



Institute of
Business Administration
Karachi

Leadership and Ideas for Tomorrow

TENDER NOTICE

Quotations/Bids are invited from firms having General Sales Tax Registration and NTN No. to carry out following works:

| S. No. | Tender Numbers | Description |
|--------|------------------|---|
| A | (IT/107/2016-17) | Managed Services [IT Help Desk Outsourcing/OutSourcing of ICT Helpdesk Services] (Single Stage Two Envelopes Procedure) |
| B | (IT/108/2016-17) | SLA of Cisco Active Equipment |

Details of items are mentioned in the tender documents (each tender separately). Interested firms may obtain tender documents from IBA, Karachi website from **August 07, 2016**. (www.iba.edu.pk). Sealed quotations will be accepted only till **August 23, 2016 at 11:00am** and will be opened on the same day in the presence of the bidders or their representative at **11:30am**.

Tender must be submitted in person at the following address:
**ICT Procurement & Customer Support Department
Main Campus, Karachi University, Karachi**

Firms must also deposit the 5% Earnest Money (Bid Security) in shape of a Pay Order/Demand Draft to be issued in favor of IBA Karachi, along with the Tender submission for each tender.

IBA reserves the right to accept or reject any or all tenders according to SPPRA rules and regulations.

Director ICT

ICT Procurement & Customer Support Department
Institute of Business Administration, Karachi
Karachi University, University Road
Phone Number: 021-99261506

PID# 00000

Institute of Business Administration, Karachi

PROCUREMENT PLAN

FOR THE FINANCIAL YEAR 2016-17

| S. No. | Title of Procurement | Quantity | Method |
|--------|---|----------|------------------------------|
| 1 | Procurement of Desktop PCs (Upgradation of Computer Lab) | | Single Stage Two Envelope |
| 2 | Procurement of Server Chassis & two Blades | | Single Stage Two Envelope |
| 3 | Procurement of CISCO IP Phones including wireless CISCO IP phones (Different Departmental Requirements) | | Single Stage Single Envelope |
| 4 | Procurement of Laptops for new Hirings | | Single Stage Two Envelope |
| 5 | Procurement of Heavy Duty, Normal Office Printers (Different Departmental Requirements) | | Single Stage Two Envelope |
| 6 | Procurement of Color Printers | | Single Stage Single Envelope |
| 7 | Procurement of Multimedia Projectors with Multimedia Screen (Different Departmental Requirements) | | Single Stage Single Envelope |
| 8 | Procurement of Heavy Duty Multimedia For Auditorium Main campus | | Single Stage Two Envelope |
| 9 | Procurement of different types of Scanners including A3 size. (A3600S or equal) | | Single Stage Single Envelope |
| 10 | Procurement of Machine MP9000SP Nashutec or Equal | | Single Stage Single Envelope |
| 11 | Procurement of Machine MP2501L or Equal | | Single Stage Single Envelope |
| 12 | Procurement of Kindle Voyage Ebook Reader | | Single Stage Single Envelope |
| 13 | Procurement of Faceup Book Scanner (Scansnap) Fujitsu SV600 or Equal | | Single Stage Single Envelope |
| 14 | Procurement of Smart Cards System for Building Security- Aman Tower, Hostels & VFR | | Single Stage Single Envelope |
| 15 | Procurement of Data Centre Monitoring System DCIM | | Single Stage Two Envelope |
| 16 | Networking Work for IP Based Cameras in FCS Building | | Direct Contracting |
| 17 | Centralized Printing Solution | | Direct Contracting |
| 18 | Procurement of Easy Pic Fusion V7 & Add-On | | Single Stage Single Envelope |
| 19 | Procurement of Logicly | | Single Stage Single Envelope |
| 20 | Procurement of Misc. Softwares (Different Departmental Requirements) | | Direct Contracting |
| 21 | Procurement of Misc hardware | | Direct Contracting |
| 22 | Pockey Drives / hard Drives / USB | | Quotation |
| | | | Quotation |

Prepared By

Approved by

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March 29, 2016

NOTIFICATION

This is to inform all concerned departments that as per the requirement of the SPPRA, the Acting Dean & Director IBA has constituted the following Complaint Re-dressal Committee:

| S# | Name of Member | Designation | Organization | Capacity |
|----|-------------------------------|----------------------------|--------------------------|-----------------|
| 1 | Mr. Abdul Wajed Khan | Controller of Examinations | IBA, Karachi | Chairman |
| 2 | Mr. Khurram Khalid | Manager Internal Audit | IBA, Karachi | Member |
| 3 | Mr. Fahad Jawed | Manager Finance | IBA, Karachi | Member |
| 4 | Mr. Muhammad Mabroor Khan | Admin Officer | CEMB, Karachi University | External Member |
| 5 | Representative from AG Sindh* | | Accountant General Sindh | External Member |

*Nomination request sent to AG Sindh is attached.

The purpose of this committee is to review and give its deliberations on the complaints / objections raised by the contesting vendors / contractors on IBA tenders.

Thank you



Adnan Hameed
 Head of HR

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25

Date: June 9, 2016

Notification of Procurement Committee

The competent authority is pleased to constitute following committee for upcoming all the tenders of Purchase Office for 2016-17.

1. Mr. Syed Jehanzeb (Assistant Manager, IBA)
2. Dr. Rameez Khalid (Assistant Professor, IBA)
3. Mr. Haris Qureshi External Member (PPRA Advisor, HEJ Karachi University)
- 4.
- 5.

TORs of committee are;

- Facilitating and recommending approval or rejection for Purchasing Authority.
- Ensure compliance with IBA Procurement Policy and Procedures (PP&P), SPPRA rules, etc,
- Recommend procurement method in case of emergency and direct contracting, etc.
- Declaring award of contracts to the lowest evaluated responsive bidders.
- Approval / preparation of bidding documents.
- Approval / preparation of evaluation report
- Responsible for technical and financial evaluation of the bids,
- Provide views and suggestion on how procurement should be taken forward and may set general rules in advance for certain types of procurements, and,
- Acts as a source of advice on contract guidance and for specific cases raised by staff.

Regards



Dr. Rameez Khalid
Chairman, Procurement Committee
IBA, Karachi

Institute of Business Administration Karachi

Tender Form

For

SLA of Cisco Active Equipment for Aman CED, Razzak Tabba &
Misc. Network Equipment

Date of issue: 07-Aug-2016

Last date of submission: 23-Aug-2016 up to 11:00AM

Tender Opening: 23-Aug-2016 at 11:30AM

Tender # IT/108/2016-17



1. General Terms & Conditions

a) Earnest money (Bid Security)

An earnest money (bid security), in the shape of a bank draft / pay order in the name of "Institute of Business Administration" Karachi, equivalent to 5% of the total cost of bid, should be submitted along with the tender documents.

b) Validity of the proposal

All proposal and prices shall remain valid for a period of 90 days from the closing date of the submission of the proposal. However, the responding organization is encouraged to state a longer period of validity for the proposal.

c) Currency

All currency in the proposal shall be quoted in Pakistan Rupees (PKR).

d) Sales Tax and other Taxes

Organization (RO) is hereby informed that the IBA shall deduct tax at the rate prescribed under the tax laws of Pakistan, from all payments for services rendered by any responding organization. The responding organization will be responsible for all taxes on transactions and / or income, which may be levied by the government. If responding organization is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.

It is to be noted that IBA Karachi being an educational Institution is exempt from the whole of customs-duties (specified in the First Schedule to the Customs Act, 1969 (IV of 1969)), and the whole of sales tax on the goods imported in the name of IBA-Karachi. The Letter of Credit (LC) will however be opened by the vendor.

Prices must be quoted as per attached price sheet.

e) OEM Relationships & Warranties

The responding organization (RO) should be an authorized business partner from the ORIGINAL EQUIPMENT MANUFACTURER (OEM), for the proposed hardware, software or networking components in Pakistan. A certificate to their effect should be included in the proposal otherwise the bid is liable to be rejected.

Selected vendor will provide maintenance / support service, for each category of products identified. Selected vendor should also be committed to provide maintenance / support service



for a period of one year which can be extended based upon the performance.

f) Arbitration and governing law

This tender and any contract executed pursuant to this tender shall be governed by and construed in accordance with the laws of Pakistan. The IBA and all responding organizations responding to this tender and parties to any contract executed pursuant to this tender shall submit to the exclusive jurisdiction of the Pakistani Courts. The arbitration proceeding will be governed by the Arbitration Act, 1940, and the substantive and procedural law of Pakistan. The venue shall be Karachi.

g) Acceptance of Proposals

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

h) Support Capabilities

The RO should indicate the support capabilities for all the hardware provided during the course of the project. Details of qualifications / capabilities of support staff should also be included in the corporate profile.

i) Compliance to specifications

The RO shall provide information as per requirements given in **Annexure - A**. Bidder MUST quote prices as per requirement mentioned in the attached in Annex C.

j) Payment

Payment will be made through crossed cheque. Advance payment will ONLY be made against Bank Guarantee an A Rated bank of the same amount.

The payment of this contract shall be paid in four installments as follow:

Quarter Based payment, at the completion of each quarter.

k) Increase in taxes

Any increase in taxes, the IBA should not be responsible, but, if any taxes are reduced, the IBA should get its benefit.

l) Alteration



Competent Authority reserves the right to change / alter / remove any item or article or reduce / enhance quantity without assigning any reason thereof.

m) Invoice

Invoice / bill should be submitted to Finance Department.

n) Stamp duty

Stamp duty will be paid by vendor.

2. Instructions for Responding Organizations

a) Communication

Any request for clarification regarding this tender document should be submitted in writing to:

Manager Procurement ICT
Institute of Business Administration,
IBA Main Campus, University Road,
Karachi
Phone : 111-422-422 Ext 2107
Fax : 021-9215528

b) Submission of documents, mode of delivery and address

Proposals can be delivered by hand or courier so as to reach the office of address given at section 2 (a) by the last date indicated for submission. **Proposals received by fax or email will not be accepted.**

c) Submission of proposal

The complete proposals should be submitted by 11:00AM hours on 23-Aug-2016 at the address given at section 2 (a).

The RO shall deliver two copies of the bids which include IBA tender documents along with BOQ and Financials.

Format for submission of financial proposal is attached as **Annexure – C**.



d) **Date of opening of proposal**

Bid will be opened on 23-Aug-2016 at 11:30 AM at IBA Main Campus ICT Procurement office in presence of representative bidders who may care to attend.

e) **Important**

- i. Separate envelopes clearly labeled for 'Original Proposal', 'Copy Proposal' and 'Earnest Money (Bid Security)' must be submitted on or before last date to submit the tender documents. Tender call on Single Stage Two Envelope Bases.

The bank draft for earnest money should be enclosed in a separate envelope, labeled as 'Earnest Money (Bid Security)', and which should be sealed. Proof of Sales Tax registration and NTN numbers should also be provided. (Please provide photocopies of relevant documents).

- ii. Competent authorities reserve the rights to accept or reject any quotation / tender without any reason thereof.
- iii. Last date for tender submission is 23-Aug-2016.
- iv. Tenderers should be registered with Sales Tax department.
- v. Earnest money (Bid Security) of 5% of total amount in the form of pay order / demand draft in favor of 'Institute of Business Administration Karachi' should be submitted along with tender form in separate envelope.
- vi. Please submit copies of certificates of registration with Sales Tax and Income Tax departments.
- vii. IBA reserves the right to change / alter quantity / quality / specifications etc., without assigning any reason thereof.
- viii. No escalation in cost / price will be accepted at any stage, after approval of the quoted amount and award of the Purchase Order.
- ix. The tender document will be accepted ONLY on the IBA's prescribed SBD available on IBA's Website.
- x. Successful bid requires to submit 10% Performance Security separately validity of the PS is the completion time of the SLA.



SCOPE OF WORK

Following requirements define the scope of work for this tender.

1. The Selected Bidder will be responsible for the smooth functioning of already installed Hardware as per BOQ at Annexure A.

2. Selected Bidder must ensure that the equipment is fully operational and perform Properly and meet SBD's Requirements. The scope of the project is to provide warranties of all IT equipment and components requested in BOQ at Annex-A, Since IT equipment warranties are expired therefore IBA wishes to obtain the extended warranty / services for these equipment and for the Maintenance of equipment.

Following requirements define the scope of work of this tender

- The selected bidder shall be responsible for the corrective maintenance, Preventive maintenance, patch upgrades, provisioning of extended warranties for Wi-Fi equipment, IP Phone and Network switches (Annexure 'A') etc.
- The selected bidder will be responsible to respond to events on urgent basis as per SLA mention in this SBD.
- Selected bidder shall be responsible for one year of Support & Services of hardware mentioned in Annexure A and which can be extended to further years on the basis of performance and mutual consent of both parties.
- Bidder has to quote the support & services price of second and third year.
- Bidders may conduct survey of the sites and examine the equipment and quote services Accordingly,
- Bidder must provide backup or replacement of any hardware with the same or higher Specification. IBA will not accept any low specification hardware.
- Provide Backup in case of delay in part replacement.



Annexure - A

Technical (BOQ)

| List of Equipment's covered in this agreement | | | |
|---|-------------------|-------------|------------------------------|
| Cisco Network Equipment | | | |
| Sr.No. | Product Code | Serial No. | Critical/ Next Bussiness Day |
| 1 | MDS-9222I 4 GB | FOX1405GQKK | Critical |
| 2 | MDS-9222I 4 GB | FOX1405GQMJ | Critical |
| 3 | MDS-9222I 4 GB | FOX1405GQK3 | Critical |
| 4 | MDS-9222I 4 GB | FOX1405GQKE | Critical |
| Cisco 2960 POC Switches | | | |
| 1 | WS-C2960-24PC-S-C | FCQ1629X5GV | NBD |
| 2 | WS-C2960-24PC-S-C | FCQ1629X57N | NBD |
| 3 | WS-C2960-24PC-S-C | FCQ1629X59F | NBD |
| 4 | WS-C2960-24PC-S-C | FCQ1629X5GW | NBD |
| 5 | WS-C2960-24PC-S-C | FCQ1629X58L | NBD |
| 6 | WS-C2960-24PC-S-C | FCQ1629X598 | NBD |
| 7 | WS-C2960-24PC-S-C | FCQ1629X57Y | NBD |
| 8 | WS-C2960-24PC-S-C | FCQ1629X595 | NBD |
| 9 | WS-C2960-24PC-S-C | FCQ1629X57M | NBD |
| 10 | WS-C2960-24PC-S-C | FCQ1630X0JK | NBD |
| 11 | WS-C2960-24PC-S-C | FCQ1629X5GR | NBD |
| 12 | WS-C2960-24PC-S-C | FCQ1629X5A1 | NBD |
| 13 | WS-C2960-24PC-S-C | FCQ1630X0JE | NBD |
| 14 | WS-C2960-24PC-S-C | FCQ1629X5GD | NBD |
| 15 | WS-C2960-24PC-S-C | FCQ1629X5DJ | NBD |
| 16 | WS-C2960-24PC-S-C | FCQ1630X0JM | NBD |
| 17 | WS-C2960-24PC-S-C | FCQ1629X58U | NBD |
| 18 | WS-C2960-24PC-S-C | FCQ1629X57G | NBD |
| 19 | WS-C2960-24PC-S-C | FCQ1629X59H | NBD |
| 20 | WS-C2960-24PC-S-C | FCQ1629X58Z | NBD |
| 21 | WS-C2960-24PC-S-C | FCQ1629X5GP | NBD |
| 22 | WS-C2960-24PC-S-C | FCQ1629X5GY | NBD |
| 23 | WS-C2960-24PC-S-C | FCQ1629X5GS | NBD |
| 24 | WS-C2960-24PC-S-C | FCQ1629X5GX | NBD |
| 25 | WS-C2960-24PC-S-C | FCQ1629X58G | NBD |



| | | | |
|----|-------------------|-------------|-----|
| 26 | WS-C2960-24PC-S-C | FCQ1620Y15Y | NBD |
| 27 | WS-C2960-24PC-S-C | FCQ1620Y16Q | NBD |
| 28 | WS-C2960-24PC-S-C | FCQ1620Y15W | NBD |
| 29 | WS-C2960-24PC-S-C | FCQ1620Y16K | NBD |
| 30 | WS-C2960-24PC-S-C | FCQ1620Y15H | NBD |
| 31 | WS-C2960-24PC-S-C | FCQ1620Y178 | NBD |
| 32 | WS-C2960-24PC-S-C | FCQ1620Y18H | NBD |
| 33 | WS-C2960-24PC-S-C | FCQ1620Y15R | NBD |
| 34 | WS-C2960-24PC-S-C | FCQ1620Y16S | NBD |
| 35 | WS-C2960-24PC-S-C | FCQ1620Y14Y | NBD |
| 36 | WS-C2960-24PC-S-C | FCQ1620Y | NBD |
| 37 | WS-C2960-24PC-S-C | FCQ1620Y15P | NBD |
| 38 | WS-C2960-24PC-S-C | FCQ1620Y15V | NBD |

Cisco IP Telephony Equipment

| Sr.No. | Product Code | Serial No. | Critical Equipment |
|--------|-----------------|-------------|--------------------|
| 1 | CP-6921-CL-K9-C | PUC1628044W | NBD |
| 2 | CP-6921-CL-K9-C | PUC1628035G | NBD |
| 3 | CP-6921-CL-K9-C | PUC1628049B | NBD |
| 4 | CP-6921-CL-K9-C | PUC16280493 | NBD |
| 5 | CP-6921-CL-K9-C | PUC162804HR | NBD |
| 6 | CP-6921-CL-K9-C | PUC16280380 | NBD |
| 7 | CP-6921-CL-K9-C | PUC16280461 | NBD |
| 8 | CP-6921-CL-K9-C | PUC162803EM | NBD |
| 9 | CP-6921-CL-K9-C | PUC1628048U | NBD |
| 10 | CP-6921-CL-K9-C | PUC16280322 | NBD |
| 11 | CP-6921-CL-K9-C | PUC162803N5 | NBD |
| 12 | CP-6921-CL-K9-C | PUC16280300 | NBD |
| 13 | CP-6921-CL-K9-C | PUC16280418 | NBD |
| 14 | CP-6921-CL-K9-C | PUC16280424 | NBD |
| 15 | CP-6921-CL-K9-C | PUC162806CX | NBD |
| 16 | CP-6921-CL-K9-C | PUC16280411 | NBD |
| 17 | CP-6921-CL-K9-C | PUC16280311 | NBD |
| 18 | CP-6921-CL-K9-C | PUC162804F0 | NBD |
| 19 | CP-6921-CL-K9-C | PUC16280457 | NBD |
| 20 | CP-6921-CL-K9-C | PUC16280411 | NBD |
| 21 | CP-6921-CL-K9-C | PUC1628044T | NBD |
| 22 | CP-6921-CL-K9-C | PUC162804E4 | NBD |
| 23 | CP-6921-CL-K9-C | PUC1628033P | NBD |
| 24 | CP-6921-CL-K9-C | PUC1628045R | NBD |



| | | | |
|----|-----------------|-------------|-----|
| 25 | CP-6921-CL-K9-C | PUC16280494 | NBD |
| 26 | CP-6921-CL-K9-C | PUC1628044H | NBD |
| 27 | CP-6921-CL-K9-C | PXN16160C3G | NBD |
| 28 | CP-6921-CL-K9-C | PXN161606B6 | NBD |
| 29 | CP-6921-CL-K9-C | PXN161606G9 | NBD |
| 30 | CP-6921-CL-K9-C | PXN161501G7 | NBD |
| 31 | CP-6921-CL-K9-C | PXN161606X6 | NBD |
| 32 | CP-6921-CL-K9-C | PXN16150NCR | NBD |
| 33 | CP-6921-CL-K9-C | PXN161606FX | NBD |
| 34 | CP-6921-CL-K9-C | PXN161606U9 | NBD |
| 35 | CP-6921-CL-K9-C | PXN161606WR | NBD |
| 36 | CP-6921-CL-K9-C | PXN16160BVE | NBD |
| 37 | CP-6921-CL-K9-C | PXN16160C77 | NBD |
| 38 | CP-6921-CL-K9-C | PXN16160C3E | NBD |
| 39 | CP-6921-CL-K9-C | PXN16160BVN | NBD |
| 40 | CP-6921-CL-K9-C | PXN1616060C | NBD |
| 41 | CP-6921-CL-K9-C | PXN161606H1 | NBD |
| 42 | CP-6921-CL-K9-C | PXN16160C2Z | NBD |
| 43 | CP-6921-CL-K9-C | PXN161604LY | NBD |
| 44 | CP-6921-CL-K9-C | PXN16160C2P | NBD |
| 45 | CP-6921-CL-K9-C | PXN16160BV9 | NBD |
| 46 | CP-6921-CL-K9-C | PXN161602MJ | NBD |
| 47 | CP-6921-CL-K9-C | PXN16160B | NBD |

Cisco Wi-Fi Equipment

| Sr.No. | Product Code | Serial No. | Critical Equipment |
|--------|-------------------|-------------|--------------------|
| 1 | AIR-LAP1041N-E-K9 | FCZ1642W3CC | NBD |
| 2 | AIR-LAP1041N-E-K9 | FCZ1642W3CH | NBD |
| 3 | AIR-LAP1041N-E-K9 | FCZ1642W3CN | NBD |
| 4 | AIR-LAP1041N-E-K9 | FCZ1642W3CT | NBD |
| 5 | AIR-LAP1041N-E-K9 | FCZ1642Z32S | NBD |
| 6 | AIR-LAP1041N-E-K9 | FCZ1642Z32X | NBD |
| 7 | AIR-LAP1041N-E-K9 | FCZ1642Z332 | NBD |
| 8 | AIR-LAP1041N-E-K9 | FCZ1642Z337 | NBD |
| 9 | AIR-LAP1041N-E-K9 | FCZ1642Z33C | NBD |
| 10 | AIR-LAP1041N-E-K9 | FCZ1642Z33H | NBD |
| 11 | AIR-LAP1041N-E-K9 | FCZ1642Z33N | NBD |
| 12 | AIR-LAP1041N-E-K9 | FCZ1642Z33T | NBD |
| 13 | AIR-LAP1041N-E-K9 | FCZ1642W3CD | NBD |
| 14 | AIR-LAP1041N-E-K9 | FCZ1642W3CJ | NBD |
| 15 | AIR-LAP1041N-E-K9 | FCZ1642W3CP | NBD |



| | | | |
|----|-------------------|-------------|-----|
| 16 | AIR-LAP1041N-E-K9 | FCZ1642W3CU | NBD |
| 17 | AIR-LAP1041N-E-K9 | FCZ1642Z32T | NBD |
| 18 | AIR-LAP1041N-E-K9 | FCZ1642Z32Y | NBD |
| 19 | AIR-LAP1041N-E-K9 | FCZ1642Z333 | NBD |
| 20 | AIR-LAP1041N-E-K9 | FCZ1642Z338 | NBD |
| 21 | AIR-LAP1041N-E-K9 | FCZ1642Z33D | NBD |
| 22 | AIR-LAP1041N-E-K9 | FCZ1642Z33J | NBD |
| 23 | AIR-LAP1041N-E-K9 | FCZ1642Z33P | NBD |
| 24 | AIR-LAP1041N-E-K9 | FCZ1642Z33U | NBD |
| 25 | AIR-LAP1041N-E-K9 | FCZ1642W3CE | NBD |
| 26 | AIR-LAP1041N-E-K9 | FCZ1642W3CK | NBD |
| 27 | AIR-LAP1041N-E-K9 | FCZ1642W3CQ | NBD |
| 28 | AIR-LAP1041N-E-K9 | FCZ1642W3CV | NBD |
| 29 | AIR-LAP1041N-E-K9 | FCZ1642Z32U | NBD |
| 30 | AIR-LAP1041N-E-K9 | FCZ1642Z32Z | NBD |
| 31 | AIR-LAP1041N-E-K9 | FCZ1642Z334 | NBD |
| 32 | AIR-LAP1041N-E-K9 | FCZ1642Z339 | NBD |
| 33 | AIR-LAP1041N-E-K9 | FCZ1642Z33E | NBD |
| 34 | AIR-LAP1041N-E-K9 | FCZ1642Z33K | NBD |
| 35 | AIR-LAP1041N-E-K9 | FCZ1642Z33Q | NBD |
| 36 | AIR-LAP1041N-E-K9 | FCZ1642Z33V | NBD |
| 37 | AIR-LAP1041N-E-K9 | FCZ1642W3CF | NBD |
| 38 | AIR-LAP1041N-E-K9 | FCZ1642W3CL | NBD |
| 39 | AIR-LAP1041N-E-K9 | FCZ1642W3CR | NBD |
| 40 | AIR-LAP1041N-E-K9 | FCZ1642W3CW | NBD |
| 41 | AIR-LAP1041N-E-K9 | FCZ1642Z32V | NBD |
| 42 | AIR-LAP1041N-E-K9 | FCZ1642Z330 | NBD |
| 43 | AIR-LAP1041N-E-K9 | FCZ1642Z335 | NBD |
| 44 | AIR-LAP1041N-E-K9 | FCZ1642Z33A | NBD |
| 45 | AIR-LAP1041N-E-K9 | FCZ1642Z33F | NBD |
| 46 | AIR-LAP1041N-E-K9 | FCZ1642Z33L | NBD |
| 47 | AIR-LAP1041N-E-K9 | FCZ1642Z33R | NBD |
| 48 | AIR-LAP1041N-E-K9 | FCZ1642Z33W | NBD |
| 49 | AIR-LAP1041N-E-K9 | FCZ1642W3CG | NBD |
| 50 | AIR-LAP1041N-E-K9 | FCZ1642W3CM | NBD |
| 51 | AIR-LAP1041N-E-K9 | FCZ1642W3CS | NBD |
| 52 | AIR-LAP1041N-E-K9 | FCZ1642W3CX | NBD |
| 53 | AIR-LAP1041N-E-K9 | FCZ1642Z32W | NBD |
| 54 | AIR-LAP1041N-E-K9 | FCZ1642Z331 | NBD |
| 55 | AIR-LAP1041N-E-K9 | FCZ1642Z336 | NBD |
| 56 | AIR-LAP1041N-E-K9 | FCZ1642Z33B | NBD |



| | | | |
|----|-------------------|-------------|-----|
| 57 | AIR-LAP1041N-E-K9 | FCZ1642Z33G | NBD |
| 58 | AIR-LAP1041N-E-K9 | FCZ1642Z33M | NBD |
| 59 | AIR-LAP1041N-E-K9 | FCZ1642Z33S | NBD |
| 60 | AIR-LAP1041N-E-K9 | FCZ1642Z33X | NBD |
| 61 | AIR-LAP1041N-E-K9 | FCZ1621Z0PQ | NBD |
| 62 | AIR-LAP1041N-E-K9 | FCZ1621Z0PK | NBD |
| 63 | AIR-LAP1041N-E-K9 | FCZ1621Z0PM | NBD |
| 64 | AIR-LAP1041N-E-K9 | FCZ1621Z0PR | NBD |
| 65 | AIR-LAP1041N-E-K9 | FCZ1621Z0PP | NBD |
| 66 | AIR-LAP1041N-E-K9 | FCZ1621Z0Q0 | NBD |
| 67 | AIR-LAP1041N-E-K9 | FCZ1621Z0PH | NBD |
| 68 | AIR-LAP1041N-E-K9 | FCZ1621Z0Q2 | NBD |
| 69 | AIR-LAP1041N-E-K9 | FCZ1621Z0PY | NBD |
| 70 | AIR-LAP1041N-E-K9 | FCZ1621Z0Q1 | NBD |
| 71 | AIR-LAP1041N-E-K9 | FCZ1621Z0PX | NBD |
| 72 | AIR-LAP1041N-E-K9 | FCZ1621Z1A1 | NBD |
| 73 | AIR-LAP1041N-E-K9 | FCZ1621Z0Q3 | NBD |
| 74 | AIR-LAP1041N-E-K9 | FCZ1621Z0PZ | NBD |
| 75 | AIR-LAP1041N-E-K9 | FCZ1621Z0PV | NBD |
| 76 | AIR-LAP1041N-E-K9 | FCZ1621Z0PC | NBD |
| 77 | AIR-LAP1041N-E-K9 | FCZ1621Z0PJ | NBD |
| 78 | AIR-LAP1041N-E-K9 | FCZ1621Z0PG | NBD |
| 79 | AIR-LAP1041N-E-K9 | FCZ1621Z0PD | NBD |
| 80 | AIR-LAP1041N-E-K9 | FCZ1621Z0PT | NBD |
| 81 | AIR-LAP1041N-E-K9 | FCZ1621Z0PL | NBD |
| 82 | AIR-LAP1041N-E-K9 | FCZ1621Z0PA | NBD |
| 83 | AIR-LAP1041N-E-K9 | FCZ1621Z0PS | NBD |
| 84 | AIR-LAP1041N-E-K9 | FCZ1621Z0PN | NBD |
| 85 | AIR-LAP1310G-E-K9 | FGL1645T003 | NBD |
| 86 | AIR-LAP1310G-E-K9 | FGL1645T004 | NBD |
| 87 | AIR-LAP1310G-E-K9 | FGL1621T00E | NBD |

Contact Person (IBA) : Network Manager
Institute of Business Administration,
City Campus, University Road,
Karachi

Tel # : 111-422-422 Ext 1111

Email : mali@iba.edu.pk



Operations & Maintenance (O&M) Support

The following shall be provided to IBA.

| Number of Months | Service description |
|------------------|---|
| 12 months | <p>24x7x4</p> <p>Bidder will provide O&M support to IBA with its shared pool of resources (Cisco Certified) On-Call basis.</p> <p>Bidder will provide the mobile phone numbers of the concerned technical persons and escalation.</p> <p>Bidder concerned technical personnel will reach the site / remote login / VPN /Telnet the Cisco equipment for trouble shooting the problem registered through support call logging procedure.</p> <p>During the O&M, Bidder concerned personnel/ Help Desk Support System will update the logged call by IBA staff. In case the concerned engineer cannot resolve the reported incident, the support system will automatically engage the next level of support.</p> <p>Support Levels Description:</p> <p>Level 1: Bidder engineer will provide telephonic support for minor issues and general queries of IBA.</p> <p>Level 2: Bidder engineer will try to resolve the problem remotely and if required will visit the site for onsite intervention. If the problem is not resolved at this level, then it would be escalated to Level 3.</p> <p>Level 3: Bidder will engage Subject Matter Expert (SME) at Level 3 to remotely rectify the problem. SME will remote login / VPN /Telnet the Cisco equipment for trouble shooting the problem. If required, Bidder engineer will open TAC case with Cisco and engage Cisco TAC support till the rectification of the problem.</p> <p>Business critical issues will be analyzed by the concerned technical personnel and will be communicated to IBA through the Help Desk</p> |

Response Time

| | |
|----------|---|
| Critical | 15 minute response time on critical issue. |
| | 1 Hour response time on site support on critical issue. |
| | 4 Hour response time for complaint resolution or part replacement. |
| Normal | 1 hour response time |
| | 4 hour response time on site support. |
| | NBD (Next Business Day) for complaint resolution or Part replacement. |



SELECTION PROCEDURE.

- Evaluation of the firms shall be based on information provided in Proposals. As a part of evaluation, bidders may be asked to conduct presentation/ Demonstration.
- On the basis of technical evaluation, the financial proposal of only technically Responsive bidders (qualified bidders) will be opened in the presence of their Representatives who choose to attend.
- For qualified in technical evaluation bidder has to secured at least 70% marks in technical evaluation
- Financial bid of only those bidders would be opened who are technically qualified, In Financial evaluation bidder who is lowest in financial would be marked as successful bidder.
- For qualifying in Technical responsiveness, bidders shall fulfill all the requirements as laid out in Part A "Mandatory Requirements" of Technical Evaluation Criteria If any of the mandatory requirements is not met by the bidder, the bid will be cancelled straightaway and no further consideration will be given.
- Financial proposals of bids found technically non-responsive will be returned unopened.
- As a part of evaluation, Technical Evaluation committee may visit bidder's reference sites or inquire the further clarification / information to validate the Bidders information.
- During the examination, evaluation and comparison of the bids, the IBA at its sole discretion may ask the bidder for clarifications of its bid.

LIQUIDATED DAMAGES

- In case of breach of SLA calculation will be done as per table below and IBA reserves the right to impose a penalty not exceeding 10% of the total amount of the contract at the rates prescribed in Annex-I (Service Level Agreement) on the invoiced amount to each violation of SLA.
- If the work is not executed according to the satisfaction of IBA, IBA reserves the right to reject it altogether with serving 15 days prior notice.
- In case of delay in service provisioning Liquidated Damages will be Calculated and imposed as per following table

| Level | Event | % of Invoiced amount per violation |
|-------|----------|------------------------------------|
| L1 | Severe | 1% |
| L2 | Critical | 0.5% |
| L3 | High | 0.3% |
| L4 | Moderate | 0.1% |



Technical Evaluation Criteria.

| S. No. | Attributes | Reference Page# |
|--------------------------|--|-----------------|
| Part A) Mandatory | | |
| 1. | Firms with Income Tax Certificate / GST Certificate registered. | |
| 2. | Affidavit (that the firm has not been blacklisted by private, Govt., Semi Govt. and Autonomous Body) | |
| 3. | At least Five years of relevant experience in Operation and maintenance of Same services i.e. maintenance of Network equipment of equal or higher rating, deployment and management of network as per recognized standard. Documentary Proof with customer satisfaction report Required. | |
| 4. | Bidding company being in operation for at least Ten years in Pakistan in relevant business. Documentary Proof required. | |
| 7. | Location of Offices (Islamabad, Lahore, Karachi) Documentary Proof required. | |
| 8. | Bid must be accompanied by Manufacturer's authorization letter from principal. (Sample attached Annexure D) with references) | |
| 9. | Completely filled BOQ should to be submitted (as part of Financial Bid) | |
| 10. | Service Operation Plan (Time Lines, Resources, dedicated Staff, Shared Staff, etc.) (Should to be submitted as part of technical Bid) | |
| 11. | Minimum Rs. 20 million annual Financial Turnover for last two years | |
| 12. | Sites Diagrams with respect to survey. | |
| 13. | Backup Inventory maintained by company at least equivalent to those items mention in BOQ. | |



| S. No. | Attributes | Max. Score | Criteria | Reference Page/Documentary Proof |
|---|---|------------|---|----------------------------------|
| Part B) General Evaluation - Corporate Profile | | | | |
| Corporate Profile | | | | |
| 1. | Location of Offices Documentary proof and references required | 8 | Location Of Offices of Bidder in consideration/ Maximum Location Of Offices. 2 marks for each local office | |
| 2. | Company in Operations (No. of years) Documentary proof and references required | 20 | No. of year of Bid in Consideration / Maximum Year. 2 mark for each year | |
| 3. | Company Association with Cisco (Gold level partner) Documentary proof Required | 10 | No. of year of Bid in consideration / Maximum Year. 1 mark for each year | |
| Relevant Technical Staff | | | | |
| 4. | Company total Certified CCNA resources.(Documentary proof and references required) | 14 | No. of Certified Resources of Bid in Consideration/Highest No. of Certified Resources. 2 marks per CCNA | |
| 5. | Company total Certified CCNP resources. (Documentary proof and references required) | 20 | No. of Certified Resources of Bid in consideration/ Highest No. of Certified Resources. 5 marks per CCNP | |
| Relevant projects | | | | |



| | | | | |
|---|--|------------|--|-----------------|
| 6. | Firm has completed / has in hand Similar Projects (Similar services with equivalent or Higher rating Cisco Network Equipment SLA in Pakistan.(Documentary proof and references required) | 18 | No. of Projects of Bid in consideration/completed/ Highest No. Projects. 2 marks per project | |
| Subtotal | | 90 | | |
| S. No. | Attributes | Max. Score | Criteria | Reference Page# |
| Part C) Operation and Maintenance | | | | |
| Corporate Profile | | | | |
| 7. | Services Operations and Parts monthly Availability (e.g. 99.9% etc.) (Explicit identification is needed in proposed service operation plan) | 5 | Committed Availability Quoted in bid in consideration/ Highest Committed Availability Quoted. | |
| 8. | Company SLA Management Plan(May include company CRM, online reporting etc.(Explicit identification is needed in proposed service operation plan) | 5 | Min. time for all fault severity levels from all bids in consideration/Time for all fault severity levels of the bid in consideration. | |
| Subtotal | | 10 | | |
| Grand Total | | 100 | | |



Annexure - B

Format for technical proposal

| Information required from Responding Organization | |
|---|--|
| General information | |
| Name of the firm | |
| Name of contact person | |
| Cell # | |
| Office address | |
| Office phone # | |
| Office fax # | |
| Year of establishment | |
| Main area of business | |
| GST reg # | |
| NTN | |
| Annual turnover | |
| Values of projects in hand | |
| Details of staff employed | |
| Managerial capabilities | |
| a) Total # of permanent staff | |
| b) Total # of contract staff | |
| Technical capabilities | |
| c) Total # of permanent staff | |
| d) Total # of contract staff | |
| Cumulative experience | |
| Technical experience | |
| No of years in business for similar assignments | |
| No and value of similar assignments completed in last 3 years | |
| Relationship with OEM | |
| Clientelé | |
| Technical staff expertise / skills | |

Signature and seal
of responding organization



Annexure - C

Pl see the attached file, kindly fills the price sheet and submits along with all supporting documents.

IMPORTANT NOTE (Mandatory):

Kindly quote the price as per attached Annexure-C

MDS Switch: - MDS-9222I 4 GB

Cisco 2960 POC Switches:- WS-C2960-24PC-S-C

IP Phones:- CP-6921-CL-K9-C

Access Points:- AIR-LAP1041N-E-K9

Mention item wise/unit prices of each items written above in your financial bid.

Signature and seal
of responding organization



Annexure D

MANUFACTURER'S AUTHORIZATION FORM (MAF)

No. _____ dated _____

To

We _____ who are established and reputable manufactures of _____ having offices at _____ and _____ do hereby authorize M/S _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per the terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,

(Name) for and on behalf of M/s _____
(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.



Price Sheet (Service Level Agreement)

Annexure-C

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 11 |
|-------|-------------|-----|------------|-------------------|------------|-------|-------------------|
| Sr.No | Description | Qty | Brand Name | Country of Origin | Unit Price | Taxes | Total Final Price |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

| Description | Total Price | Taxes | Grand Total |
|---|-------------|-------|-------------|
| Total Price of SLA for (1st) First Year | | | |
| Price of SLA for (2nd) Second Year | | | |
| Price of SLA for (3rd) Third Year | | | |
| Grand Total (Prices of all three years) | | | |

IBA Karachi has a right to increase or decrease the quantity.
 (Item wise / Unit Prices of each below items)
 MDS Switch :- MDS-92221 4 GB
 Cisco 2960 POC Switches:- WS-C2960-24PC-S-C
 IP Phones:- CP-6921-CL-K9-C
 Access Points:- AIR-LAP1041N-E-K9

