



Institute of
Business Administration
Karachi

Leadership and Ideas for Tomorrow

TENDER NOTICE

The Institute of Business Administration (IBA), Karachi invites sealed Tenders from manufacturers/firms/companies registered with Sales Tax and Income Tax departments for the supply of the following:

S. No.	Description	Tender#	Tender Fee
1.	Services Contract (Maintenance Contract) of Active equipment's (CISCO)	(IT/82/2014-15)	Rs. 1,000/-

Tender documents will remain available at the website www.iba.edu.pk/tenders from **29/03/2015** to **15/04/2015**.

The Tender Fee shall be deposited in United Bank Ltd, Karachi University Campus Branch in A/C No. 003-0002-5 in the name of "IBA, Karachi". The copy of paid challan will be attached with the tender document at the time of submission.

Bidding will be conducted under the provision of Public Procurement Rules-46(b) single stage-two envelopes procedure of SPPRA Rules-2010.

The Tender Document should be submitted at the "ICT Procurement Dept. IBA Main Campus" up to **15/04/2015** till 11:00am and will be opened on the same date and venue at 11:30am in the presence of representatives who may wish to attend.

Kindly submit 5% Earnest Money (Bid Security) of the total cost in the shape of Pay Order or Demand Draft along with the Tender Documents. Kindly mention the 'Tender Number' on the top left corner of the envelope.

In case of any unforeseen reasons, unrest or force majeure on the bid submission/opening date, the tender shall be opened on the next working day at the same place and time.

IBA, Karachi reserves the right to accept or reject any or all Tender(s) or terminate the proceedings at any stage as per the rules and regulations framed by SPPRA.

Head of ICT

Institute of Business Administration, Karachi
Main Campus, University Road, Karachi 75270
Tel: (92-21) 38104700-1 Ext: 2107
Email: aasad@iba.edu.pk
Website: www.iba.edu.pk

PID# 0000



Institute of Business Administration Karachi

Tender Form

For

SLA of Cisco Active Equipment

Date of issue	: 29-03-2015
Last date of submission:	15-04-2015

Tender # IT/82/2014-15



1. General Terms & Conditions

a) Earnest money

An earnest money, 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 at least three years.

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 three installments as follow:

Payment would be made on Quarter Bases i.e. at the completion of each quarter.

k) Performance Security:

Performance security, up to 5% of the contract value, in the form of pay order/demand draft or bank guarantee to be submitted at the time of award of contract. Validity of performance security shall extend at least ninety days beyond the date of completion of contract.



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 11:00 hours on 15-04-2015 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 15-04-2015 at 11:30AM 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' must be submitted on or before last date to submit the tender documents.

The bank draft for earnest money should be enclosed in a separate envelope, labeled as 'Earnest Money', 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 15-04-2015.
- iv. Tenderers should be registered with Sales Tax department.
- v. Earnest money 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. Earnest money deposited by the successful bidder may be converted into security deposit. This would be in addition to the 5% of the total amount retained for a period of 36 months after delivery of the product contingent to satisfactory performance.
- vii. Please submit copies of certificates of registration with Sales Tax and Income Tax departments.
- viii. IBA reserves the right to change / alter quantity / quality / specifications etc., without assigning any reason thereof.
- ix. No escalation in cost / price will be accepted at any stage, after approval of the quoted amount and award of the Purchase Order.
- x. The tender document will be accepted ONLY on the IBA's prescribed SBD available on IBA's Website.



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, provisioning of extended warranties for Core Switches, routers, Firewalls, Wi-Fi equipment, telephony equipment and access switches 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 minimum 3 years of Services. 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.



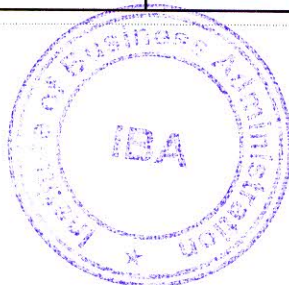
Annexure - A

Technical (BOQ)

List of Equipment's covered in this agreement Cisco Network Equipment			
Sr.No.	Product Code	Serial No.	Critical Equipment
1	WS-C6509-E-VPN+-K9	SMC141700NR	Critical
2	WS-X6724-SFP	SAL1422JS8S	Critical
3	WS-X6704-10GE	SAL1413E7VR	Critical
4	WS-X6724-SFP	SAL1422JS8J	Critical
5	WS-SVC-FWM-1-K9	SAD0932075S	NBD
6	WS-SUP720-3B	SAL1422JLA2	Critical
7	WS-X6748-GE-TX	SAL1421JJ8T	Critical
8	WS-SVC-IDS2BUNK9=	SAD07450112	NBD
11	WS-C6509-E-VPN+-K9	SMC141700NW	Critical
12	WS-X6724-SFP	SAL1422JS9P	Critical
13	WS-X6704-10GE	SAL1422JNM8	Critical
14	WS-X6724-SFP	SAL1422JS86	Critical
15	WS-SUP720-3B	SAL10392X8V	Critical
16	WS-SUP720-3B=	SAL1339ZENL	Critical
17	WS-SVC-FWM-1-K9	SAL10392X8V	NBD
18	WS-SUP720-3B	SAL1130VU2B	Critical
19	WS-X6748-GE-TX	SAL1421JJ8F	Critical
20	WS-SVC-IDS2-BUN-K9	SAD08440A5P	NBD
23	WS-C2960-24PC-S	FOC1417W0V1	NBD
24	WS-C2960-24PC-S	FOC1417W0V8	NBD
25	WS-C2960-24PC-S	FOC1417W0VG	NBD
26	WS-C2960-24PC-S	FOC1417W0W1	NBD
27	WS-C2960-24PC-S	FOC1417W138	NBD
28	WS-C2960-24PC-S	FOC1417W14H	NBD
29	WS-C2960-24PC-S	FOC1417W14V	NBD
30	WS-C2960-24PC-S	FOC1417W0V2	NBD
31	WS-C2960-24PC-S	FOC1417W0V9	NBD
32	WS-C2960-24PC-S	FOC1417W0VR	NBD
33	WS-C2960-24PC-S	FOC1417W0W8	NBD



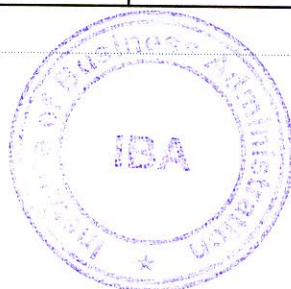
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37	WS-C2960-24PC-S	FOC1417W0VD	NBD
38	WS-C2960-24PC-S	FOC1417W0VY	NBD
39	WS-C2960-24PC-S	FOC1417W0WB	NBD
40	WS-C2960-24PC-S	FOC1417W13V	NBD
41	WS-C2960-24PC-S	FOC1417W14S	NBD
42	WS-C2960-24PC-S	FOC1417W0V7	NBD
43	WS-C2960-24PC-S	FOC1417W0VE	NBD
44	WS-C2960-24PC-S	FOC1417W0VZ	NBD
45	WS-C2960-24PC-S	FOC1417W129	NBD
46	WS-C2960-24PC-S	FOC1417W13X	NBD
47	WS-C2960-24PC-S	FOC1417W14T	NBD
48	WS-C2960-48TC-S	FOC1415V7A9	NBD
49	WS-C2960-48TC-S	FOC1415W7F4	NBD
50	WS-C2960-48TC-S	FOC1415V7BX	NBD
51	WS-C2960-48TC-S	FOC1415W7JP	NBD
52	WS-C2960-48TC-S	FOC1415V7C5	NBD
53	WS-C2960-48TC-S	FOC1415V7CD	NBD
54	GLC-SX-MM=	Qty=84	NBD
55	GLC-LH-SM	Qty=52	NBD
56	WS-C3750E-48TD-S	FDO1418R0RK	Critical
57	WS-C3750E-48TD-S	FDO1418R0RL	Critical
58	WS-C3750E-48TD-S	FDO1418R0SU	Critical
59	WS-C3750E-48TD-S	FDO1418R0SV	Critical
60	CS-MARS-55-K9	FTX1417505R	NBD
61	CSMARS-55-LIC-K9	3022J16558D	NBD
62	WS-C3750V2-24TS-S	FDO1413Z00X	Critical
63	WS-C4948-10GE-S	FOX1352G3RM	Critical
64	WS-C4948-10GE-S	FOX1352G3S4	Critical
65	PWR-C49-300AC/2	PAC14140QD8	Critical
66	PWR-C49-300AC/2	PAC14140QG0	Critical
67	PWR-C49-300AC	PAC14140QAJ	Critical
68	PWR-C49-300AC	PAC14140QHR	Critical
69	XENPAK-10GB-SR=	Qty=4	Critical
70	X2-10GB-SR=	Qty=4	Critical
71	WS-C2960-24PC-S	FOC1417W0BK	NBD



72	WS-C2960-24PC-S	FOC1417W0TB	NBD
73	WS-C2960-24PC-S	FOC1417W0TG	NBD
74	WS-C2960-24PC-S	FOC1417W0BS	NBD
75	WS-C2960-24PC-S	FOC1417W0TC	NBD
76	WS-C2960-24PC-S	FOC1417W0TJ	NBD
77	WS-C2960-24PC-S	FOC1417W0BT	NBD
78	WS-C2960-24PC-S	FOC1417W0TD	NBD
79	WS-C2960-24PC-S	FOC1417W0T6	NBD
80	WS-C2960-24PC-S	FOC1417W0TF	NBD
81	GLC-SX-MM=	Qty=20	NBD
82	WS-C2960-24PC-S	FOC1441W513	NBD
83	WS-C2960-24PC-S	FOC1441W53Y	NBD
84	WS-C2960-24PC-S	FOC1441W55U	NBD
85	WS-C2960-24PC-S	FOC1441W51A	NBD
86	WS-C2960-24PC-S	FOC1441W54H	NBD
87	WS-C2960-24PC-S	FOC1441W4ZF	NBD
88	WS-C2960-24PC-S	FOC1441W524	NBD
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Cisco IP Telephony Equipment

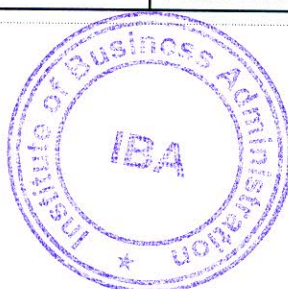
Sr.No.	Product Code	Serial No.	Critical Equipment
1	CISCO2811-V/K9	FCZ1418707Q	Critical
2	CISCO2811-V/K9	FCZ1418707R	Critical
3	PVDM2-32	FOC141412RN	Critical
4	PVDM2-32	FOC141412X8	Critical
5	VIC2-4FXO	FOC14143HAA	Critical
6	VIC2-4FXO	FOC14143J8P	Critical
7	VWIC-1MFT-E1=	34027754	Critical
8	VWIC-1MFT-E1=	34027757	Critical
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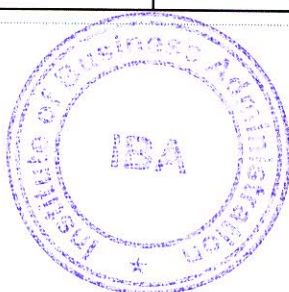
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113	CP-7911G=	FCH14189KFU	NBD
114	CP-7911G=	FCH14189KOW	NBD
115	CP-7911G=	FCH14189L1K	NBD
116	CP-7911G=	FCH14189L83	NBD
117	CP-7911G=	FCH14189LFM	NBD
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140	CP-7911G=	FCH14189L49	NBD
141	CP-7911G=	FCH14189LBK	NBD
142	CP-7911G=	FCH14189LJ2	NBD
143	CP-7911G=	FCH14189LPB	NBD
144	CP-7911G=	FCH14189LU0	NBD
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146	CP-7911G=	FCH14189M47	NBD
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154	CP-7911G=	FCH14189MBY	NBD
155	CP-7911G=	FCH14189MHQ	NBD
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169	CP-7911G=	FCH14189LUF	NBD
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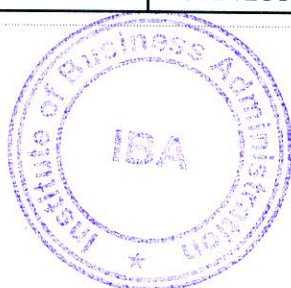
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Cisco WI-Fi Equipment

	Product Code	Serial No.	Critical Equipment
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2	AIR-LAP1242G-E-K9	FCZ1418802Q	NBD
3	AIR-LAP1242G-E-K9	FCZ14188031	NBD
4	AIR-LAP1242G-E-K9	FCZ14188035	NBD
5	AIR-LAP1242G-E-K9	FCZ14188039	NBD
6	AIR-LAP1242G-E-K9	FCZ1418803D	NBD
7	AIR-LAP1242G-E-K9	FCZ1418803H	NBD
8	AIR-LAP1242G-E-K9	FCZ1418803M	NBD
9	AIR-LAP1242G-E-K9	FCZ1418803R	NBD
10	AIR-LAP1242G-E-K9	FCZ1418803V	NBD
11	AIR-LAP1242G-E-K9	FCZ1418803Z	NBD
12	AIR-LAP1242G-E-K9	FCZ14188043	NBD
13	AIR-LAP1242G-E-K9	FCZ14188047	NBD
14	AIR-LAP1242G-E-K9	FCZ1418804B	NBD
15	AIR-LAP1242G-E-K9	FCZ1418809M	NBD
16	AIR-LAP1242G-E-K9	FCZ1418809T	NBD
17	AIR-LAP1242G-E-K9	FCZ141880A0	NBD
18	AIR-LAP1242G-E-K9	FCZ1418802M	NBD
19	AIR-LAP1242G-E-K9	FCZ1418802T	NBD
20	AIR-LAP1242G-E-K9	FCZ14188032	NBD
21	AIR-LAP1242G-E-K9	FCZ14188036	NBD
22	AIR-LAP1242G-E-K9	FCZ1418803A	NBD
23	AIR-LAP1242G-E-K9	FCZ1418803E	NBD
24	AIR-LAP1242G-E-K9	FCZ1418803J	NBD
25	AIR-LAP1242G-E-K9	FCZ1418803N	NBD
26	AIR-LAP1242G-E-K9	FCZ1418803S	NBD



27	AIR-LAP1242G-E-K9	FCZ1418803W	NBD
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36	AIR-LAP1242G-E-K9	FCZ14188033	NBD
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49	AIR-LAP1242G-E-K9	FCZ1418809W	NBD
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51	AIR-LAP1242G-E-K9	FCZ14188030	NBD
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54	AIR-LAP1242G-E-K9	FCZ1418803C	NBD
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82	AIR-LAP1310G-E-K9	FCW1420T01A	NBD
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84	AIR-WLC4404-100-K9	FOC1414F0D8	Critical
85	AIR-LAP1242G-EK9	FCZ14418206	NBD
86	AIR-LAP1242G-EK9	FCZ1441820C	NBD
87	AIR-LAP1242G-EK9	FCZ1441820M	NBD
88	AIR-LAP1242G-EK9	FCZ1441821L	NBD
89	AIR-LAP1242G-EK9	FCZ1441821P	NBD
90	AIR-LAP1242G-EK9	FCZ14418207	NBD
91	AIR-LAP1242G-EK9	FCZ1441820D	NBD
92	AIR-LAP1242G-EK9	FCZ1441820Y	NBD
93	AIR-LAP1242G-EK9	FCZ1441821M	NBD
94	AIR-LAP1242G-EK9	FCZ1441822Y	NBD
95	AIR-LAP1242G-EK9	FCZ1441820A	NBD
96	AIR-LAP1242G-EK9	FCZ1441820H	NBD
97	AIR-LAP1242G-EK9	FCZ14418210	NBD
98	AIR-LAP1242G-EK9	FCZ1441821N	NBD
100	AIR-LAP1242G-EK9	FCZ14418237	NBD
101	WCS-STANDARD-K9	3521J5AD1E1	NBD
102	WCS-STANDARD-K9	3521J64DECD	NBD
103	AIR-MSE-3310-K9	FTX1417505F	NBD



Sr.No.	Product Code	Serial No.	Critical Equipment
1	CISCO2821	FCZ1205709V	Critical
2	HWIC-2FE	FOC135246G4	Critical
3	ASA5520	JMX1619X0E3	Critical
4	ASA-SSM-10	JAD161801VT	Critical
5	CISCO2821	FCZ1034729X	Critical
6	ASA5520	JMX1033K00Q	Critical
7	HWIC-1GE-SFP	FOC12324YYP	Critical
8	HWIC-2FE	FOC135246FQ	Critical

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
36 months	<p>24x7x365</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>
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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 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 and 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, dedicatedStaff, Shared Staff, etc.) (Should to be submitted as part of technical Bid)			
11.	Minimum Rs. 50 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/Docum entary Proof



Part B) General Evaluation - Corporate Profile**Corporate Profile (Passing Score for this section is 60 Marks)**

1.	Location of Offices Documentary proof and references required	6	Location Of Offices of Bidder in consideration/ Maximum Location Of Offices. 2 marks for each local office	
2.	Financial Strength(last Two years)Documentary proof and references required	10	Turnover of Bidder in consideration/ Maximum Turnover. 50 Million or more 10 Marks < 50 Million 0 Marks	
3.	Company in Operations (No. of years)Documentary proof and references required	10	No. of year of Bid in Consideration / Maximum Year. 1 mark for each year	
4.	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				
5.	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	
6.	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				



8.	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				
Mandatory Criteria (Passing score for this section is 10)				
11.	Bidder should provide complete itemize list of backup inventory as per mentioned "Annexure – A" Technical BOQ.	5	Documentary proof. 100% = 5 Marks < 100% = 0 Marks	
12.	The Bidder should have their own Centralized Support Center for providing 24x7x365 Telephonic and onsite support to ensure immediate response and faster call resolution.	5	Documentary proof.	
Subtotal		10		
Grand Total		100		

Bid Evaluation Criteria:

Technical Part.

The bids will be obtained 70 marks out of 100 marks to qualify technically.

Financial Part.

The bids will be evaluated on the basis of lowest price offered.



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	
Clientel�	
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

Signature and seal
of responding organization



Price Sheet

1	2	3	4	5	6	7	8	9	10	11
Sr.No	Description	Qty	Brand Name	Country of Origin	Unit Price (including margins)	Income Tax on Import	Custom Duty at the time of import / unit	Sales Tax input at the time of import / unit	Freight and other Expenses / unit	Total Final Price 3x(6+10)
	Price of the hardware with 3 years warranty support service	2								
	Prices of SLA after warranty time									

Vendor should mention the amount with rate of column 7,8 & 9

Note : IBA Karachi is exempted from Custom Duties, Sales Tax, Import duties.

For any local items/services provide the cost as per rule.

IBA Karachi has a right to increase or decrease the quantity.

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.

