

Open Tender for Supply & Installation of Servers for the year 2022

**BHUTAN NATIONAL BANK LIMITED**



**Open Tender Document**

For Supply & Installation of Servers for the year - 2022

**Ref. # BNBL/PO-tender/TH-03/2022/549, dated: 06.05.2022**



Open Tender for Supply & Installation of Servers for the year 2022

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**OPEN TENDER**

Bhutan National Bank Ltd (BNBL) is pleased to invite sealed bids from the eligible Bhutanese firms for "**Supply and installation of servers**" at BNBL Offices according to the following time frame and terms and conditions:

<b>Tender Calling Date</b>	06.05.2022
<b>Date &amp; Time of Tender submission</b>	20.05.2022, 11.00 AM
<b>Date &amp; Time of Tender opening</b>	20.05.2022, 11.30 AM (Tentative)
<b>Name of the work</b>	Open Tender for Supply and installation of Servers
<b>Bill of Quantity (BOQ)</b>	Refer- Annexure-I
<b>EMD/Bid security</b>	Nu. 20,000.00 (Ngultrum Twenty thousand) only
<b>Tender Fee (Non-refundable)</b>	Nu. 500.00 (Ngultrum Five hundred) only
<b>Note:</b>	Tender document can be purchased from the <b>Procurement Section of Bhutan National Bank Limited, located on the 3<sup>rd</sup> floor of Corporate Office, Thimphu</b> on all working days from 9:00 AM to 5:00 PM (Monday - Friday). The tender documents can also be downloaded from BNBL website: <a href="http://www.bnb.bt">www.bnb.bt</a> . However, the bidder should register and deposit the tender fee on or before submission of the tender.



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**SECTION 1: INTRODUCTION**

**1.1 Background**

The BNBL Management intends to outsource the supply and installation of Servers for BNBL offices to the eligible Bhutanese authorized dealers/Vendors.

**1.2 Scope of work**

- a) The successful bidder has to undertake full responsibility of the supply and installation of the Servers as detailed below:
  - i. CIF Thimphu Corporate Office and two servers at Phuentshogling.
  - ii. Supply & Installation of VMWare virtualizations.
  - iii. Install and commission vCenter and vSphere in a High Availability Mode.
  - iv. Install and commission vSphere virtualizations at the DR Server (Phuentshogling).
  - v. Migrate existing digital banking application and database at DC and DR server. *Bank will provide the details to the successful bidder.*
  - vi. Hands-on training to IT System administrator to manage virtualizations, backup and recover.
  
- b) The minimum specifications requirement shall be as under:

Sl.#	Specification	Quantity	Site
1.	CPU: 2x 3rd Generation Intel® Xeon® Scalable processors <b>6342 2.80 Ghz, 24 cores</b>   RAM: 1TB RDIMM DDR4-3200   Chassis 2.5-inch NVMe up to 8 Drives   Storage: 6x 3.8 TB NVMe RAID6   Network: 2 x 10GbE + 2 x 1GbE   Warranty 1 Year   Brand Cisco/DellEMC/Lenovo   MAF Mandatory   No operating system	3	DC + DR+ HA Cluster
2.	CPU: 1x 3rd Generation Intel® Xeon® Scalable processors 6342 2.80 Ghz, 24 cores   RAM: 8x 64GB RDIMM DDR4-3200   Chassis 2.5" SSD SAS up to 8 Hard Drives   Storage: 6x 1.92TB SSD SAS 12 GBps - RAID5   Network: 2 x 10GbE + 2 x 1GbE   Warranty 1 Year   Brand Cisco/DellEMC/Lenovo   MAF	2	DC + DR



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	Mandatory   No operating system		
3.	CPU: 1x 3rd Generation Intel® Xeon® Scalable processors 5317 3.00 GHz, 12 cores   RAM: 2x 32 GB RDIMM DDR4-3200   Chassis 2.5" SSD SAS up to 8 Hard Drives   Storage: 4x 960GB SSD SAS 12Gbps - RAID5   Network: 2 x 10GbE + 2 x 1GbE   Warranty 1 Year   Brand Cisco/DellEMC/Lenovo   MAF Mandatory   Windows server 2016 64 bits factory installed	1	DC
4.	VMware vSphere 7 Enterprise Plus (include vCenter), 3 years support and subscriptions	2	DC + DR
5.	VMware vSphere 7 Standard, 1-year support and subscriptions	3	DC + DR

**Note:**

- In case of any incidence like- Operating system (OS) or any software crashes, vendor has to provide/install software immediately and make the servers operational in coordination with the authorities of the bank.
- Bidder has to save the bank from all copy right issues, claims etc... form the software provided by the vendor.
- In case of quoted price exceeds the bank's budget, it will be renegotiated on the quantity, specification and price with the successful bidder.
- The End-of-Life (EOL) of the quoted product should be more than 3 years. Sun-setting models will not be accepted.
- All the server components should be factory installed and shipped. Proof of specification documents of the quoted product/models should be enclosed.



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### 1.3 Timeline and deliverables

Sl. #	Deliverables	Timeline
1	Supply & installation of Servers. Note: Installations shall be based on identification of Bank's site.	Within 45 (forty-five) calendar days of signing the contract and issue of work order.

- If the successful bidder is not able to comply with the scheduled timeline it shall be liable for a penalty as per the contract.
- The contract shall be valid for a period of 1 (one) year from the date of signing the contract agreement or commencement order.

### 1.4 Price Schedule

- The price should be converted in local currency (Ngultrum). It should be firm and irrevocable and not subject to any change whatsoever even due to increase in the cost till validity of the contract period. The Bank may contact the selected vendor for additional supply of enlisted items in future on a repeat order basis during the contract period.

### 1.5 Registration of Bid submission

- Upon the received of submission, the bank shall register the bid response. Only complete submissions shall be registered. **Incomplete or partial submissions shall not be accepted.**
- All submissions, including any accompanying documents, shall become the property of the bank. Hence, submission of response to the bid shall be deemed as responds' license, and grant all rights to the bank to reproduce the whole or any portion of their submission for the purpose of evaluation, notwithstanding any copy right or other intellectual property right that may subsist in the submission or accompanying documents.



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### 1.6 Late Bid submission

- On-time submission of responses is strongly encouraged and recommended. Bid submissions lodged after the lodgment dateline shall be considered as "Late" and returned unopened to the bidder.
- The bank has no liability to any respondent who lodges a late Bid submission for any reason what so ever including Bid responses taken to be late only because of another condition of responding.

### 1.7 Requests for information/clarification

- Respondents are required to direct all communications related to this Bid to;

**The Procurement Officer,  
HRA Department,  
Bhutan National Bank Ltd., Thimphu**

- All questions related to the Bid, technical or otherwise, must be addressed to the above addresses, interpersonal communications will not be entered into and the respondent will be disqualified if attempting to enter into such communications.
- Bank shall try to respond to all the queries raised by the bidders. However, bank reserves the right of not responding to any query, if the bank feels that the same is not required to be answered.

### 1.8 Notification

- The bank will notify the respondents in writing as soon as possible about the outcome of its Bid submission including if the respondent's submission has been rejected. The bank is not obliged to provide any reasons for any such rejection



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### SECTION 2: BIDDING TERMS & CONDITIONS

Bidders shall comply with the following terms and condition:

- 2.1 The bidder should be Bhutanese Authorized Dealers/Vendors having valid trade license and tax clearance certificate.
- 2.2 The price shall be quoted in Bhutanese currencies (Ngultrum) inclusive of all taxes and service charges and should be valid for minimum 12 (twelve) months. The bidder is required to quote the price in the BOQ –Annexure I provided in this Bid.
- 2.3 The bid should be valid for a minimum of 3 (three) months from the date of submission.
- 2.4 BNB reserves right to cancel and reject any and all tenders without explanation.
- 2.5 BNB reserves rights to issue any amendment on the Bid/tender documents at any time prior to the last date of submission. Such amendment will be notified to those bidders who have purchased the tender documents in writing or by standard electronic means to the bidders.
- 2.6 Likewise, bidder may request for bid clarification from the Bank and the Bank will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all bidders. Should the bank deem it necessary to amend the Bid document as a result of a clarification, it shall do so after following the due procedure.
- 2.7 The initial period of contract will be for a period of 1 (one) year.
- 2.8 The Successful bidder shall commence the supply and installation within **45 (forty-five) calendar days** from the date of signing of the contract and issue of commencement order.
- 2.9 The entire set of documents submitted as part of the Proposal shall be signed by the bidder.





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- 2.10 The bid document must be filled neatly and clearly. Incomplete or conditional proposals\* not submitted as per shall not be entertained. Overwriting if any should be duly signed by the concerned bidder. \*Conditional proposals meaning proposals not submitted as per tender terms & conditions.
- 2.11 All notices or other communications to the bidder (s) shall be delivered personally in writing or through email at the address mentioned and the bidder (s) should acknowledge the receipt of the notices/communications by return mail within 3 (three) calendar days.
- 2.12 The Bidder (s) should fill up and submit the Form for Submission of Proposal (Annexure II) and Bidder Identification Form (Annexure III) along with the tender documents.
- 2.13 The sealed bids(Technical and Financial) should be submitted in one sealed envelope marked as **"Original" – "Open Tender for supply and installation of Servers" on or before 20.05.22 (11.00 AM)** and addressed to the followings:

***Bhutan National Bank Limited***

***Corporate Office,***

***Thimphu***

***Attention: The Procurement Officer, HRA Department, Thimphu***

***\*For further details and queries, please contact the Procurement section @ 02-328577 (Ext.***

***No. 1211 OR send your queries to Procurement officer @ email: [prinzin@bnb.bt](mailto:prinzin@bnb.bt)***

- 2.14 The Bank reserves the right to hold negotiations with bidders, if necessary such negotiations will be held at the date, time and address intimated to the qualified and selected bidder (s). Representatives conducting negotiations on behalf of the successful Bidder must have written authority to negotiate and conclude a contract.



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- 2.15 The full payment shall be made within 30 (Thirty) calendar days of the completion of supply and installation and proper handing taking with the designated official of the bank.
- 2.16 The Bank reserves the right at the time of the contract to increase or decrease the quantity of item tendered, without any change in price or other terms and conditions.
- 2.17 EMD of Nu. 20,000/- (Ngultrum Twenty thousand) only should be enclosed in the form of Draft/Cash warrant/Bank Guarantee favoring to Bhutan national Bank Ltd., Thimphu with validity of at least 3 (three) months.
- 2.18 The bid without bid security (EMD) or bid security which do not comply with the above terms shall be disqualified or considered as non-responsive.
- 2.19 Bid security (EMD) of "Responsive" but unsuccessful bidders shall be returned after receiving the performance security from the "successful bidder".
- 2.20 Bid security (EMD) of "successful bidder" shall be returned after signing the contract and deposit of performance security.
- 2.21 The bid security (EMD) shall be forfeited;
- i. If the bidder (s) withdraws its bid during the period of bid validity; or
  - ii. If the bidder (s) does not accept the arithmetical corrections of its bid price, or
  - iii. In case of successful bidder (s), if the bidder fails:
    - a) To sign the contract agreement within the prescribed time; or
    - b) To furnish the performance security within the prescribed time.
- 2.22 The successful bidder, on award of contract / order must sign the contract / order acceptance in writing, within 7 (seven) calendar days of award of contract / order failing which the bid will be rejected without any further notice.



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- 2.23 The necessary deductions on account of income tax, service tax etc. will be deducted at source, as applicable, as per Government Rules from the bills submitted by the vendor and necessary TDS certificate will be issued.
- 2.24 The If two or more bidders quote the same L1 rates, fresh quotes for the same L1 rates shall be obtained from both L1 bidders after providing 3 (three) working days for resubmission of fresh rates. BNBL's decision regarding reasonable time shall be final and binding on the bidders. Thereafter contract will be awarded to L1 bidder as per the fresh quotes.
- 2.25 The Power of Attorney shall be submitted if an authorized representative is appointed.
- 2.26 The bidder (s) shall not be under a declaration of ineligibility for the corrupt practices issued by Royal Government of Bhutan.



**SECTION 3: TENDER EVALUATION CRITERIA**

*The evaluation shall be done on single lot system and fulfillment of the following criteria:*

- a) Bid price quoted
- b) Based on product specification provided by BNBL
- c) Pre-qualification criteria (3.1)

**Note:** It is compulsory to quote all the items of the tender as the evaluation shall be done on **single lot basis**. The bid will be **rejected**, if bidder's fails to provide the price of any items. Further, if bidder quotes two rates for one item, it will be not evaluated (one rate for one item).

**3.1 Pre-qualification criteria**

Bidders shall fulfil the following mandatory criteria:

Sl.#	Description	Status
1.	BOQ ( <b>Annexure I</b> )	Mandatory
2.	Bid Submission Form ( <b>Annexure II</b> )	Mandatory
3.	Bidder Identification Form ( <b>Annexure III</b> )	Mandatory
4.	Documentary evidence of valid Authorized Dealer/Vendor [ <b>MAF mandatory</b> ]	Mandatory
5.	Valid trade license and tax clearance certificate	Mandatory

**Note:** Verifiable documentary proofs for all the above requirements are mandatory. Proposals shall be rejected if a bidder fails to submit any of the verifiable documentary evidence.



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**SECTION 4: PERFORMANCE SECURITY**

- The successful bidder shall be required to furnish performance security equivalent to 10% of the quoted amount issued from any authorized financial institutions of Bhutan within 7 (seven) calendar days after awarding the work.
- If the successful bidder fails to provide the performance security within 7 (seven) calendar days of the issue of the work awarding letter, the bid will be considered as invalid and the particular work will be given to next lowest bidder.
- The performance security should be in the form of demand draft/cash warrant/bank guarantee and should be valid for minimum of 12 (twelve) months.
- The Performance security shall be discharged with or without deductions (as applicable) to the successful bidder upon completion of performance obligations as described in the contract terms.



**SECTION 5: SERVICE DELIVERY PENALTY CLAUSE**

- **Delay in supply & installation of Servers**
  - i. If the vendor fails to supply & install the servers on specified time, the following penalty clause shall be applied on the bill payable or Performance Security:
    - a) Delay up to one week – 2% (on the total order value)
    - b) Delay exceeding one week but not exceeding two weeks – 5% (on the total order value)
    - c) Delay exceeding two weeks but not exceeding one month – 10% (on the total order value)
  - Supply delay more than one month, work order shall be revoked and the performance security deposited shall be forfeited without any further notice. Further, if the supplier wishes to make the partial or remaining delivery of items thereafter, the bank on its discretion shall accept the delivery. However, late delivery penalty of 10% on the partial or remaining delivery items shall be charged.



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**Annexure-I Bill of Quantity (BOQ):**

Sl.#	Specification	Qty.	Site	Rate (Nu.)
1.	CPU: 2x 3rd Generation Intel® Xeon® Scalable processors <b>6342 2.80 Ghz, 24 cores</b>   RAM: 1TB RDIMM DDR4-3200   Chassis 2.5-inch NVMe up to 8 Drives   Storage: 6x 3.8 TB NVMe RAID6   Network: 2 x 10GbE + 2 x 1GbE   Warranty 1 Year   Brand Cisco/DellEMC/Lenovo   MAF Mandatory   No operating system	1	DC+DC+ HA Cluster	
2.	CPU: 1x 3rd Generation Intel® Xeon® Scalable processors 6342 2.80 Ghz, 24 cores   RAM: 8x 64GB RDIMM DDR4-3200   Chassis 2.5" SSD SAS up to 8 Hard Drives   Storage: 6x 1.92TB SSD SAS 12 GBps - RAID5   Network: 2 x 10GbE + 2 x 1GbE   Warranty 1 Year   Brand Cisco/DellEMC/Lenovo   MAF Mandatory   No operating system	2	DC + DR	
3.	VMware vSphere 7 Enterprise Plus (include vCenter), 3 years support and subscriptions	1	DC	
4.	VMware vSphere 7 Standard, 1-year support and subscriptions	2	DC + DR	
5.	Service charges, if any	1	DC+DR	
<b>Total:</b>				



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**Annexure II: Form for Submission of Proposal**

Date: [DD/MM/YY]

**To: BHUTAN NATIONAL BANK  
CORPORATE OFFICE  
THIMPHU**

Dear Sir,

The undersigned, having read the tender document of Bhutan National Bank Ltd., Thimphu vide ref.# **BNBL/PO-tender/TH-03/2022/549, dated 06.05.22**, hereby offers to supply and installation of Servers, in accordance with terms and conditions set out or specified in the document.

I/We agree to abide by this Proposal/Bid for a period of 3 (Three) months from the date fixed for Bid opening in the tender, and the Bid shall remain binding upon us and may be accepted at any time before the expiration of that period.

If our Proposal is accepted, we undertake to initiate the work specified in our Proposal within the time frame that will be stipulated in the work awarding letter and to comply with all the provisions of the Contract.

I/We certify that all information furnished by our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your company/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said security deposit absolutely.

**Best regards**

* Signature and seal of the Bidder:	
* Name:	
* Title:	
* Telephone:	
* Email:	

**Footnote: /\* Compulsory field**





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**Annexure III: Bidder Identification Form**

<b>1. Firm (s) Information</b>	
* Name and Address	
* Telephone/Mobile:	
* Email address:	
* <b>Legal Representative:</b> Name/Surname/Position (if any)	
<b>2. Contact details of persons that BNB may contact for requests for clarification during Bid evaluation</b>	
* Name/Surname:	
* Telephone/Mobile:	
* Email address:	
<b>Be advised that this person must be available during the two weeks following the Bid opening date.</b>	
* Signature and stamp of the Bidder:	

**Footnote: /\* Compulsory field**



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**Annexure IV: Contract Agreement**

*[The successful Bidder shall fill in this form in accordance with the instructions indicated]*

THIS CONTRACT AGREEMENT is made on the *[insert number]* day of *[insert month]*, *[insert year]*,

BETWEEN

(1) *[Insert complete name of bank]*, having its registered head office at *[insert address]* (hereinafter called "the bank"),

And

(2) *[Insert name of successful bidder]*, holding certificate No. *[Insert certificate number]* (Hereinafter called "the successful bidder").

WHEREAS the BNBL invited Bids- Tender for *[Insert brief description of work]* and has accepted the Proposal by the successful bidder for the supply of *[Insert details of work]* at the sum of *[insert contract price in words and figures, expressed in the contract currency]* quoted by the successful bidder (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the conditions of Contract referred to.



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2. The following documents shall constitute the Contract between the BNBL and the successful bidder, and each shall be read and construed as an integral part of the Contract, viz.:

- |    |  |
|----|--|
| a) | This Contract Agreement;                                       |
| b) | Tender terms & conditions;                                     |
| c) | The successful bidder's Proposal and original Price Schedules; |
| d) | The bank's Notification of Award of Contract;                  |
| e) | The form of Performance Security;                              |
| f) | Negotiation of bids (if any).                                  |

3. The Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bhutan on the day, month and year indicated above.

For and on behalf of the bank

for and on behalf of the successful bidder

(\_\_\_\_\_)

(\_\_\_\_\_)

[Insert title or other appropriate designation][Insert title or other appropriate designation]

Witnessed by: \_\_\_\_\_

Witnessed by: \_\_\_\_\_

[Insert identification of official witness]

[Insert identification of official witness]

