



INFORMATION FOR BIDDERS

Bid Announcement Ref: IUL-PROC-AS-2021-020

Bid Number: IUL-PROC-AS-2021-020

Bid Submission Date: 20/05/2021 1100hrs

Bid Submission Address: **AASANDHA CO. LTD.**
FEN BUILDING, 3RD FLOOR,
AMEENEE MAGU, MALE'

Aasandha Co. Ltd. is seeking bids for the items specified in this document. Interested bidders are invited to submit their bids for supply of the items as instructed in this document. Please ensure that all bids comply with the instructions. Failure to comply with the instructions may result in disqualification of the bid.

Section I (3CX Phone System, One Year Renewal Subscription.)

- **Maximum Delivery Time:** 15 Days for this section. Bids with delivery time over this will be disqualified.
- We will accept proposals of any enterprise-level brand with authorized local support, which meets the features and specifications mentioned (**Specified requirement must be included in the bid document**).
- Vendor must be an authorized partner for the solution(s) they propose (documentation required). They must be also able to provide on-site support when requested.
- Vendors should specify the number of organizations/installations where proposed or similar hardware/software is installed by the bidder and shall submit proof of supply of same brand hardware/software to other organizations within last 3 years. (Bidder should submit purchase orders and letter from the organization mentioning successful implementation.)

3CX Phone System 1 year Maintenance Renewal	
1	Company: Aasandha Company Ltd Type: Perpetual Flavor: 3CX Phone System Enterprise Edition Version: v16.0 Update 8 (Build 9) Sim. Calls: 32 WebMeeting Seats: 250 Maintenance Status: Active Please Note: License key will be provided to the selected vendor only.

Part II –

Instructions to Bidders

General Instructions

Key events and dates

The following schedule will apply to this bid but may change in accordance with the organization's needs or unforeseen circumstances. All changes will be upload to the Company web site "aasandha.mv."

- Bid Submission Date: - **20th May 2021 1100 Hrs.**
- The bid proposal must be valid through 90 days from the date of submission.

Vendors must send their Company name, contact person name, Email and number to procurement@aasandha.mv before the [bid registration deadline to register for the Bid submission.](#) [Aasandha company will send a web meeting link to the provided email address for bid submission.](#)

The vendor can send the bid document during the web meeting via email to procurement@aasandha.mv. Upload to cloud storage (Google Drive, Dropbox, OneDrive) and provide us a link via email if the bid document size is above 25MB. The vendor's bid document will NOT be accepted if the vendor is not registered for the submission or did not attend to the submission meeting.

Communication

Applicable terms and conditions herein shall govern communications and inquiries related to this bid between Aasandha Company Limited and vendors.

Inquiries, questions, and requests for clarification are to be directed via email to **tech@aasandha.mv**

Any other form of communication shall be considered informal and shall have no weight, bearing, or influence in this bid process.

Aasandha Company Limited will respond to requests for clarification and queries on the RFP, received no later than one working day before the bid submission date set forth above.

Qualified Bidders

Any single firm (sole proprietorship, partner, company, joint venture, or other legal entity registered in the Republic of Maldives) is eligible to participate.

Vendor's Understanding of the Bid

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to Aasandha Company Limited as necessary to gain such understanding. Aasandha Company Limited reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, Aasandha Company Limited reserves the right to determine, in its sole discretion, whether the vendor has been shown such understanding. That right extends to the cancellation of the award if an award has been made. Such disqualification and cancellation shall be at no fault, cost, or liability whatsoever to the Aasandha Company Limited. Aasandha Company Limited reserves the right to cancel bids for a specific section without canceling other sections. Sections will be evaluated independently of each other; Bids will be evaluated section by section and will be awarded as such.

Sections will not be split up to be awarded to multiple vendors – a single vendor will be selected for each section.

Proposal Requirements

Qualification Criteria

The bidder must have been in the service of this nature/IT solution for the past five (3) years in relation to supply, configuration, and commissioning of IT solutions.

15% or up of bid value will be taken as a performance guarantee if the price is expected to be higher than MVR 1,000,000.

Aasandha Company Limited shall confirm that the following legal documents and information have been provided in the bid. If any of these documents or information is missing, the offer shall be rejected.

- Company Registration Certificate
- GST Registration Certificate
- Trade Permit

The Bid document shall be rejected if it fails to meet the following minimum criteria or if any of the required documents are missing.

Vendors can submit bids for a single section or multiple sections. Separately sealed, and adequately bound proposals shall be submitted for each section of this RFP. Bidder shall file all documents necessary to support their proposal and include them with their submission. Proposal packages and quotations should be identified using the given reference numbers specified in this RFP document.

Bidder must bid for all items and related items/services in any given section. If any bidder fails to provide all services and products in the intended bidding section, the bid proposal shall be rejected.

Bidders who do not provide an easily viewable total cost per section, at the time of opening the bid, will be disqualified from the section, and the price will not be noted. Bidders can submit a maximum of two proposals (options) for each section as long as it meets the stated requirements. If multiple options are given, vendors will have to clearly state the total price for each option for the section. If this information is not clearly stated, the vendor will be disqualified from the whole section.

Bid Format

Executive Summary: A summary of the bidder's document and approach to the installation of systems of this kind, identifying any unique or distinctive features of the system of interest to the evaluators based on the needs specified in this document.

Bidder or Partner(s) overview and profile: The bidder must provide basic information on the bidder and any partners participating in the tender. This information should include, but not be limited to, the history of the organization, its experience and its experience in the IT field, technical capabilities, experience implementing similar architecture, the size of implementations, and success stories. This section should also explain any partnering arrangements that have been made to respond to the proposal.

Proposal: Proposal shall be submitted in the following format and include the following information.

- A detailed description of proposed equipment/services, including the manufacturer part numbers, the scope of work and the financial proposal shall be submitted (*valid for a period of 90 days from date of submission of the bid*). The following should be included:
 - Bid Form
 - Price Schedule Form
 - Terms and Conditions
 - Bill of Quantities – Including manufacturer part numbers and descriptions
 - Technical proposal
 - TAC Support and Warranty Details.

- Unless otherwise specified, the bidder shall quote entirely in Maldivian Rufiyaa, **including** all government taxes.
- The bidder should provide approach and reference to the successful implementation of similar projects and should include descriptions of project implementations they have completed. The mentioned project references must consist of names and contact information of the respective clients so that Aasandha Company Limited can contact and verify the project summaries. Must provide Experience Form.
- A bidder that does not manufacture or produce the goods and services it offers to supply shall submit the Manufacturer's Resale Authorization Letter, to demonstrate that it has been duly authorized by the manufacturer of the goods to resell these goods and services in the Republic of Maldives.
- Evidence of the bidder's financial, technical and organizational capability and experience to perform the contract;
- Any other pertinent information the bidder may wish to submit

Delivery and Installation

If at any time during the performance of the contract, the successful bidder or its subcontractor(s) should encounter conditions impeding timely delivery of the agreed solution(s) and implementation of services, the bidder shall promptly notify Aasandha Company Limited in writing of the fact of the delay, its likely duration and its causes(s). As soon as practicable after receipt of the vendor's notice, Aasandha Company Limited shall evaluate the situation and may at its discretion extend the vendor's time for performance, in which case the extension shall be ratified by the parties by amendment of the contract. Counting of delivery dates will start on the day the bid is awarded, and the award letter is handed over to the vendor, inclusive of letter handover day.

The delivery period should be stated in calendar days, inclusive of weekends and public holidays (not only working days). If the delivery deadline falls on a working day (Sunday-Thursday) latest delivery time should be 4:00 pm. If the delivery deadline falls on a public holiday delivery deadline will be extended to the next working day at 4:00 pm without penalty. Vendors who bid must agree for free doorstep delivery to any location in Male'. Failure to deliver within a set deadline will result in the following penalties.

1. 2.5% of the total section price as awarded will be deducted per day, starting on the date after the delivery deadline date.

2. If delivery delays are longer than 14 days from the agreed period, Aasandha Company Limited has the right to terminate the contract as non-delivery of items.
3. If bid is terminated due to non-delivery, the vendor may be disqualified from future contracts and purchases due to non-performance for a period of up to 2 years.
4. If the successful bidder decides to withdraw from the bid, they will be suspended from participating in any future project initiated by Aasandha Company Limited for a period of up to 2 years.

Submission of Bids

- Vendors must send their Company name, contact person name, email and number to procurement@asandha.mv before the [bid registration deadline to register for the Bid submission](#).
- [Aasandha company will send a web meeting link to the provided email address for bid submission](#).
- The vendor's bid document will NOT be accepted if the vendor is not registered for the submission.
- The vendor can send the bid document during the web meeting via email to procurement@asandha.mv. Upload to cloud storage (Google Drive, Dropbox, OneDrive) and provide us a link via email if the bid document size is above 25MB.

Additional Information

- a) Detail scope of work must be submitted with the tender document.
- b) Certificate copies and reference letters may need to be verified by contacting the relevant parties. Therefore, please provide contact information with certificate copies and reference letters.

Evaluation and Comparison of Bids

- **Clarification of Bids:** To assist in the examination, evaluation, comparison, and post-qualification of the bids, Aasandha Company Limited may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder in respect to its bid and that is not in response to a request by Aasandha Company Limited shall not be considered. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by Aasandha Company Limited in the evaluation of the proposals.
- **Responsiveness of Bids:** If a bid is not substantially responsive to the Bidding Documents, it shall be rejected by Aasandha Company Limited and may not subsequently be made responsive by the bidder by correction of the material deviation, reservation, or omission.

- **Technical Evaluation of Bids:** Aasandha Company Limited shall evaluate the technical aspects of the bid submitted in accordance with the RFQ, to confirm that all requirements specified in the RFQ, have been met without any material deviation or reservation.
 - Sections will be evaluated independently of each other. Bids will be evaluated section by section and will be awarded to the highest qualified bidder of each section.

Evaluation Criteria

Technical Evaluation

<u>Company Profile</u>	<u>25</u>
Company Profile, technical resources and scale of operations. <ul style="list-style-type: none"> • Should provide Company Registration, GST Registration and Trade Permit • Should provide Manufacturer Authorization Letter 	10
Maturity and experiencing in providing IT related services and scale of projects. <ul style="list-style-type: none"> • Should submit the experience form. • Bidder experience in similar products and solutions. 	15
<u>Delivery</u>	<u>5</u>
<ul style="list-style-type: none"> • Each bidder's delivery period is used to identify their relative position on a 0 – 10 scale. This is done by allocating the lowest amount of days to deliver 10 points and calculating the remaining bidder's score in relation to this scale. • Delivery percentage = $10 \times (\text{least Duration} / \text{bidders duration})$ 	5

Price Evaluation

<u>Price</u>	<u>70</u>
Each bidder's price is used to identify their relative position on a 0 –70 price scale. This is done by allocating the lowest priced qualified bid 70 points and scaling-down the remaining bidder's score in relation to this, based on the price proposed by the bidder.	70
Price percentage = $70 \times (\text{lowest price} / \text{bid price})$	

SAMPLE FORMS

Bid Form

BID FORM Section 1/2/3 (Specify)

Description of works:	Firewall
Bid to:	Aasandha Company Limited
Address:	Fen Building 3rd Floor, Ameenee Magu, Mahchangoalhi, Male', 20375, Republic of Maldives

Having examined the conditions of Contract, technical specifications, drawings and bill of quantities for the execution of above named works, I/we the undersigned, offer to construct and maintain the whole said work in conformity with the said conditions of Contract, technical specifications, drawings and bill of quantities for the sum of **MVR:** _____
(_____).

We undertake, if our Bid is accepted, to commence the works within seven (7) calendar days of receipt of the letter of award and to complete whole of the works in the Contract within _____
(_____) calendar **days**.

We agree to abide by this Bid for a period of Ninety (90) days from the date of submission of the Bid and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We understand that you are not bound to accept the lowest or any Bid you receive.

Unless and until a formal agreement is prepared and executed, this Bid together with our written acceptance thereof shall constitute a binding Contract between us.

Yours faithfully,

Signed _____

In the capacity of _____
Duly authorized to sign bids for and on behalf of _____

(Company Name & Stamp)

Date: _____

Name & Address of Signatory

Name: _____

Address: _____

Tel No.: _____

Email: _____

Form of Qualification Information

a) Experience

Works of similar nature completed over the last 2 years

Experience Form:

Customer	Project Details	Value	Year of Completion
Organization {...} Contact Person {...} Email {...} Phone {...}	Products {...} Services {...} Agreement No {...}	MVR {...}	Year {...}