RFP	5	5	25	Yes = 5, NO =0
		8) Is required three years warranty given on all HW products	4	5	20	Yes = 5, NO =0
	Local Support Capabilities	9) Does bidder has HW support facilities in Karachi	5	5	25	HO in Karachi = 2, Key support personnel in Karachi = 1, PM in Karachi = 1, partners in karachi=1
		10) Does bidder has Networking Support Facilities in Karachi	4	5	20	HO in Karachi = 2, Key support personnel in Karachi = 1, PM in Karachi = 1, partners in karachi=1
		11) Does bidder employes professional with right qualification and experience to support proposed products and services.	5	5	25	Decide level of support personnel in term of qualification and experience and rate on the scale of 0 to 5.
	Project Management and Support Organization	12) Does proposal include support organization with well defined roles and responsibilities?	3	5	15	ProjectOrganization Chart given=1, Roles & responsibilities defined = 1, Project team named = 1, CVs of key personnel given = 1, Responsibility matrix defined = 1
		26) Do personnel proposed in support organization has relevant project management experience?	3	5	15	Yes = 5, NO =0
27) Do personnel proposed in support organization has relevant Networking experience?		3	5	15	Yes = 5, NO =0	
Proposal	Completeness	32) Does proposal include all elements of RFP?	5	5	25	Yes = 5, NO =0
	Appropriateness	33) Are technical and financial proposals submitted in the specified format?	5	5	25	Yes = 5, NO =0
	Quality	34) How would you rate quality of the proposal?	5	5	25	Rate proposal on the scale of 1 to 5.
Total Technical Point					435	

Proposal Evaluation Criteria

NOTE: The bidder must be prequalified with JICA

Instructions:

- 1) Each criteria will be evaluated on the scale of 0 to 5. '0' response means organization is rated very low, '5' means organization is rated very high to meet this criteria.
- 2) Evaluation points will be recorded in 'Rating' column against the criteria question.
- 3) 'Rating' will be multiplied by 'Weightage' to calculate score and recorded in 'Points' column.
- 4) Find the total score for the bidder by summing up 'Points' column.