

*Tender Fee: Rs. 2000/-.  
(Non-Refundable)*

# **TENDER FORM**

## **Tender # IT/05/18-19**

### **SLA for Desktop Computers and Printers**

**Date of Issue : August 10, 2018**

**Last Date of Submission : August 30, 2018 (3:00 PM)**

**Date of Opening of Tender : August 30, 2018 (3:30 PM)**

**Pay Order / Demand Draft # ....., Drawn on Bank.....**

**Amount of Rs..... Dated.....**

# CONTENTS

1. Introduction	Page 3
2. Instructions	Page 4
3. Bidding Data	Page 7
4. Terms & Conditions	Page 8
5. Integrity Pact	Page 11
6. Technical Specifications & BOQ	Page 12
7. Mandatory Criteria	Page 12
8. Bid Evaluation Criteria	Page 13

# 1. Introduction

Dear Tenderer:

Thank you the interest you have shown in response to the IBA's advertisement which has floated in IBA & SSPRA websites and leading newspapers on August 10, 2018 to "SLA for Desktop Computers & Printers".

The Institute of Business Administration, Karachi (IBA) is the oldest business school outside North America. It was established in 1955 with initial technical support provided by the Wharton School of Finance, University of Pennsylvania. Later, the University Of Southern California (USC) set up various facilities at the IBA & several prominent American professors were assigned to the IBA. The course contents, the curriculum, the pedagogical tools & the assessment & testing methods were developed under the guidance of reputed scholars from these two institutions. IBA has zealously guarded the high standards & academic traditions it had inherited from Wharton & USC while adapting and adjusting them with the passage of time.

We expect to avail services/works/items of high standards meet our prime & basic specifications through this transaction.

Please contact Purchase Executive on 38104700 ext: 2112 for any information and query

Thank you.

-sd-

**Registrar**

## 2. Instructions

### (a) **Sign & Stamp**

The Institute of Business Administration, Karachi (IBA) expects that aspirant service provider contactor manufacturers / firms / supplier / companies / distributors / dealers should furnish all the required documents to ensure a transparent and genuine presentation. Therefore, it is necessary to fill in the Tender Form meticulously and sign & stamp each and every page. Moreover, attach required supporting document according to the requirement. The tender document will be accepted ONLY on the IBA's prescribed Tender Document available on IBA's Website.

### (b) **Filling of Tender Form**

It is of utmost important to fill in the Tender Form in writing in ink or type. Do not leave any column/item blank. If you want to leave the item/column un-answered please, write 'Doesn't Apply/Doesn't Arise'. If you need more space please attach a paper & clearly mention item/column name or number etc that referred the column/item of the Tender Form.

### (c) **Collection of Tender**

You can collect the Tender Document from the office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi from August 10, 2018 to August 30, 2018 during working 9:00 AM to 3:00 PM.

### (d) **Submission of Tender**

The last date of submit the Tender Document in sealed envelope in August 30, 2018 by 3:00 PM in the Office of the Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi. The Tender will be opened on same day at 3:30 PM in the presence of representatives who may care to attend.

### (e) **Bid Security**

Bid Security of 2% of total charges will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of **Institute of Business Administration**. Bid Security should be enclosed in a separate envelope, labelled as '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).

### (f) **Performance Security**

Successful bidder should provide 5% Performance Security of total value of Purchase Order / Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract.

**(g) Tender Number**

Please mention “Tender Number” at top left corner of the envelopes. IBA, Karachi may reject any bid subject to relevant provision of SPP Rules 2010 any may cancel the bidding Process at any time prior to acceptance of bid or proposal as per Rule-25(i) of said rules.

**(h) Communication**

Any request for clarification regarding technical specification should be submitted in writing to:

Contact Person (IBA): Syed Ali Naqvi  
Executive ICT Procurement  
Institute of Business Administration,  
City Campus, University Road,  
Karachi  
Tel # : 111-422-422 Ext 2112  
Email : [anaqvi@iba.edu.pk](mailto:anaqvi@iba.edu.pk)

**(i) Submission of Documents, Mode of Delivery and Address**

Separate envelopes clearly labeled for ‘Original Document’, ‘Copy’ and ‘Bid Security’ must be submitted on or before last date to submit the tender documents. Tender Document can be dropped by hand or courier in Tender Box placed at the office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi by the last date indicated for submission. **Tender Document received by fax or email will not be accepted.**

**(j) Submission of Tender**

The complete tender document should be submitted by 3:00 PM on August 30, 2018 at the office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi

The manufacturer/firms/companies/distributors/suppliers shall deliver two copies of the bids which include IBA tender documents.

**(k) Date of Opening of Tender**

Bid will be opened on August 30, 2018 at 3:30pm at Office of the Sr. Manager Procurement & Stores IBA Main Campus in presence of representative bidders who may care to attend.

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Stamp & Signature

**(l) Demonstration**

The Service Provider contactor manufacturer/firms/companies/distributors/suppliers 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 manufacturer /firms/company's /distributors/ suppliers. In case the demo unit isn't according to the specification required by IBA or quoted by the manufacturer/firms/companies/distributors/suppliers, the tender may be liable to rejection. Sample, if any, of the quoted item may be provided with the tender form duly stamped by the company.

**(m) Rights**

Competent authorities reserve the rights to accept or reject any quotation / tender without any reason thereof.

**(q) Mode of Deliveries**

Supply will be delivered at IBA Store Main Campus University Road Karachi. IBA not liable to pay any Custom duty, Levies, Taxes, Demurrage or any other charges, Warehousing, Logistics etc.

**(r) Clarification / Proof**

Please submit copies of certificates of registration with Sales Tax and Income Tax departments. The manufacturer /firms/company's /distributors/ suppliers should also provide copy (ies) of certificate(s) etc as proof of their claim.

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Stamp & Signature

### 3. **Bidding Data**

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi
- (b) **Brief Description of procurement :** SLA for Desktop Computers and Printers
- (c) **Procuring Agency's address:-**Main Campus, University Road, Karachi
- (d) **Amount of Bid Security:-** Bid Security of 2% of total amount/cost will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi
- (e) **Period of Bid Validity (days):-** Ninety Days
- (f) **Deadline for Submission of Bids along with time :-** The last date of submit the Tender Document in sealed envelope in August 30, 2018 by 3:00 PM in the Office of the Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi. The Tender will be opened on same day at 3:30 PM in the presence of representatives who may care to attend.
- (g) **Venue, Time, and Date of Bid Opening:-** Tender will be opened on August 30, 2018 on 3:30 PM at IBA Main Campus, University Road, Karachi.
- (h) **Time for Completion from written order of commence:-** 90 days or advice/prescribe to Sr. Manager Procurement
- (i) **Deposit Receipt No: Date: Amount:(in words and figures) Pay Order / Demand Draft**  
# ....., Amount :Rs.....Drawn on Bank..... Dated.....

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Stamp & Signature

## **4. Terms & Conditions**

### **a) Bid Security**

Bid Security, in the shape of a bank draft / pay order in the name of “**Institute of Business Administration**” Karachi, equivalent to 2% of the total cost of bid, should be submitted along with the tender documents.

### **b) Validity of the Tender**

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 Manufacturer/firms/companies/distributors/suppliers 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) 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.

### **e) 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.

### **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 Manufacturer / firms / companies / distributors / suppliers 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 whatsoever. IBA Karachi may ask to provide demo unit which supplier quoted in the tender. After the final inspection of the unit the decision will be made.

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Stamp & Signature



**h) Support Capabilities**

The Service provider contactor manufacturer / Firms / Companies / Distributors / Suppliers 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 service provider contactor manufacturer/firms/companies/distributors/suppliers shall provide information as per requirements given in BoQ. However, service provider contactor manufacturer /firms/companies/distributors/suppliers can submit multiple solutions. Service provider contactor Manufacturer/firms/companies/distributors/suppliers may not propose / supply any kind of refurbished hardware equipment's / components in their proposals.

Bidder MUST quote prices as per requirement mentioned in the Tender Document.

**j) Material**

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

**k) 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.

**l) Performance Security**

Successful bidder should provide 5% Performance Security of total value of Purchase Order / Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of contract.

**m) GST**

GST will be paid on applicable items only.

**n) Liquidity Damages**

Liquidity damages at the rate of 2% per month of the total contract amount will be imposed on delayed delivery or work up to 10% of the total contract value.

**o) 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.

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Stamp & Signature

**p) 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.

**q) Quantity**

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

**r) Invoice**

Invoice / bill should be submitted to Purchase & Stores Department.

**s) Stamp Duty**

Stamp duty 0.35% against total value of Purchase / Work Order will be levied accordingly.

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Stamp & Signature

## 5. Integrity Pact

Declaration of Charges, Fees, Commission, Taxes, Levies etc payable by the Service provider;

M/s. \_\_\_\_\_, the Service provider hereby declares that:

- (a) Its intention not to obtain the Provide & Supply work of any Contract, right, interest, privilege, or other obligation or benefit from the IBA or any administrative or financial offices thereof or any other department under the control of the IBA through any corrupt practice(s).
- (b) Without limiting the generality of the forgoing the Service provider represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the IBA directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the Provide & Supply or service contract or order or other obligations whatsoever from the IBA, except that which has been expressly declared pursuant hereto.
- (c) The Service provider accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the IBA under any law, contract, or other instrument, be stand void at the discretion of the IBA.
- (d) Notwithstanding any right and remedies exercised by the IBA in this regard, Service provider agrees to indemnify the IBA for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the IBA in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the company/firm/supplier/agency/service provider as aforesaid for the purpose of obtaining or inducing Provide & Supply/work/service or other obligation or benefit in whatsoever from the IBA.

### Note:

**This integrity pact is mandatory requirement other than auxiliary services / works.**

\_\_\_\_\_  
Stamp & Signature

## 6. Technical Specifications & BOQ:

Sr. #	Item	Description	Quantity
1	HP Printer A3 Size M712DN	A3 size heavy duty printers	11
2	Computers HP Elite Desktop 800 G1	HP Elite desktop 800 G1 USDT Core-i7 with HP Pro Display P191 18.8inch LED monitor	65
3	Computers HP Elite Desktop 800 G1	HP Elite desktop 800 G1 Full HD 21.5" with LED infinity touch screen Core-i5	05
4	HP Compaq Elite 8300 USDT Computers.	Chassis Tower stand, 3 <sup>rd</sup> generation i5 with LED 1v2011, 20-Inch	200
05	Miscellaneous Printers.	Black & White Laser and Colour Printers (HP Brand)	35

## 7. Mandatory Criteria:

Only those vendors can apply in this tender who fulfill the mandatory criteria:

1. The bidder / vendor must have local office in Karachi.
2. The bidder / vendor must maintain a backup / surplus inventory up to a minimum of 15% for each item quoted in the bid.
3. Maximum response time should be less than 04 (four) hours of the time the complaint is logged.
4. Any value added service bundled with the bid offer, with no impact on the BOQ, service level or the bid cost, shall be acceptable.
5. Bidder should quote prices of consumable items. Warranty of consumable items must be minimum 3 months. (Battery, Adopter)
6. Any bid received for partial BOQ will be rejected.
7. The successful bidder will sign a Service level agreement (SLA) with parts for a period of one year, extension of which shall be dependent on satisfactory performance for the previous year(s).
8. During the technical evaluation, bidder may be asked for the presentation about their setup, or provide a demo of the items.
9. Bidder must have team of technically qualified staff on payroll for providing repair & maintenance services.
10. Bidder must have at least three years' experience of providing the hardware repair & maintenance and backup services in elite educational institutions of Karachi. A proof of the same should be compulsorily attached as annexure to the bid.
11. Share the client list of SLA of same nature only with in Karachi.
- 12. All defective items shall be replaced with new and same brand.**

Stamp & Signature

## 8. Bid Evaluation Criteria:-

- The bids will be evaluated on the basis of lowest items rate keeping in view our required configuration and also fulfil mandatory criteria only.(Evaluate the bid on overall bases )

### 1. Service Level

#### 1.1 *Service Offering Includes:*

Maintenance	Preventive and corrective maintenance as per agreement
Maintenance	Vacuum cleaning of complete equipment.
Maintenance	Physical inspection of complete equipment
Performance	Performance Tests and adjustments/Lubrication of mechanical assemblies
Back-up units	Only with parts agreement as per list.

#### 2.2 **Performance Goals:**

- 4 Hrs Response Time.
- On-site support
- Provide back-up unit if required.

#### 2.3 **Performance Measures:**

- 90% equipment repaired on site
- Turnaround time for a repair Maximum 2 days or provide backup unit.
- IBA can request other performance measures apart from the above which may be negotiated on a case by case basis.

#### 2.4 **Maintenance Schedules:**

- Preventive Maintenance two (2) times a year.

<b>Total</b>	
<b>SST</b>	
<b>Total Amount</b>	

**Grand Total Rupees (in words)** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Stamp & Signature

It is hereby certified that the terms and conditions have been read, agreed upon and signed.

M/s \_\_\_\_\_

Contact Person \_\_\_\_\_

Address \_\_\_\_\_

Tel # \_\_\_\_\_ Fax \_\_\_\_\_

Mobile \_\_\_\_\_ email \_\_\_\_\_

\_\_\_\_\_  
Stamp & Signature