

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

TENDER FORM

Tender # IT/14/19-20

SLA for Desktops & Laptops

Date of Issue : **January 21, 2020**

Last Date of Submission : **February 12, 2020 (3:00 PM)**

Date of Opening of Tender : **February 12, 2020 (3:30 PM)**

Company Name: _____

NTN: _____

SRB / GST Registration Number: _____

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

Amount of Rs. _____, **Dated:** _____

C O N T E N T S

1. Introduction	Page 3
2. Instructions	Page 4
3. Bidding Data	Page 7
4. Terms & Conditions	Page 8
5. Integrity Pact	Page 10
6. BOQ	Page 11
7. Scope of Work	Page 12
8. Bidder Qualification Criteria	Page 14

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 January 21, 2020 to "SLA for Desktops & Laptops".

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: 2155 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 January 21, 2020 to February 12, 2020 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 February 12, 2020 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 service provider 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.

Stamp & Signature

(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): Umair Aslam
Executive Procurement ICT
Institute of Business Administration,
City Campus, University Road,
Karachi
Tel # : 111-422-422 Ext 2155
Email : umairaslam@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 February 12, 2020 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 February 12, 2020 at 3:30pm at Office of the Sr. Manager Procurement & Stores IBA Main Campus in presence of representative bidders who may care to attend.

Stamp & Signature

(q) Place of Services

Repairing & maintenance Services will be IBA Carried on at IBA premises as when & where required basis. IBA not liable to pay any Custom duty, GST, Levies, Taxes, Demurrage or any other charges, Warehousing, Logistics etc.

(l) Rights

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

(m) Certification / Proof

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

(r) Stamp Duty

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

Stamp & Signature

3. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi
- (b) **Brief Description of Procurement:**-SLA for Desktops & laptops
- (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 February 12, 2020 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 February 12, 2020 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) **Liquidated damages:** - Liquidated damages at the rate of 2% per month of the total contract amount will be imposed on delayed delivery.
- (j) **Deposit Receipt No: Date: Amount:(in words and figures) Pay Order / Demand Draft**
....., Amount :Rs.....Drawn on Bank..... Dated.....

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) 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.

f) Acceptance of Tender

The IBA reserves the right not to accept the lowest or any tender 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. Bidder MUST quote prices as per requirement mentioned in the Tender Document.

g) Material

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

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.

Stamp & Signature

i) 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.

j) 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.

k) GST & SST

GST will be paid on applicable items only and SST will be applicable on servicing.

l) Liquidated Damages

Liquidated 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.

m) 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 work and or any other head of account shall be allowed.

n) 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.

o) Quantity

Competent Authority reserves the right to remove any item.

p) Invoice

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

q) Payment Terms

- (a) 40% at the start of First six months (Signing of the contract).
- (b) 40% at the start of second six months (Six months from the date of signing of the contract).
- (c) 20% at the end of contract (At the end of the contract).

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

S. No	Items	Qty	Cost		
			/ unit / month	Total / month	Total /year
1.	HP DESKTOP 7900 Specs: 3.0 C2D Processor, 4/8 GB Ram, 250 GB HDD, DVD Writer, HP LE2201w 22-inch LCDs	350			
2.	HP 22 in LED monitor	550			
3.	HP EliteDesk 800 G2 Specs: COREI 7 6th Gen Processor, 8 GB Ram, 500 GB HDD DVD Writer, HP LED	145			
4.	HP EliteDesk 800 G2 Specs: COREI 7 6th Gen Processor, 16 GB Ram, 1 TB HDD DVD Writer, HP LED	30			
5.	HP Tower DESKTOP 7900 /7500 Specs: 3.0 C2D Processor, 4/8 GB Ram, 250 GB HDD DVD Writer, HP LE2201w 22-inch LCDs	12			
6.	HP ProBook 650 G2 laptop Specs: Intel(R) Core(TM) i7-6820HQ CPU, 16 GB Ram, 1 TB	59			
7.	HP Laptop 4440 Core i5 3rd Gen, 4 GB Ram, 500 GB HDD, DVD Writer	25			
8.	HP Laptop 450 G1 Core i5 4 Th Gen, 4 GB Ram, 500 GB HDD, DVD Writer	49			
9.	Acer Laptop 5760 core i5 4 GB Ram 500 GB HDD	12			
10.	HP Laptop 440 G3 Core i5 4th Gen, 8 GB Ram, 500 GB HDD, DVD Writer	9			
11.	HP EliteBook 6930p laptop	50			
12.	Toshiba Satellite L300 laptop	7			
13.	Toshiba Tecra laptop	2			
14.	Various printers & Scanners HP LJ P2035 / P1102 / CP2025 / 2055 / 2015 / 1320n / 1536dn / 127 fn / M553 / M661 / CP1515 / M402/Color 477fdn / M227sdn / MFP225dn / 1109w / M712dn / Samsung ML-2165 HP Scanner 6310/6530/5590/300s2 Epson / Mustek etc.	285			
Total					
SST					
Grand Total					

Grand Total Rupees Per Year (in words) _____

Stamp & Signature

7. Scope of Work

Following requirements define the scope of work for this tender.

- a. Service provider must maintain a backup inventory of all items and components, covered under the SLA, upto a minimum of 10% of the total number of covered equipment.
- b. Standard response time should be a maximum of 4 hours from the time the complaint is logged.
- c. Service provider must be prepared / willing to provide any additional or value added services, not specifically covered under the bid, at no additional cost to IBA .
- d. Successful service provider shall be required to sign a Service Level Agreement (SLA), for a minimum period of one year. The SLA can be, however, extended for further year(s), depending on performance / service of the successful bidder.
- e. Successful service provider shall be legally responsible to provide services and maintain the hardware in working condition, as specified in the bid and the final agreement.
- f. In case of repair / maintenance task taking more than two days, a standby / backup unit of equivalent or higher specifications shall be provided by the vendor for every unit taken away for repair / maintenance.
- g. The complaint must be attended within the same day of informing the problem.
- h. Service provider should separately provide price(s) of consumable items, e.g., battery, charger / adapter etc., as per below table, which shall be charged on call / need basis. Consumables should be warranted for trouble free performance for at least 3 months.

S. #	Desktop / laptop model	Unit Cost with tax	
		Adapter	Battery
1.	HP DESKTOP dc7900 USDT		
2.	HP EliteDesk 800 G2		
3.	hp 440 g3		
4.	Hp 4440S core i5		
5.	Hp 450 core i5 G1		
6.	Acer 5740		

Stamp & Signature

Prices of various items, not to be repaired under SLA, if found damaged / broken:

S. No.	Description	Price
1.	Screen hinges of one / both side (for laptops)	
2.	Broken Screen (for laptops)	
3.	Burnt motherboard	
4.	Broken body	
5.	Damaged and broken keyboard keys	
6.	Touchpad	

Stamp & Signature

8. **Bidder Qualification Criteria**

Only those bidders can apply in this tender who fulfil the mandatory criteria. Please attach supporting documents / evidence of your claim(s)

S. No	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1	Minimum 3 years of relevant experience	
2	Last 3 years' turn over with minimum 14 million (per year) as bank statement or financial statement.	
3	Service Providers must provide "Sales tax registration certificate with last month return copy both FBR and / or SRB" and NTN certificates at the time of submission of bid.	
4	Service provider must have a local office in Karachi with a minimum of 10 qualified / certified and experienced people in service / support team on full payroll. A proof may be asked to be provided for the same.	

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