



ཀྲུལ་ཡོངས་དགོངས་ཁྱའི་བྱ་ར་ཕོགས་དང་འཕྲོ་རྟེན་མ་དངུལ།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

Ref. No: NPPF/PROC-02/2026/12883

Date: 10th July 2026

Supplier Details:

Supplier's Name: _____

Contact Number: _____

Subject: Supply and Provisioning of VMware vSphere Foundation Subscription and Red Hat Enterprise Linux (RHEL) Subscription Services including Technical Support

1. Invitation

The National Pension and Provident Fund (NPPF) invites sealed quotations from eligible and qualified bidders for the supply and provisioning of VMware vSphere Foundation Subscription Services and Red Hat Enterprise Linux (RHEL) Subscription Services, including technical support.

2. Scope of Work

The selected bidder shall:

Package 1: VMware vSphere Foundation

- Supply and provision VMware vSphere Foundation subscriptions
- Activate and register under **NPPF VMware Account (Contract No. 53206531)**
- Provide installation guidance and integration support
- Conduct testing and commissioning
- Provide 24x7 technical support

Package 2: RHEL Subscription

- Supply and provision RHEL subscriptions
- Register under **NPPF Red Hat Account (Contract No. 16834370)**
- Provide updates, patches, repositories
- Support system configuration and hardening
- Provide 24x7 support

Note: Vendors may bid for one or both packages.



ཀྲུང་ཡོངས་དགོངས་ཁུངས་ལྷན་ཁྲིམས་ལྷན་ཁུངས་ལྷན་ཁུངས་།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

The selected bidder shall be responsible for the supply and provisioning of the proposed software solutions, including but not limited to the VMware virtualization platform and Red Hat Enterprise Linux (RHEL) subscription services, along with technical support during implementation, configuration, integration, testing, commissioning, and operational phases, as and when required by NPPF.

The bidder's responsibilities shall include the following:

a. End-to-End Delivery and Support

Supply all required licenses and subscriptions for:

- VMware vSphere virtualization environment
- Red Hat Enterprise Linux operating system
- Provide installation guidance, configuration support, and assistance for integration with existing IT infrastructure as and when required.

b. Configuration and Integration

- Provide support for configuration of VMware virtualization clusters, hosts, networking, and storage as and when required.
- Assist in installation, registration, and management of Red Hat Enterprise Linux (RHEL) subscriptions for physical and virtual servers.

c. Licensing and Compliance

- Ensure all software, subscriptions, and certificates are genuine, valid, and legally licensed.
- Maintain compliance with vendor licensing policies and audit requirements.
- Provide documentation of license ownership and support entitlement.

d. Support and Maintenance

- Provide post-implementation support for the agreed warranty period.
- Ensure coordination with OEM vendors such as VMware, Red Hat when required.
- Provide 24x7 support for critical production issues during warranty/support period.

e. Security and Best Practices

- Ensure adherence to industry best practices for:
- Virtualization security hardening
- Red Hat Enterprise Linux (RHEL) security configuration
- Provide guidance and support for security implementation and hardening as and when required.

f. Carefully review the tender document, understand requirements, and incorporate clarifications and amendments.

g. Bear all costs associated with bid preparations and submission.

h. Maintain the confidentiality of information provided by the issuing authority.



ཀྲུལ་ཡོངས་དགོངས་ཁྱའི་བྱུང་ཕོགས་དང་འཛོལ་རྟེན་མ་དངུལ་།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

- i. Ensure the bid remains valid as per the tender document.
- j. Submit the required bid security in the prescribed format and within the specified timeline.

3. Price Schedule

Sl. No	Product Description	QTY	Unit (Nu.)	Rate	Total (Nu.)
1	VMware vSphere Foundation Subscription	204 cores			
2	Red Hat Enterprise Linux Server, Standard (Physical or Virtual Nodes)	3			
3	Red Hat Enterprise Linux for Virtual Datacenters, Standard	5			
	Subtotal				
	5% GST				
	Grand Total (Nu.)				

Prices must be inclusive of taxes, duties, and delivery.

4. Technical Specifications

Specification for Mware vSphere Foundation:

Sl. No	Specification	Description	Compliance (Yes/No)
Minimum Specification			
1	General Features		
1.1	Product	VMware vSphere Foundation	
1.2	Included components	· VCF Operations	
		· VMware vCenter Server	
		· VMware vSAN	
		· VMware vSphere ESXi	
		· VMware vSphere Kubernetes Service	
1.3	Support requirement	24x7 production support	
1.4	The VMware vSphere Foundation Subscription Service shall be fully compatible and integrated with the existing VMware ESXi-8.0U3 standard and vCenter Server 8 standard.		



ཀྲུལ་ཡོངས་དགོངས་ཁུངས་ལྷན་ཁྲུང་པོ་གཉིས་མ་དངུལ།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

Specification for Red Hat Enterprise Linux (RHEL) Subscription:

Sl. No	Specification	Description	Compliance (Yes/No)
Minimum Specification			
1	General Features		
1.1	Product	Red Hat Enterprise Linux (RHEL) Subscription	
1.2	Included features	OS updates & patches	
		Red Hat Satellite	
		Access to Red Hat repositories	
		Support level (Standard)	
1.3	The RHEL subscription service should be compatible with Red Hat Enterprise Linux (RHEL) 8 operating system.		
1.4	Support requirement	24x7 production support	

5. Delivery & Completion

- Subscription provisioning: **Within 7–15 working days**
- Full delivery: **Within 30 days**
- No partial delivery unless approved

6. Bid Security

All bidders shall submit a Bid Security of **Nu. 127,652/-**, valid for **60 days** from bid submission deadline.

Bid security shall be forfeited if:

- Bid withdrawal during validity period
- Failure to sign contract for the successful bidder
- Failure to submit performance security by the successful bidder

7. Performance Security

The successful bidder shall submit **10% of contract value** as Performance Security for one year. Please note that the supply is for two different categories, i.e.

1. VMware Supply (10% of contract price)
2. Red Hat (10% of contract price)

Kindly provide your financial proposal depicting clearly as above.

Failure shall result in:



ཀྲུལ་ཡོངས་དགོངས་ཁྱེད་ལྷན་ཁོ་རྒྱུ་མ་དངུལ་།།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

- Award cancellation
- Bid security forfeiture

8. Subscription Period

All subscriptions shall remain valid for **[12 months]** from activation and must be co-termed under NPPF accounts. The contract extension may depend on the vendor's performance, support and approval accorded from competent authority.

9. SLA (Service Level Agreement)

Priority	Response Time	Resolution Time
Critical	1 hour	4 hours
High	4 hours	1 day
Medium	1 day	2–3 days

Failure may result in penalties or contract action.

10. Acceptance Criteria

Payment shall be made only after:

- Successful license activation
- Integration with existing infrastructure
- Submission of license and entitlement documents
- Acceptance certificate signed by NPPF

11. Payment Terms

Payment	Condition
100%	Upon delivery, activation, and acceptance

12. Liquidated Damages

Penalty of **0.1% per day** up to **10%** of contract value for delays.

13. Warranty

A warranty of one year (or the manufacturer's standard warranty whichever is longer) shall apply from the date of delivery. Defective items or the discrepancies in the specifications must be replaced by the suppliers at their own cost within one week. Failure to replace defective goods will result in non-payment and NPPF reserves the right to procure replacements and debit the cost to the supplier.



ཀྲུལ་ཡོངས་དགོངས་ཁྱེད་ལྷན་ཁོ་རྟེན་མ་དུལ།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

14. Evaluation Method

Evaluation shall follow:

1. Red Hat

Particulars	Points	Score
1. Firm's experience in executing similar project.	25	
2. Subscription Coverage & Scalability	20	
3. Compliance with NPPF Requirements as Specified in the ToR.	15	
6. Competency of Key Personnel for the Proposed Assignment	30	
7. Post-implementation support and warranty services	10	
Grand Total	100	

2. VM Ware

Particulars	Points	Score
1. Firm's experience in executing similar project.	25	
2. Compliance with VMware vSphere Foundation Requirements	20	
3. Compliance with NPPF Requirements as Specified in the ToR.	15	
6. Competency of Key Personnel for the Proposed Assignment	30	
7. Post-implementation support and warranty services	10	
Grand Total	100	

Technical (Pass/Fail)

- Eligibility compliance
- Technical compliance as per the evaluation criteria.

15. Eligibility Criteria

Sl. No	Eligibility Criteria	Supporting Document
1	Bidder should be a registered firm or company in Bhutan.	Valid Trade License and Tax clearance certificate.
2	Bidder shall have never been blacklisted /barred /disqualified by any regulator/statutory body.	Self-declaration (by authorized signatory of the bidder). Inaccurate self-declaration will lead to disqualification of the bidder.
3	Technical capability and prior experience	• The bidder must have proven experience in the supply, installation, configuration, implementation, testing, commissioning, and support of: • Enterprise virtualization solutions;



ཀྲུལ་ཡོངས་དགོངས་ཁྱུང་ཕོགས་དང་འཛོལ་རྟེན་མ་དཔུལ།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

		• Enterprise Linux server environments; and • The bidder shall demonstrate successful completion of similar projects, implemented in accordance with industry best practices and without service disruption, involving: • VMware vSphere environments, including ESXi, vCenter Server, High Availability (HA), and vMotion; • Red Hat Enterprise Linux (RHEL) environments, including subscription management, patch management, system hardening, and lifecycle support; and • The bidder must provide documentary evidence of similar completed projects, including purchase orders, contract agreements, project completion certificates, or client reference letters. • The bidder shall propose a qualified technical team comprising: • One Team Lead/Project Manager with a minimum of 5 years of experience in enterprise virtualization projects, including VMware infrastructure design and deployment. • One System Administrator/Linux Engineer with a minimum of 3 years of experience in VMware vSphere administration, Red Hat Enterprise Linux deployment, cluster management, patching, system hardening, and SSL certificate installation and management. • One Security/Network Engineer with a minimum of 3 years of experience in enterprise network security, including secure infrastructure design and implementation. • The bidder must submit the proposed team composition, including roles, qualifications, and relevant experience.
Note: - If any of the above eligibility criteria is not fulfilled, the bid will be treated as null and void/shall not be considered.		



ཀྲུལ་ཡོངས་དགོངས་ཁུངས་ལྷན་ཁྲུང་པོ་ལྷན་པ་དང་འཛོལ་རྟེན་མ་དངུལ་།།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

16. OEM Authorization

The bidder must submit valid authorization from VMware and Red Hat confirming reseller/partner status. None submission of this may result in disqualification.

17. Confidentiality

The bidder shall:

- Protect all NPPF data and information
- Not disclose without written approval

Breach may result in:

- Termination
- Security forfeiture
- Legal action

18. Conflict of Interest

The bidders must sign on the Integrity pact which is annexed in annexure 1. Failure to submit will lead to disqualification.

19. Termination Clause

NPPF may terminate with **14 days' notice** if:

- Non-performance
- SLA violations
- Contract breach

NPPF may recover losses from the supplier.

20. Force Majeure

Neither party liable for events beyond control. If exceeding **30 days**, NPPF may terminate.

21. Compliance & Licensing

- All products must be genuine and licensed
- Documentation must be provided
- Compliance with OEM policies mandatory



ཀླུ་ཡོངས་དགོངས་ཁྱིའི་བྱ་ར་ཕོགས་དང་འཛོ་རྟེན་མ་དངུལ།

NATIONAL PENSION AND PROVIDENT FUND

Securing Future Together

22. Right to Reject

NPPF reserves the right to:

- Accept or reject any bid
- Cancel the process without justification

23. Tax Deduction

TDS shall apply as per Bhutan laws.

24. Submission Requirements

Bidders must submit:

- Trade License
- Tax Clearance
- Experience documents
- Technical proposal
- Price quotation
- Bid security
- OEM authorization

25. Validity of Quotation

Quotation must remain valid for **45 days**.

26. Supplier Declaration

I/We certify that:

- All information is accurate
- No conflict of interest exists
- Terms and conditions are accepted

Supplier's seal and Signature.

FORM TECH - 5

INTEGRITY PACT

1. General:

Whereas the Mr. Tshen Norbu, Director, Operations representing the Procuring Agency of National Pension & Provident Fund, Thimphu Bhutan, hereinafter referred to as the "Employer" on one part, and Business¹[.....] registered with the authority concerned, hereinafter referred to as the "Bidder" on the other part hereby shall execute this pact as follows:

Whereas, the Employer and the Bidder agree to abide by the terms and conditions stated in this document, hereinafter referred to as 'IP'.

This IP is applicable to all contracts² related to works, goods, and services.

2. Objectives:

This IP aims to prevent all forms of corruption or deceptive practice by following a system that is fair, transparent, and free from any influence/unprejudiced dealings in the bidding process^[3] and contract administration^[4], with a view to:

- 2.1. Enabling the Employer to obtain the desired contract at a reasonable and competitive price in conformity to the defined specifications of the works or goods or services; and
- 2.2. Enabling bidders to abstain from bribing or any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also refrain from bribing and other corrupt practices.

3. Scope:

The validity of this IP shall cover the bidding process and contract administration period.

4. Commitments of the Employer:

The Employer commits itself to the following:

- 4.1. The Employer hereby undertakes that no officials of the Employer, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the Bidder, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process and contract administration.
- 4.2. The Employer hereby confirms that its officials shall declare conflict of interest and if any official(s) or his or her relative or associate has a private or personal interest in a decision to be taken by the Employer, those officials shall not vote or take part in a proceeding or process of the Employer relating to such decisions.



- 4.3. Officials of the Employer, who may have observed or noticed or have reasonable suspicion of person(s) who breaches or attempts to breach the conditions under clauses 4.1 and 4.2 shall report it to the Employer or the authority concerned.
- 4.4. Following report on breach of conditions under clauses 4.1 and 4.2 by official (s), through any source, necessary disciplinary proceedings or any other action as deemed fit, shall be initiated by the Employer including criminal proceedings and such a person shall be debarred from further dealings related to the bidding process and contract administration.

5. Commitments of Bidders

The Bidder commits himself/herself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of the bidding process and contract administration in order to secure the contract or in furtherance to secure it and in particular commits himself/ herself to the following :

- 5.1. The Bidder shall not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Employer, connected directly or indirectly with the bidding process and contract administration, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding process and contract administration.
- 5.2. The Bidder shall not collude with other parties interested in the contract to manipulate in whatsoever form or manner, the bidding process and contract administration.
- 5.3. If the bidder(s) have observed or noticed or have reasonable suspicion that the provisions of the IP have been breached by the Employer or other bidders, the bidder shall report such breach to the Employer or authority concerned.

6. Sanctions:

For the breach of any of the aforementioned conditions, the bidder/employer shall also be liable for offences under the Chapter 4 of the Anti-Corruption Act 2011 and other relevant rules and laws.

7. Monitoring and Administration:

- 7.1. The respective Employer shall be responsible for administration and monitoring of the IP as per the relevant laws.
- 7.2. The Bidder shall have the right to appeal as per the arbitration mechanism contained in the relevant rules.

[1] "Business" means any business, trade, occupation, profession, calling, industry or undertaking of any kind, or any other activity carried on for gain or profit by any person within Bhutan or elsewhere, and includes all property derived from or used in or for the purpose of carrying on such other activity, and all the rights and liabilities arising from such other activity



[2] "Contract" means a formal agreement in writing entered into between the procuring agency and the supplier, service provider or the contractor on acceptable terms and conditions and which are in compliance with all the relevant provisions of the laws of the Kingdom. The term "contract" will also include "framework contract".

[3] "Bidding process", for the purpose of this IP, shall mean the procedures covering tendering process starting from bid preparation, bid submission, bid processing, and bid evaluation.

[4] "Contract administration", for the purpose of this IP, shall mean contract award, contract implementation, un-authorized sub-contracting and contract handing/taking over.

We, hereby declare that we have read and understood the clauses of this agreement and shall abide by it.

The parties hereby sign this Integrity Pact at (place) _____ on (date) _____



Affix legal stamp

EMPLOYER

Name: Tsher Norbu

CID: 11506004993

Witness:

Name:

CID:

Santa Rai
1108001184

BIDDER/REPRESENTATIVE

Name:

CID

Witness:

Name:

CID: