

Tender Fee: Rs. 1,000/-  
(Non-Refundable)

## **TENDER FORM**

### **Tender # IT/10/21-22 Service Level Agreement for Network Firewall Maintenance – (SANGFOR IAM & HCI Support License Renewal)**

Date of Issue : December 09, 2021

Last Date of Submission : December 29, 2021 (3:00 PM)

Date of Opening of Tender : December 29, 2021 (3:30 PM)

Company Name: \_\_\_\_\_

NTN: \_\_\_\_\_

SRB / GST Registration Number: \_\_\_\_\_

Pay Order / Demand Draft # \_\_\_\_\_, Drawn on Bank \_\_\_\_\_

Amount of Rs. \_\_\_\_\_, Dated: \_\_\_\_\_

## Notice Invitation Tender (NIT)

### Tender Notice

The Institute of Business Administration, Karachi (IBA) invites sealed bids from active taxpayers of manufacturers / firms / companies / distributors / suppliers registered with relevant tax authorities for the following tender.

<b>Tender Title (Ref. No.)</b>	<b>Procedure</b>	<b>Bid Security</b>
SLA for Network Firewall Maintenance – SANGFOR IAM & HCI Support License Renewal (IT/10/21-22)	Singe Stage One Envelope	2%
<b>Tender Fee &amp; Dates</b>		
Fee: Rs.1,000/- Issuance start date: December 09, 2021 at 9am Issuance end date & time: December 29, 2021 at 3pm Submission date & time: December 09, 2021 to December 29, 2021 from 9am to 3pm Opening date & time: December 29, 2021 at 3:30pm		

Tender Document may be collected after submission of paid fee challan from the Office of **Head of Procurement, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi** on any working day (Monday to Friday). Alternatively, the tender document can be downloaded from the website. The Tender fee challan is to be generated from the IBA website <https://www.iba.edu.pk/tenders/> which may be deposited in any branch of Meezan Bank Ltd. Sealed bids should be dropped in Tender Box placed at the Security Office, Gate # 4, IBA Main Campus University Enclave Karachi and will be opened on same date & venue in the presence of the bidders representatives who may wish to attend. In case of holiday the tender shall be opened / received on the next working day at same place and time. Bid Security in the form of Pay Order or Demand Draft has to be submitted in favour of “**IBA Karachi**” along with the Financial Proposal.

Kindly mention “Tender Number” at top left corner of the envelope.

**N.B.** IBA Karachi reserves the right to reject any bid or cancel the bidding process subject to relevant provision of SPP Rules 2010.

#### **REGISTRAR**

IBA, Main Campus, Univeristy Enclave, Karachi 75270

111-422-422 Fax (92-21) 99261508

Contact Person Sr. Executive Purchase on 38104700 ext: 2150

Email [tenders@iba.edu.pk](mailto:tenders@iba.edu.pk) Website <https://www.iba.edu.pk/tenders/>

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## **1. Introduction**

Dear Tenderer:

Thank you, the interest you have shown in response, to the IBA's advertisement which has floated in IBA and SSPRA websites on December 09, 2021 to "Service Level Agreement for Network Firewall Maintenance - (SANGFOR IAM & HCI Support License Renewal)

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 Executive Purchase-ICT on 38104700 ext: 2155 for any information and query

Thank you.

-sd-

**Registrar**

## 2. Instructions

### (a) Sign & Stamp

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 Procurement, Ground Floor, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi from December 09, 2021 to December 29, 2021 during working 9:00AM to 3:00PM or download directly from IBA website.

### (d) 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.

### (e) Communication

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

Contact Person (IBA):	Executive Procurement ICT Institute of Business Administration, Main Campus, University Enclave, Karachi
Tel #:	021 38104700; Ext: 2155
Email:	<a href="mailto:tenders@iba.edu.pk">tenders@iba.edu.pk</a>

### (f) Submission of Documents 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 Security Office, main gate no. 4, IBA Main Campus, University Enclave, Karachi by the last date indicated for submission. **Tender Document received by fax or email will not be accepted.**

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Stamp & Signature

**(g) Submission of Tender**

The complete tender document should be submitted latest by 3:00PM on December 29, 2021 in tender box at Security Office, main gate no. 4, IBA Main Campus, University Enclave, Karachi. The Tender fees original challan copy should be attached outside on the Tender Documents envelope.

**(h) Date of Opening of Tender**

Bid will be opened on December 29, 2021 at 3:30 hours at Office of the Head of Procurement, IBA Main Campus, in presence of representative bidders who may care to attend.

**(i) Rights**

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

**(j) Location of Deliveries**

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

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Stamp & Signature

### 3. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi.
  - (b) **Brief Description of procurement:** Service Level Agreement for Network Firewall Maintenance - (SANGFOR IAM & HCI Support License Renewal).
  - (c) **Procuring Agency's address:** -Main Campus, University Enclave, 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 is December 29, 2021 latest by 3:00 PM and should be drop in tender box at Security Office, main gate no. 4, IBA Main Campus, University Enclave, 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 December 29, 2021 on 3:30 PM at IBA Main Campus, University Enclave, Karachi.
  - (h) **Time for Completion from written order of commence:** - 30 days.
  - (i) **Liquidity damages:** - Liquidity 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) 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.

### **c) 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.

### **d) Currency**

All currency in the proposal shall be quoted in Pakistan Rupees (PKR).

### **e) 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.

### **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 Tender**

The IBA reserves the right not to accept the lowest 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.

### **h) Support Capabilities**

The Manufacturer / Firms / Companies / Distributors / Suppliers should indicate the support capabilities for all the hardware and software provided during the course of the warranty.

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Stamp & Signature

**i) Compliance to Specifications**

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

**j) 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.

**k) Invoice**

Invoice / bill should be submitted to Purchase Department.

**l) Stamp Duty**

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

**m) Delivery Time**

Services and supplies should be delivered at IBA within 04 weeks after receiving of Purchase / Work Order.

**n) Payment Terms**

25% payment at the end of each quarter after satisfactory services. All payments shall be released after submission of commercial invoice.

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Stamp & Signature

## **5. Integrity Pact**

- (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 Bidder 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 Bidder 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, Bidder 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/bidder 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.**

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Stamp & Signature

## 6. Project Objectives

Institute of Business Administration, Karachi (IBA) requires 'Service Level Agreement for Network Firewall Maintenance - (SANGFOR IAM & HCI Support License Renewal). This 'Service Level Agreement for Network Firewall Maintenance' include;

1. Software licence subscription.
2. Technical support and upgrade.
3. Upgrade licence for 24 x 7 x 365.

## 7. Bill of Quantity & Technical Requirement

### A) Sangfor IAM Support

S.No.	Type	Product Code	Product Description	Quantity	Rate	Total Amount
1	Sangfor IAM Software & Service	IOU4-1Y	M5400-AC-I, Software, Sangfor URL Database, 1 Year	1		
2		HRTF-IAG54-1Y	Return To Factory Hardware Support Only, Sangfor M5400-AC-I, 1 Year	1		
3		STS-IAG54-1Y	Software and Technical Support Only, Sangfor M5400- AC-I, 1 Year	1		

S.No.	Type	Product Code	Product Description	Quantity	Rate	Total Amount
1	Sangfor IAM Software & Service	IOU5-1Y	M5500-AC-I, Software, Sangfor URL Database, 1 Year	1		
2		HRTF-IAG55-1Y	Return To Factory Hardware Support Only, Sangfor M5500-AC-I, 1 Year	1		
3		STS-IAG55-1Y	Software and Technical Support Only, Sangfor M5500- AC-I, 1 Year	1		

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Stamp & Signature

**B) Sangfor HCI Support**

S.No.	Type	Product Code	Product Description	Quantity	Rate	Total Amount
1	Service	HCISS-1Y	Software license subscription & Technical Support, upgrade, upgrade license included for 1 year, CTI technical support 7x24 for 1 year.	2		

<b>Total Amount</b>	
<b>13% SST</b>	
<b>Grand Total</b>	

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

\_\_\_\_\_

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

**Note:** Bidder must also quote 2<sup>nd</sup> and 3<sup>rd</sup> year SLA price for the same BoQ.

<b>Total Amount (for 2<sup>nd</sup> year SLA)</b>	
<b>13% SST</b>	
<b>Grand Total (for 2<sup>nd</sup> year SLA)</b>	

**2<sup>nd</sup> year SLA Total Amount Rupees (in words)** \_\_\_\_\_

\_\_\_\_\_

<b>Total Amount (for 3<sup>rd</sup> year SLA)</b>	
<b>13% SST</b>	
<b>Grand Total (for 3<sup>rd</sup> year SLA)</b>	

**3<sup>rd</sup> year SLA Total Amount Rupees (in words)** \_\_\_\_\_

\_\_\_\_\_

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

**8. Bidder Qualification Criteria**

S. No.	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1	Minimum 3 years of similar experience.	
2	Last 3 years' turn over with minimum 05 million (per year) as bank statement or financial statement.	
3	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	Authorized Partnership / Distribution/ Manufacturing Certificate.	

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 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