

**IBA**

Institute of  
Business Administration  
Karachi

*Leadership and Ideas for Tomorrow*

IBA\2016-17\BER\107.

Dated: October 31, 2016

Manager

SPPRA, Karachi

**IT/107/2016-17**

Subject: **"Out Source Project 2016-17"**

Dear Sir / Madam,

Please find the following document to upload on SPPRA website.

- **Bid Evaluation Form Original**
- **Technical & Financial Evaluation Sheet original**
- **Bidders Eligibility Criteria Report Original**
- **Bid Opening Meeting Minutes & Attendance Sheet on Standard SPPRA Format.**
- **Bidders Proposals / Quotes**

Regards-

IBA, Karachi

**SPPRA INWARD DIARY**

NO: 1715

DATED: 31-10-16


## Bid Evaluation Report

1. Name of Procuring Agency: Institute Of Business Administration, Karachi  
 2. Tender Reference No: IT/107/2016-17  
 3. Tender Description/Name of work/item: ICT Helpdesk outsource Services.  
 4. Method of Procurement: Single Stage Two Envelop  
 5. Tender Published: SPPRA 08-Aug-2016 SPPRA-S.No:29657/2016-17  
 6. Total Bid documents sold; (Available on website)  
 7. Total Bids Received: 02  
 8. Technical Bid Opening date: (if applicable) 26-Aug-2016  
 9. No. of Bid technically qualified (if applicable): 02  
 10. Bid(s) Rejected: 0  
 11. Financial Bid Opening date: 26-Sept-2016  
**12. Bid Evaluation Report:**

<i>S No</i>	<i>Name of Firm or Bidder</i>	<i>Cost offered by the Bidders Inclusive of SST</i>	<i>Ranking in terms of cost</i>	<i>Comparison with Estimated cost</i>	<i>Reasons for acceptance/rejection</i>	<i>Remarks</i>
<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	M/s IBL Unisys	PKR 9,198,870/-	2 <sup>nd</sup>	Open Market	High Price	High Price
2	M/s. JBS	PKR 8,999,500/-	1 <sup>st</sup>	Open Market	Lowest & Most Evaluated Bidder	Recommended for award the contract

**Recommendations:** - The offered amount of **Rs. 8,999,500/- (With SST)** by M/s. JBS has been recommended by the Procurement Committee to award the work on the basis of their technical qualifying and lowest offered price bid.

  
 IBA (Internal Member)  
 Mr. Syed Jehanzeb  
 Assistant Manager

  
 IBA (Internal Member)  
 Dr. Rameez Khalid  
 (Chairman PC) Professor

  
 IBA (External Member)  
 Mr. Haris Quershi  
 HIEJ Karachi University

# Bid evaluation report


## Acquisition of IT Support services

Tender # IT/107/2016-17

Technical Sections		Points	Vendor	
			JBS	Unisys
<b>Section 1 - Organizational Requirements</b>				
1	Previous experience in providing Human Resource for ICT Customer Support in Karachi. ( < 5 yrs = 0 ) ( > 5 yrs but < 8 yrs = 05 ) ( > 8 yrs but < 10 yrs = 10 ) ( >= 10 yrs = 15 )	15	15	15
2	Number of IT Resident Engineers on company's own pay roll deputed in Karachi ( < 25 = 02 ) ( < 50 but > 25 : 04 ) ( < 75 but > 50 : 06 ) ( < 100 but > 75 : 08 ) ( >= 100 : 10 )	10	8	4
3	Provide facilities to company employees like EOBI (2.5 points), medical cover (2.5 points), life insurance (2.5 points), provident fund (2.5 points).	10	7.5	7.5
4	Reimbursement of the exam fee, after successfully clearing the exam, of industry standard certifications to Resident Engineers, i.e. Microsoft Certifications (Yes = 10, No = 0 marks)	10	10	10
5	Provide overtime facility to Resident Engineers (Yes = 10, No = 0)	10	10	10
6	Train Resident Engineers in house or through some institute for industry standard, international certifications designed and examined by technology giants. (If yes 10 marks , if no 0 marks)	10	10	10
<b>Section 1 Total</b>		<b>65.0</b>	<b>60.5</b>	<b>56.5</b>
<b>Section 2 - Complaint Management System</b>				
1	Trouble Ticketing System	10	5	5
	Industry standard, web-based user interface (5 points) Integration with major platforms, e.g., SMS (5 points)		5	5
<b>Section 2 Total</b>		<b>10</b>	<b>10</b>	<b>10</b>
<b>Section 3 - Services</b>				
1	Provision of IT Support service in major educational institutions of Pakistan. ( < 3 = 0 marks ) ( > 3 but < 5 = 3 marks ) ( >= 5 = 5 marks )	5	5	5
2	Reserve Pool & Backups ( < 15 = 0 marks ) ( >= 15 = 5 marks )	5	5	0
<b>Section 3 Total</b>		<b>10</b>	<b>10</b>	<b>5</b>
<b>Section 4 - Corporate Profile</b>				
1	Registration Certificate for Income Tax & Sales Tax and Sindh Revenue Board	5	5	5
2	Audited Balance Sheet Copy / Income Tax & Sales Tax Returns for the last three years	10	10	10
<b>Section 4 Total</b>		<b>15</b>	<b>15</b>	<b>15</b>
<b>TOTAL Marks</b>		<b>100</b>	<b>95.5</b>	<b>86.5</b>

  
MEMBER  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI

  
CHAIRPERSON  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI

  
MEMBER (EXTERNAL)  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI

Asim  
19/Sept/16

IT/107/2016-17 SPPRA # 29657 Out Source Project

**BIDDER'S ELIGIBILITY QUALIFICATION REPORT**

Eligibility Qualification Criteria

S.No:	Eligibility Qualification Criteria	Bidder's Name M/s. IBL UNISYS	Bidder's Name M/s.JBS
1	NTN	Yes	Yes
2	Sales Tax Registration	Yes	Yes
3	Professional Tax	Yes	Yes
4	Registration with sindh Revenue Board(SRB)If applicable	Yes	Yes
	<b>Qualification Criteria</b>		
5	Minimum three year experience of relevant filed	Yes	Yes
6	Required Bid Security is attached	Yes	Yes
7	Turnover of atleast last three years	Yes	Yes
8	Bid is signed, named & stamped by authorized person of the firm along with authorization letter	Yes	Yes
	Qulified/ Disqualified	Qualified	Qualified

Note: The procurement agency may modify the criteria as per their requirement.

*Chairman Procurement Committee*

*IBA, Karachi*



NIT NO (Tender #): IT/107/2016-17 (ICT Helpdesk Outsourcing)


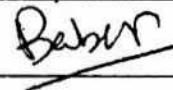
SPPRA: 29657/2016-17

**Method and procedure of procurement: National Competitive Bidding (Single Stage – Two Envelope)**

**MINUTES OF BID OPENING MEETING (Financial)**

A meeting of the procurement committee of this department was held on 26-09-2016 for opening the bids received in respect of subject NIT till the deadlines of submission. The meeting was attended by all/ following members of the procurement committee and the representative of bidders.

The following bidders submitted their bids till the deadline of submission:

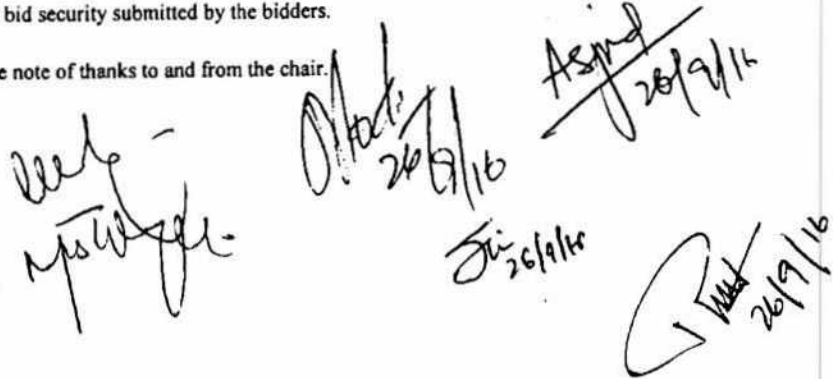
S.#	Name of Company	Name Person	Contact #	Signature
1	IBL UNISYS.	FARUKH KAZI	0300 829 8104	
2	JBS	Hafiz Babar Ikram	03468200934	

The bids were opened at 11:30AM in the presence of the above mentioned participants and the rates quoted by bidders were read aloud and encircled by Chairman of the Procurement Committee. All the members of the procurement committee signed financial proposal/ bids. The bids do not contain any over-writing or cutting. (Also mention cuttings or over writing if any). Following is the details of bids announced:

S. No.	Name of Bidder	Offered Price <sup>Incl. of Tax</sup>	Amount of Bid Security 5%	Pay Order No./ Date
1	IBL Unisys	9,198,870/-	500,000/-	01867933
2	JBS	8,999,500/-	739,033/-	10377585

The committee shall examine all the bids as per the Qualification/ eligibility criteria provided in the bidding documents, arithmetical checks and verify the documents and bid security submitted by the bidders.

The meeting ended with the note of thanks to and from the chair.

  
Asim 26/9/16  
Sui 26/9/16  
26/9/16

  
MEMBER  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI

  
CHAIRPERSON  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI

  
MEMBER (INTERNAL)  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI

**Method and procedure of procurement:** National Competitive Bidding (Single Stage – Two Envelope)

**MINUTES OF BID OPENING MEETING (TECHNICAL)**

A meeting of the procurement committee of this department was held on 26-08-2016 for opening the technical bids received in respect of subject NIT till the deadlines of submission. The meeting was attended by all/ following members of the procurement committee and the representative of bidders.

The following bidders submitted their bids till the deadline of submission:

S.#	Name of Company	Name Person	Contact #	Signature
1	IBL UNISYS	FARUQH KAZI	0300 8298104	
2	JBS	ASIF HANWAN	0300 2156861	
3	/	/	/	/
4	/	/	/	/
5	/	/	/	/

The technical bids were opened at 11:30AM in the presence of the above mentioned participants and the technical bids submitted/quoted by bidders were read aloud and encircled by Chairman of the Procurement Committee. Following is the details of bids announced:

S. No.	Name of Bidder	Technical Bid Envelope (Original+Copy)	Financial Bid Envelope (Original+Copy)	Pay Order Envelope
1	IBL Unibys (Faruqh)	Original only	Original only	Yes-sealed
2	JBS - Asif Hanwan	Yes	Yes	Yes
3	/	/	/	/
4	/	/	/	/
5	/	/	/	/

The technical committee shall examine all the technical bids as per the Qualification/ eligibility criteria provided in the bidding documents and will announce the results of technical qualified bidders later. The meeting ended with the note of thanks to and from the chair.

Inbox documents for bids received late, so following SPPR rule 24(1) bid document rejected.

*Asif*  
26/8/16

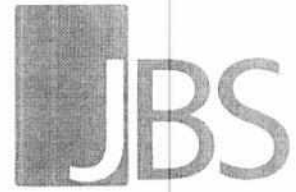
MEMBER  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI

*Faruqh*  
26/8/16

CHAIRPERSON  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI

*Asif*  
26/8/16

MEMBER (EXTERNAL)  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI



Ref # JBS/04/23082016/AH

Director IT  
Office Manager ICT Procurement  
Institute of Business Administration,  
Main Campus, University Road,  
Karachi 75270  
Pakistan.

*Asif 26/9/16*  
*26/9/16*

Gentlemen,

1. We Jaffer Business Systems (Private) Limited - Citi Tower, 33-A, Block-6, PECHS, Shahra-e-Faisal, Karachi, having read, understood and accepted the Tender Document, including the Addendum(s), if any, offer to supply, install, configure, test, train and support of Goods and the Services, in conformity with the said Tender Document, to Institute of Business Administration, Main Campus, University Road, for the Total Tender Price of PKR **(In figures 8,999,500.00) (In words Eight Million Nine Hundred Ninety Nine Thousand Five Hundred Only)**, in accordance with the Price Schedule and the timeline, attached hereto and made part of the Tender.

2. We undertake that the Tender shall have a minimum validity period of ninety days from the last date for submission of the Tender and may be accepted at any time before the expiration of that period.

3. We undertake to provide the Performance Security to give satisfactory assurance of our ability and intention, for due performance / execution of the Contract in accordance with the terms and conditions of the Contract. In case of acceptance of the Tender.

4. We undertake that we are / shall be represented by an agent in that country equipped and able to carry out the maintenance, repair and spare parts stocking obligation prescribed in the Terms and Conditions of the Contract and / or the Technical Specifications, in case of acceptance of the Tender and of not doing business within the Purchase's country.

5. We undertake to be bound by the Tender and the Acceptance Letter, which shall constitute a contract, until execution of the formal Contract.

Date: 23<sup>rd</sup> of August, 2016  
Jaffer Business Systems (Private) Limited

Signature:

CNIC # 42101-1599163-1  
Asif Hasan  
Deputy Manager Customer Services



*Handwritten signature*

*Handwritten signature*  
*Asif 26/9/16*

WITNESSES

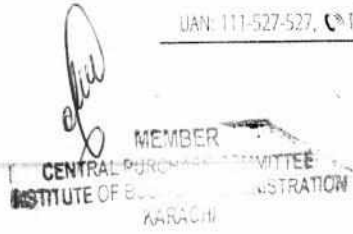
Signature: *Hafiz Babar*  
CNIC # 42201-4833610-3  
Name: Hafiz Babar IKram  
Designation: Sales Engineer  
Address: Citi tower 33-A,  
block 6, P.E.C.H.S, KHI

Signature: *Muhammad Ali*  
CNIC # 42201-5153281-7  
Name: Muhammad Ali  
Designation: Deputy Manager Accounts  
Address: Citi tower, Block-6, P.E.C.H.S  
Shahrah-e-Faisal, Karachi.

Jaffer Business Systems (Pvt) Limited

Citi Tower, 33- A, Block - 6, P.E.C.H.S, Shahrah-e-Faisal, Karachi - 75400 - Pakistan,

UAN: 111-527-527, Tel no: (92-21) 34373111 (15-Lines), Fax: (92-21) 34373083, Email: jbs@jaffer.com, web: www.jaffer.com





Format of Price Schedule

Sr. No	Designation	Gross Salary Payable to Professionals in PKR / Person / Month	Agency Charges		Overtime Charges in (Per Hour / Person)	Duties & Taxes			Total cost / Person / Month inclusive of all duties & taxes in PKR	In Words
			% of Gross	Amount in PKR		Amount in PKR	Nature (GST / VAT etc)	Rate		
a	b	c	d	E=C*D/100	f=C/150	g	h	i=(E)*h	C+E+i	
1	Lab Incharges / Data Center RES	22,000.00	12	2,640.00	147	Service Tax	13%	343	24,983	Twenty four thousand Nine hundred eighty three rupees only
2	Resident Engineers (desktop / network support)	22,000.00	12	2,640.00	147	Service Tax	13%	343	24,983	Twenty four thousand Nine hundred eighty three rupees only
3	Resident Engineers (ERP Support)	35,000.00	12	4,200.00	233	Service Tax	13%	546	39,746	Thirty Nine thousand Seven hundred forty six only
4	ICT HD Supervisor	50,000.00	12	6,000.00	333	Service Tax	13%	780	56,780	Fifty six thousand seven hundred eighty only
4	Complaint Management System (Helpdesk Software)	104,450.00	12	12,534.00	696	Service Tax	13%	15,208	132,192	One hundred thirty two thousand one hundred and ninety two rupees only

- 1 **Other Benefit**
- 1a EOBI Yes - For all RES
- 1b SESSI As per Gov't Policy
- 1c Group Life Insurance Yes - For all RES
- 2 **Fringe Benefits**
- 2a Medical / Hospitalization Self - For all RES
- 2b Mobile Allowance 300/month/RE
- 3 **Over Time** As per above mentioned rates (Column F) with Applicable taxes
- 4 **Over Time** At actual reimbursement without company service margins
- 5 **Helpdesk Software** Concurrent session of Engineers upto 5 at a time

MEMBER  
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KARACHI

MEMBER (INTERNAL)  
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KARACHI

MEMBER (EXTERNAL)  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI

*Handwritten signatures and dates:*  
 26/9/16  
 26/9/16  
 26/9/16  
 26/9/16



**BL-Unisys (Pvt) Limited**

**2. Financials**


Sl. No.	Description of Services	Quantity	Unit Price	Total Price	Taxes	Net Price	Gross Price	Remarks
1	Lab Incharges / Data Center RE	10	2,589	173	21%	5,981	34,460	Thirty Four Thousand, Four Hundred and Sixty Only
2	Resident Engineers (Desktop / Network Support)	10	2,589	173	21%	5,981	34,460	Thirty Four Thousand, Four Hundred and Sixty Only
3	Resident Engineers (ERP)	10	3,395	226	21%	7,843	45,190	Forty Five Thousand, One Hundred and Ninety Only
4	ICT HD Supervisor	10	3,395	226	21%	7,843	45,190	Forty Five Thousand, One Hundred and Ninety Only

**Note:**

- The above prices are inclusive of fringe benefits i.e. EOBI, NJI Group Life, EFU Medical & Mobile Billing. Please see next page for breakup/details.
- The company will reimburse training and certifications expense to above employees (if and when completed). However, it will be subject to prior approval and clearance.
- The persons deployed at IBA will serve in extra hours (if and when required), however, it will be calculated with above hourly rate and will be charged to IBA separately.
- The prices are based on a 12 months contract only.

  
MEMBER  
CENTRAL PURCHASE COMMITTEE  
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KARACHI

  
CHAIRMAN  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI

  
CHAIRMAN  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI

  
CHAIRMAN  
CENTRAL PURCHASE COMMITTEE  
INSTITUTE OF BUSINESS ADMINISTRATION  
KARACHI

### 3. Hierarchy of Help Desk Unit – As per IBA Tender Categories and Number of Positions

- Resident Engineer (Lab In charges / Data Center)
- 09 Positions for both Campuses
- Resident Engineers (Desktop / Network Support)
- 08 Positions for both Campuses
- Resident Engineers (ERP Support)
- 02 Positions for both Campuses
- IT Helpdesk Supervisor
- 02 Positions for both Campuses

### Financials (Annual – as per above requirements)

S/N	Category Description	Qty	Monthly Engineer Salary (Take Home)	Fringe Benefits	Agency Charges	Monthly Engineer Price	Annual Engineer Price	Total Annual Price
1	Lab Incharges / Data Center RE	9	22,000	3,890	2,589	28,479	341,748	3,075,732
2	Resident Engineers (Desktop / Network Support)	8	22,000	3,890	2,589	28,479	341,748	2,733,984
3	Resident Engineers (ERP)	2	30,000	3,952	3,395	37,347	448,164	896,328
4	ICT HD Supervisor	2	30,000	3,952	3,395	37,347	448,164	896,328
<b>SubTotal</b>								<b>7,602,372</b>
Taxes (WHT @ 8% & Sindh Sales Tax on Services @ 13%)								<b>1,596,498</b>
<b>Net Total</b>								<b>9,198,870</b>


  
 MEMBER (INTERNAL)
   
 CENTRAL PURCHASE COMMITTEE
   
 INSTITUTE OF BUSINESS ADMINISTRATION
   
 KARACHI


  
 MEMBER (EXTERNAL)
   
 CENTRAL PURCHASE COMMITTEE
   
 INSTITUTE OF BUSINESS ADMINISTRATION
   
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 MEMBER (EXTERNAL)
   
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 MEMBER (EXTERNAL)
   
 CENTRAL PURCHASE COMMITTEE
   
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Page 12 of 16

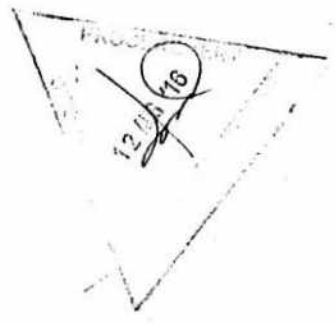
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Dear Sir / Madam *Kppa*

With the reference of our tender query IT/107/2016-17 and IT/108/2016-17, you are requested to please upload the corrigendum on SPPRA website please.

Regards-

  
11/8/16  
Syed Ali Ahmed Naqvi  
IBA Karachi

  
12/08/16

29657 -

29654 -

**IBA**

Institute of  
Business Administration  
Karachi



*Leadership and Ideas for Tomorrow*

# **CORRIGENDUM**

Reference to the Tender Notice published in daily Awami Awaz on August 07, 2016, the last date for accepting quotations has been extended to **August 26, 2016**.

## **Director ICT**

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

PID# 407

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