

Institute of Business Administration Karachi

Tender Form

For

**ESTABLISHMENT OF INTERNET CONNECTION IN IBA CITY
CAMPUS.
ON TURNKEY BASIS**

Date of issue : 11/ Mar /2017

Last date of submission: 28/Mar /2017

Tender # IT/ 125/2016-17



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

The responding 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.

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. ROs having Gold, Silver or Premier Partnership with the OEM will be given preference in the final evaluation.

Selected vendor will provide maintenance / support service, after expiry of warranty, for each category of products identified, at a rate, which is not more than 10% of the initial purchase / license cost. Selected vendor should also be committed to provide maintenance / support service for a period of at least three years after expiry of warranty period. However, IBA will not be bound to avail this service.

The equipment should be supplied through verifiable distribution channel in Pakistan.



f) Ownership

The ownership of all products and services rendered under any contract arising as a result of this tender will be the sole property of IBA.

g) Delivery of Equipment

All equipment for the project will be delivered new, in packed condition directly to the location, as per the discretion of IBA. If equipment delivered is not conforming to the specifications and bill of quantity, the equipment will not be accepted. The equipment will be installed only after inspection.

h) 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.

i) 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 whatsoever.

j) 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.

k) Compliance to specifications

The RO shall provide information as per requirements given in **Annexure - A**. However, RO can submit multiple solutions. RO may not propose / supply any kind of refurbished hardware equipments / components in their proposals.

l) Material

Material of this order is subject to final inspection from Technical Team at the time of delivery.



m) Cancellation

IBA reserves the right to cancel any or all of the above items if material is not in accordance with its specifications or if the delivery is delayed.

n) Payment

Payment will be made through crossed cheque after the delivery and complete installation of the item and receipt of the invoice. Advance payment will ONLY be made against Bank Guarantee an A Rated bank of the same amount. Monthly recurring payment would be made after end of each month.

o) GST

GST will be paid on applicable items only.

p) Penalty

If the Service provider fails to provide minimum 99.5% uptime, rebate / penalty would be charged to service provider. Amount would be calculated as:

$$(\text{Monthly Charges} / 720 \text{ Hours}) \times \text{Actual Downtime (Hours)}$$

This would be charged up to a maximum of 5% of the total monthly service charges. Failure of three or more times in terms of link uptime compliance (i.e. uptime of 99.5%), IBA Karachi can terminate the contract.

q) Increase in price

No increase in the value of above mentioned items will be accepted on account of either unit price, total price, any or all other charges, duties, taxes, scope of supply and or any other head of account shall be allowed.

r) Increase in taxes

If any taxes are reduced, the IBA should get its benefit.

s) Alteration

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



t) Invoice

Invoice / bill should be submitted to Finance Department.

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 shall 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 shall not be accepted.**

c) Submission of proposal

The complete proposals should be submitted by 11:00AM hours on 28-Mar-2017 at the address given at section 2 (a).

The RO shall deliver two copies of technical proposal, each copy being physically separated, bound, sealed and labeled as **“Technical Proposal”** (one master and one copy, labeled as such on their respective envelopes). Both the copies should be further bound in one envelope. Format for submission of technical proposal is attached as **Annexure - A** and **Annexure - B**. Please provide original brochures of all the equipment proposed.

The RO shall deliver two copies of financial proposal, each copy being physically separated, bound, sealed and labeled as **“Financial Proposal”** (one master and one copy, labeled as such on their respective envelopes). Both the copies should be further bound in one envelope. Format for submission of financial proposal is attached as **Annexure - C**.

d) Date of opening of technical proposal



Technical bid will be opened on 28-Mar-2017 at 11:30 at IBA Main Campus ICT Procurement office in presence of representative bidders who may care to attend.

e) Demonstration

The Responding Organization (RO) will compulsorily provide a demonstration unit of the quoted product for testing / evaluation purposes. The demonstration unit should be exactly of the same specification as quoted by the RO. In case the demo unit isn't according to the specification required by IBA or quoted by the RO, the tender may be liable to rejection.

f) Important

- i. Separate envelopes clearly labeled for 'Financial Proposal', 'Technical 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 28-Mar-2017.
- iv. Sample, if any, of the quoted item may be provided with the tender form duly stamped by the company.
- v. Tenderers should be registered with Sales Tax department.
- vi. Payment will be made after receipt of store.
- vii. Earnest money of 5% of total amount in the form of pay order / demand draft in favor of '**Institute of Business Administration**' should be submitted along with tender form in separate envelope.
- viii. Successful Bidder will deposit 10% performance security till the completion of the contract.
- ix. If the delivery of the product is delayed beyond the date specified in the Purchase Order, a penalty equivalent to 2% of the total amount quoted would be charged per month to the RO till the product is delivered. This clause will not be



applicable in cases where RO provide back-up equipment as mentioned in clause (g).

- x. Please submit copies of certificates of registration with Sales Tax and Income Tax departments.
- xi. IBA reserves the right to change / alter quantity / quality / specifications etc., without assigning any reason thereof.
- xii. No escalation in cost / price will be accepted at any stage, after approval of the quoted amount and award of the Purchase Order.
- xiii. The tender document will be accepted ONLY on the IBA's prescribed SBD available on IBA's Website.
- xiv. Strong financial standing as indicated by 3 years audited account statements.



Annexure - A

Technical Requirements (BOQ)

Requirements

1. Internet Service Provider must provide a public pool of three different subnets to Institute of Business Administration with the listed numbers.
 - a) A separate point to point pool of 3 addresses for Internet Gateway address and at the ISP termination device.
 - b) Subnet mask of /27 for public IP addresses.
 - c) Subnet mask of /29 for public IP addresses.
 - d) Subnet mask of /29 for public IP addresses.
2. Internet Service Provider must provide a dedicated CIR bandwidth of 60 Mbps for City Campus with voice & video communication enabled license, Minimum monthly service availability of 99.5% is required.

Internet Service Provider

- Service provider must have redundant Infrastructure (Transmission, Power Supply, Network, etc)
- Multiple Fiber connectivity from Cable Landing Station to National Wide POPs
- The ISP must have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose

Eligibility Criteria.

- Have a valid license from PTA for video conferencing with international or abroad.
- Services availability 24x7x365 days a year.
- Dedicated throughput with minimum latency.
- Fiber Optic based Complete network.
- Ethernet interface at media convertor
- Pro-active technical support 24x7 and real time network performance monitoring.
- At least five-year experience as bulk Internet bandwidth provider.
- Provide 100% non-blocking throughput.
- Provide connectivity to the endpoints (routers or firewalls) at City Campus of IBA. The proposed solution should include ODF and / OR media converter to connect to IBA's equipment.
- Propose a solution / media which should be scalable to cater for any increase in requirement in future by IBA.



- Provide cable and carrier level redundancy.
- Must have an independent support team with comprehensive strength and support skills to give 24x7 supports to all network links without using any other services provider's network or support facility.
- Have at least one support center based in Karachi with full range of support services and equipment readily available.
- Have redundant and resilient network with multi medium feature till last mile.
- Be able to propose architecture having high availability (99.5%) through resilient multilayer design, redundant hardware, and automatic procedures for reconfiguring network paths whenever a failure occurs. The network should be able to support L2 and L3 design.
- Be able to provide back up of primary service, through other media.
- Have a country wide fiber optic network to enable connectivity with other universities via fiber optic links.
- Have sufficient level of inventory maintained to avoid any delay in providing repair / replacement of any or all damaged or faulty equipment.
- The ISP must provide a usage report i.e. MRT Graph that can be accessed directly by Technical Staff of IBA.

Warranty: All equipment carry comprehensive warranties for Three years. Complete parts and onsite support (24/7) with response time 4Hrs

Contact Person (IBA)	Network Manager
	Institute of Business Administration,
	Main Campus, University Road,
	Karachi
Tel #	: 111-422-422 Ext 1111
Email	: mali@iba.edu.pk



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	



Annexure - C

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

Sr.No	Services details	Quantity	One Time Charges (If any)	Total Line Rent

(*) Please clearly mention the details of taxes.

Signature and seal
of responding organization

