

Institute of Business Administration Karachi

Tender Form

For

SLA of Tier III Compliant Data Center

Date of issue : 17-02-2015
Last date of submission: 07-03-2015

Tender # IT/79/2014-15



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 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.

Quarter Bases, 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 07-03-2015 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 07-03-2015 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 (Bid Security)' 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(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 07-03-2015.
- 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



Institute of Business Administration “IBA” intends to outsource our maintenance support regarding its IT Data Center established at IBA City Campus Kiyani Shaheed Road Garden Karachi. This Data Center is equipped with up-to-date IT equipment installed with a high class IT infrastructure.

The purpose of this Standard Bidding document (SBD) is to select firm/ company/ organization to maintain the IT Data Center infrastructure as per requirements of IBA. The work will be awarded to a firm, which best fulfills the requirements and specifications of IBA with the ability to implement best practices and globally accepted service related guidelines and best fit with respect to technical expertise.

Vendor will provide maintenance and support for Data Center infrastructure including internal and external power system, Electrical DB panels, Network passive work \ Electrical cables, DG Set, Electronic doors, comfort air cooling systems, Precision Air conditioning System, Raised flooring system, CCTV system, Access control system, fire Suppression System, power cabling, intelligent network patch panels, HSSD System and PDUs etc. Vendor will also provide onsite engineer to provide prompt response and will also be responsible for maintenance of necessary spares to meet the SLA requirement. Vendor will be responsible for diagnostics and resolutions for all types of faults arising in the Data Center infrastructure.

The duration of the contract shall be initially for one year, effective from the date of signing by all the concerned parties and further extendable on mutual consent keeping in view the Contractor’s performance during the first year of the Contract.

Annexure - A

Detail Scope of work



Item No.	Requirements	Compliant Yes / No	Comments
	Regular Preventive Maintenance for the following Data Center Equipment and components:		
1	26 TR PACU Liebert DS Precision cooling, air cooled unit, down blast, parallel redundant setup (2 units)		
2	Emerson 120 KVA UPS with 40 external batteries.		
3	19 Commscope Racks with 38 Altasun Power Distribution Units(PDUs)		
4	Closed-Circuit Television (CCTV) Control System (Model 3 MP, IP CMOS camera (Total :18 cameras)		
5	Biometric Access Control System (KiKO Brand) Biometric and Proximity (10 units) including software and 40 " two LCDs.		
6	Fire Suppression and detection System.		
7	Raised Floor System		
8	HSSD System.		
9	Complete Electric System.		
	The Service Provider shall render maintenance service from the notification date for the following Equipment and components.		
1	Power Components		
	1.1 Testing of Circuit breakers and switches.		
	1.2 performs load balancing to prevent power overload and other power issue.		
	1.2.1 Study the load during the actual operation		
	1.2.2 Determine the unbalance phase load		
	1.2.3 Monitor the balanced current load		
	1.2.4 Transfer / reconfigure load to balance the phase load		
	1.3 Calibration of protective relays.		
	1.4 Perform Megger Testing		
	1.5 Identification of potential electrical problems		
	1.6 Survey and identify of high temperature excursions		
	1.7 Switchgear cleaning and inspection		
	1.8 Cleaning and tightening of all electrical connections and equipment enclosures.		
	1.9 Replacement of lighting fixture.		
	1.10 Replacement of defective power outlets and related components.		
	1.11 Updating of as-built documentation.		



	1.12 Checking of electrical connection for all DC components such as PACU, UPS, Generator Set, ATS, Fire Suppression System, Access control, Video Surveillance and HSSD detector.		
2	Commscope Racks with Altasun Power Distribution Units(PDUs):		
	2.1 Surface cleaning.		
	2.2 Check for possible defective of worn out power strips replace if necessary.		
	2.3 Check for possible defective or worn out accessories such as axial fan and door lock. Replace if necessary.		
	2.4 Provision for additional cable organizer, hooks, latch straps and pull out shelf.		
	2.5 Visual inspection of all parts of data cabinet including panels, door, rack mounting rail, caser, rack connector, cable routing panel and contilever arm.		
	2.6 Ensure the ventilation is sufficient to cope with the heat dissipated by equipment's inside the data cabinet.		
	2.7 Checking of mounting nuts, adapter, brackets, and multifunction strut.		
	2.8 Cable harnessing.		
3	Emerson Uninterruptible Power Supply (UPS):		
	3.1 Periodic monthly maintenance services for the UPS unit and battery system to be performed on a mutually agreed schedule.		
	3.2 All the necessary spare parts or consumable items to maintain the US must be allotted from stock inventory.		
	3.3 Conduct on-site inspection of the equipment and check the integrity of any electrified hinges or similar power-transfer devices.		
	3.4 Replace batteries as necessary.		
	3.5 Check current UPS installation condition. Installation should be in accordance with the manufacturer's guideline and wiring regulations.		
	3.6 Perform appropriate preventive measures to keep the UPS in good and running condition and ensure that ventilation is capable of maintaining the DC within recommended ambient temperature and humidity.		
	3.7 Perform power failure simulation to check charging and discharging capacity of battery.		
4	Precision Air Conditioning Unit (PACU):		



	4.1 inspection and regular preventive maintenance of PACU units and ensure that it is working on optimum level.		
	4.2 Check and replace worn-out parts including filters, fan belts and other consumable components.		
5	Raised Floor System :		
	5.1 Solid and perforated panel rotation for even wear		
	5.2 Under Structure adjustments		
	5.3 Replacement of warped panels		
	5.4 Refurbish delaminated panels		
	5.5 Sub-micron filter vacuuming		
	5.6 Sealant applied to sub flooring		
	5.7 Spot cleaning to remove stains		
	5.9 Professional surface cleaning		
	5.10 Detail cleaning of entry points		
6	Surveillance System		
	6.1 Check cameras in accordance with the specification and any amendment.		
	6.2 Check indicator lamps condition.		
	6.3 Check all cables and conduit are properly supported undamaged and showing no signs of wear.		
	6.4 check the picture quality of each camera and correct monitor selection.		
	6.5 Cleaning of camera's housings and lenses.		
	6.6 check camera functions and movement and fields of view are free obstruction.		
	6.7 Check camera functions and movement and fields of view are free form obstruction.		
	6.8 Check if the NVR and DVR are recording properly.		
	6.9 Check the status of the storage if it reaches the maximum capacity.		
	6.10 Check communication and recording of all IP cameras with the NVR.		
	6.11 Check all control equipment's are up and running condition.		
	6.12 provision of spares of IP-based servlince system as per installed model.		
7	Access Control System.		
	7.1 Maintenance and version updates of access control management software.		
	7.2 Cleaning and maintenance inspection of the access control units including its peripherals such as the Door electromagnetic locks		



	7.3 Maintenance of Push-to-exit buttons		
8	Fire Suppression System.		
	8.1 Check original installation for any changes, modification or relocated		
	8.2 Verify protected rooms are effectively sealed.		
	8.3 verify containers and brackets are securely fastened		
	8.4 Check mounting position of horizontally mounted containers		
	8.5 Verify the status of agent in cylinder		
	8.6 Verify Fire Detection, Alarm, Releasing Devices and Peripherals		
	8.7 Verify all wiring systems are properly installed in compliance with local codes and the system drawings.		
	8.8 Verify the control panels.		
	8.9 Verify the control panel power supplied to the control unit from a separate dedicated source that will not be shut down on system operation		
	8.10 Verify the control panel is connected to a dedicated circuit and labeled properly.		
	8.11 Using smoke tester and check each detector for proper response, verify all alarm functions occur according to design specification.		
	8.12 Verify manual release functions occur according to design specifications.		

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



SLA Time matrix:

The BIDDER shall provide the required services as per SLA matrix given below: -

Equipments	SLA Matrix for Prime Hours		SLA Matrix for Non-Prime Hours	
	Max. Response Time	Max. Rectification Time	Max. Response Time	Max. Rectification Time
UPS and related accessories.	30 Minutes	2 Hours	1 Hour	3 Hours

The time mentioned in above table shall not be counted as 'Down Time'. In case the BIDDER is permitted for providing Stand-By equipment / part in replacement of faulty equipment / part till the faulty equipment / part is repaired / replaced in order to complete removal of the fault, the purchaser may relax the period for which standby equipment / part is placed from counting the downtime for the said item subject to a maximum period of 5 days.

In case of three repetitive faults in any equipment due to same reason in a quarter, the time as mentioned in the above table shall be added to the downtime while calculating the overall down time for that quarter and BIDDER shall replace the defective component / part with new one within three days.

SELECTION PROCEDURE.

- 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 this tender weightage of Technical and Financial proposals shall be 70% and 30% respectively.
- 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 Support and maintenance of Tier III compliant Data Center, Same services Documentary Proof required.	
4.	The bidder should be in Data Center Support and Maintenance Business, at least for a period of last five years in Pakistan in relevant business. Documentary Proof required.	
5.	The bidder must be OEM/ an authorized system integrator for sale, support and services of the OEM who meets the criteria under Eligible Goods and Services of the products being quoted in this bid. The bidder partner must attach Authorization Certificates for all the quoted products from respective OEMs 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)	
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 5 million annual Financial Turnover for last two year in similar	



12.	Sites Diagrams with respect to survey.			
13.	Backup Inventory maintained by company at least those items mention Annexure A.			
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	5	Location Of Offices of Bidder in consideration/ Maximum Location Of Offices.	
2.	Financial Strength (last Two years) Documentary proof and references required	10	Turnover of Bidder in consideration/ Maximum Turnover.	
3.	Company in Operations (No. of years) Documentary proof and references required	10	No. of year of Bid in Consideration / Maximum Year.	
4.	The bidder should have a back-end support agreement including spare parts, expertise requirements for maintenance support with the Original Equipment Manufacturer (OEM) of all the item mentioned in this SBD (signed by both parties)	10	Documentary proof required.	
Relevant Technical Staff				



5.	The bidder should have technically Qualified engineers who have expertise and certification to support the Data Center equipments. (Documentary proof and references required)	10	No. 5 of Certified Resources of Bid in Consideration/ Highest No. of Certified Resources.	
6.	The Engineers at the support offices should be provided with a cell and the support/branch offices should have telephone/fax with local email facility.	10	(Documentary proof and references required)	
7.	The bidder should have substantial direct support offices covering Karachi. No generic call center or telephonic support or franchisee support is accepted.	10	(Documentary proof and references required)	
Relevant projects				
8.	Firm has completed Similar Projects (Similar services with equivalent SLA in Pakistan. (Documentary proof and references required)	10	No. of Projects of Bid in consideration/ Highest No. Projects.	
9.	Firm has Similar Projects In hand in Pakistan (Emerson UPS SLA) Documentary proof and references required.	10	No. of Projects of Bid in consideration/ Highest No. Projects.	



10.	Firm has Similar Service Levels Agreement In hand in telecom/Educational institution (Documentary proof and references required)	5	No. of Projects of Bid in consideration/ Highest No. Projects.	
Subtotal		90		
S. No.	Attributes	Max. Score	Criteria	Reference Page#
Part C) Operation and Maintenance				
Corporate Profile				
11.	Services Operations and Parts monthly Availability (e.g. 99% etc.) (Explicit identification is needed in proposed service operation plan)	5	Committed Availability Quoted in bid in consideration/ Highest Committed Availability Quoted.	
12.	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		

Technical Part: 70%

Financial Part: 30%

Technical Part:

1- Technical Bid Score: Total marks obtained (70)

Financial Part:

2- Financial bid score: Total marks obtained (30)

Total Score = Technical Bid Score + Financial Bid Score



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

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)

1	2	3	4	5	6	7	11
Sr.No	Description	Qty	Brand Name	Country of Origin	Unit Price	Taxes	Total Final Price
	Price of the hardware parts						
	Prices of the services						

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.

