

Institute of Business Administration Karachi

Tender Form

For

Supplies of Hardware Items (Per Annum Bases) & IT
Consumables (Rate Running Contract)

Date of issue : 04-July-2014
Last date of submission: 19-July-2014

Tender # IT/67/2013-14



1. General Terms & Conditions

a) Earnest money (Bid Security)

An earnest money, 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 for the supply of hardware items [Exhibit - A]. And for Rs.10, 000 fix amount for [Exhibit- B]

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.[Only applicable in C&F bases]

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, 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 (New) and services rendered under any contract arising as a result of this tender will be the sole property of IBA. While all faulty items return to vendor.

g) Delivery of Equipment

As per the SLA, this will sign between IBA & bidder.

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. IBA Karachi may ask to provide demo unit which vendor quoted in the tender. After the final inspection of the unit the decision will be made.

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 Exhibit - A, -B. However, RO can submit multiple solutions. RO may not propose / supply any kind of refurbished hardware equipment's / 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.

Payment terms for Exhibit-A

40% payment will be made at the time of signing of the contract.

40% payment will be made after 06 months from the signing of the contract.

10% payment will be made at the end of the contract.

Payment terms for Exhibit-B

On Monthly bases.

o) GST

GST will be paid on applicable items only.

p) Penalty

Mention in SLA.

q) Increase in price

Prices quoted are valid for one year and can be revised at the end of the first year of services with mutual consent of the Parties but not more than 10% of the Actual Value/Price.



r) 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.

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.

u) 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 11:00 hours on 19-July-2014 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.

d) Date of opening of proposal

Bid will be opened on 19-July-2014 at 11:30AM 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. This tender call on **"Single Stage Single Envelope"** bases.
- ii. Separate envelopes clearly labeled for 'Original Proposal', 'Copy 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).

- iii. Competent authorities reserve the rights to accept or reject any quotation / tender without any reason thereof.
- iv. Last date for tender submission is 19-04-2014.
- v. Supply will be on C&F basis to IBA Main Campus. IBA not liable to pay any Custom duty, GST or any other charges. **Where applicable.**
- vi. Sample, if any, of the quoted item may be provided with the tender form duly stamped by the company.
- vii. Tenderers should be registered with Sales Tax department.
- viii. Payment will be made after receipt of store.



- ix. Earnest money (Bid Security) 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.
- x. Successful bidder requires depositing 05% Performance Security in Finance department after the receipt of Purchase Order/Agreement. Release after the contract period (at least 90 days after the completion of the contract period).
- xi. Please submit copies of certificates of registration with Sales Tax and Income Tax departments.
- xii. IBA reserves the right to change / alter quantity / quality / specifications etc., without assigning any reason thereof.
- xiii. No escalation in cost / price will be accepted at any stage, after approval of the quoted amount and award of the Purchase Order.
- xiv. The tender document will be accepted ONLY on the IBA's prescribed SBD available on IBA's Website.
- xv. Success bidder also provide the rates of consumable items and supply those items during the contract period when and require bases. Billing of consumable items will be made after each month.



Annexure - A

Technical Requirements(BOQ)

Exhibit – A

S.No	Description of items	Qty	Unit Cost per Month	Total Cost per Month
1	HP 7900 USDT& HP LE2201w 22-inch LCDs with mounting kit	600		
2	HP Elite 6930p laptops	100		
3	HP Desktops Mini Tower/Ultra Slim 7900 / 7500 with LCD	10		
TOTAL				

S.No	Laptops	Qty	Unit Cost per Month	Total Cost per Month
1	Toshiba	70		
2	Dell	2		
3	HP (Core i7)	1		
4	Fujitsu Siemens	1		
Total				

	Printers & Scanners	Qty	Unit Cost per Month	Total Cost per Month
1	HP LJ 2035n (CE462A)	20		
2	HP CLJ CP1515n (CC377A)	05		
3	HP LJ P3015dn (CE528A)	20		
4	HP Scanjet G4010 Photo Scanner (L1956A)	10		
5	HP Scanjet N6310 Document Flatbed Scanner	20		
6	HP CP2025	20		
7	HP M1522 NF	10		
8	HP Scanner G3110	10		
9	HP Scanner G2410	05		
10	HP 2055DN	20		
	Total			

(*) Final qty: Successful bidder will conduct the final survey and verify the quantity.



Exhibit - B

S.No	Desk Top Machines		Unit Cost of Battery (OEM compatible)	Total Cost of Adopter/charger (OEM compatible)
1	HP 7900 USDT& HP LE2201w 22-inch LCDs	01	N/A	
2	HP Elite 6930p laptops	01		
3	HP Desktops Mini Tower 7900	01	N/A	
TOTAL				

S.No	Laptops		Unit Cost of Battery (OEM compatible)	Total Cost of Adopter/charger (OEM compatible)
1	Toshiba	01		
2	Dell	01		
3	HP (Core i7)	01		
4	Fujitsu Siemens	01		
Total				

S.No	Printers & Scanners
1	HP LJ 2035n (CE462A)
2	HP CLJ CP1515n (CC377A)
3	HP LJ P3015dn (CE528A)
4	HP Scanjet G4010 Photo Scanner (L1956A)
5	HP Scanjet N6310 Document Flatbed Scanner
6	HP CP2025
7	HP M1522 NF
8	HP Scanner G3110
9	HP Scanner G2410
10	HP 2055DN

Unit cost of Power Adopter (OEM Compatible)
N/A
N/A
N/A
N/A
N/A
N/A



S.No	Multimedia's Models	Qty	Description of parts	Unit Price item wise
1	LC-XB22 Eiki	2	Motherboard, lamp, polariser, LCD chip, lens, VGA ports, condenser	Motherboard: Lamp: Polarizer: LCD Chip: Lens: VGA Ports: Condenser:
2	LC-XB28 Eiki	13	Motherboard, lamp, polariser, LCD chip, lens, VGA ports, condenser	Motherboard: Lamp: Polarizer: LCD Chip: Lens: VGA Ports: Condenser:
3	LC-XBM31 Eiki	1	Motherboard, lamp, polariser, LCD chip, lens, VGA ports, condenser	Motherboard: Lamp: Polarizer: LCD Chip: Lens: VGA Ports: Condenser:
4	LC-XB43 Eiki	1	Motherboard, lamp, polariser, LCD chip, lens, VGA ports, condenser	Motherboard: Lamp: Polarizer: LCD Chip: Lens: VGA Ports: Condenser:
5	LC-XB33 Eiki	17	Motherboard, lamp, polariser, LCD chip, lens, VGA ports, condenser	Motherboard: Lamp: Polarizer: LCD Chip: Lens: VGA Ports: Condenser:



(Prices of various which not includes in SLA if found damage/broken)

S.No	Description	Qty	Unit Cost
	HP Elite 6930p Toshiba /Dell/HP /Fujitsu laptops		
1	Hinches one/both side (HP/Toshiba/Dell/Fujitsu)	1	
2	Broken Screen(HP/Toshiba/Dell/Fujitsu)	1	
3	Burn Mother board (HP/Toshiba/Dell/Fujitsu)	1	
4	Broken Body (HP/Toshiba/Dell/Fujitsu)	1	
5	Damage and Broken Keyboard Buttons (HP/Toshiba/Dell/Fujitsu)	1	
6	Touch Pad/ Mouse pad(HP/Toshiba/Dell/Fujitsu)	1	

Contact Person (IBA)

Manager P&CS
Institute of Business Administration,
City Campus, University Road,
Karachi

Tel # : 111-422-422 Ext 2107
Email : aasad@iba.edu.pk



Mandatory Criteria:

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

1. Local Presences. Must have coverage across the country with minimum presence in Karachi.
2. Backup Inventory maintained by company at least those items mention in Exhibit-A (10%) each item.[Mandatory]
3. Replacement time within 02 days from the date of complaint arises.
4. Any value added service bundled with the equipment / project, with no impact on project cost, shall be welcomed.
5. The bidder will also provide prices of consumable items. Warranty of consumable items must be of 3 months.
6. Any bid received for partial requirement will be rejected and not considered for evaluation
7. The successful bidder will sign a Service level agreement (SLA) for a period of one year, extendable for another period of one year depends on bidder performance.
8. During the technical evaluation, bidder may be asked for the presentation about their setup.
9. During the technical evaluation, bidder may be asked to provide demo consumable items mention in Exhibit-B on FOC bases for evaluation.
10. Bidder must have at least more than three years' experience of providing the hardware services in Elite Educational Institutions in Karachi.{Mandatory , Please provide proof}

Bid Evaluation Criteria:

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



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



DRAFT AGREEMENT OR

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CUSTOMER SUPPORT PLAN

FOR

Institute of Business Administration

Karachi -



Kindly define the parties.

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Service Level

1.0 SERVICES OFFERED:

Bidder supports the day-to-day operation of ABC, through the maintenance and support of HP laptops, Personal Computers, Printers (Laser), Scanners, as well as consumables on approved rates, and Operating systems which run on the HP Intel and PC's.

1.1 Bidder SERVICE OFFERING INCLUDES:

• Maintenance	Preventive and corrective maintenance as per agreement
• Maintenance	Vacuum cleaning of complete equipment.
• Maintenance	Physical inspection of complete equipment
• Desktop Support	Hardware Support
• Back-up units	Yes

1.2 PERFORMANCE GOALS:

- 2- 4 Hrs Response Time. (Main Campus & City Campus– Karachi)
- On-site support. (Main Campus - City Campus- Boys Hostels-Girls Hostel- Visiting Faculty – Karachi)

1.3 PERFORMANCE MEASURES;

- 90% equipment repaired on site
- Turn around time for a repair Maximum 2 days in normal conditions (maximum 07 working hours)
- Customer can request other performance measures apart from the above which maybe negotiated on a case by case basis

Comment [Zainab1]: You may accept this in your commercial discretion

1.4 MAINTENAINCE SCHEDULES;

- Preventive Maintenance Three (3) times a year.

1.5 TERMS OF AGREEMENT:

The signatures of this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of Bidder to meet the Maintenance needs of IBA Karachi.

This document will remain in effect until replaced with an updated version. It will be reviewed annually for currency, accuracy, and completeness. Renewable every year as per mutual consents.



THIS CONTRACT DOES NOT INCLUDE OR COVER

Damage caused by international misuse, mistreatment or activities discouraged by Hewlett Packard for the equipment.

Damage caused by voltage or line surges, spikes and power fluctuations through the equipment or attached apparatus.

Damage caused by an Act of God (e.g. earthquake, flood or fire).

Damage caused by tampering or maintenance on the equipment, covered in the contract, done by other than authorized Bidder Engineering Personnel.

Damage caused by operation or storage of the equipment beyond the temperature range recommended by HEWLETT PACKARD.

Parts or Assemblies installed within the equipment, which are products not manufactured by HEWLETT PACKARD.

Damage or defects associated with interface problems on systems not covered under this contract.

Electrical work extended to the covered equipment.

Software support/maintenance and operating system software back-up.

ADD-ON EQUIPMENT:

Any equipment either PCBs e.g. Memory expansion cards/interface or complete devious assembly may be added to this contract at customer's request at any time; however, proportional charges for the specific equipment shall be added in contract cost.

BIDDER'S RESPONSIBILITIES:

The amount tendered by the customer will be treated as consideration for the services that Bidders will provide as defined in this contract.

In case of unavoidable delays, all legitimate efforts will be made to reduce equipment downtime.

CUSTOMER'S RESPONSIBILITIES:

Report any problems or disturbance being experienced in the equipment within the shortest possible time

Span or in any event within 2 workings days to BIDDER'S service center.

Provide equipment serial number, model, location so that call maybe logged.

Extend all possible legitimate assistance to facilitate BIDDER to perform the services as outlined in this contract

Cooperation with BIDDER within it's legitimate means, to assist in reducing equipment down-time, Bidder personnel shall have full and true access to equipment as well as to the relevant documentation (hardware/software).

In the event of address change, customer shall inform BIDDER in writing.

FORCE MAJEURE

BIDDER shall not be liable for any delay in performance with respect to any of its obligations here under when such delay is directly or indirectly caused by or in any manner arises or results from fire, floods, earthquake, accident, riot, war, governmental interference, rationing, allocation or embargoes, strikes of labor, delay in delivery of material by supplier, delay or failure of any supplier or contractor, acts of any government or any agency thereof, or other difficulties (whether or not similar in nature to any of those specified) beyond its control.

Service shall be deemed suspended so long as any such cause delays its execution. Whenever such causes have been remedied, Bidder shall make and customer shall accept service performance as set out in this agreement.

CONDITION OF EQUIPMENT:

All equipment will be inspected by BIDDER before signing of this contract to check for its soundness of operation. Defective equipment will not be covered and customer shall not be required to pay for any and all repaired costs, if he or she prefer to do so. When Customer Engineer finds that normal service cannot keep the machine in smooth running condition and the parts need to be changed, or complete overhaul is overdue, BIDDER shall submit an estimate of repairs at the service center apart from the running contract. If not accepted, BIDDER'S obligation under this Agreement shall cease.

EXCHANGE COMPONENTS/ASSEMBLIES:

Should customer enter into a Maintenance Agreement PCM-I i.e. preventive and corrective maintenance with the spare parts or replaced on exchange basis i.e. replaced parts shall become the sole property of BIDDER and customer shall not ask for their return/surrender, either complete or part thereof.

Should customer sign a maintenance agreement PCM-II i.e. without spare parts on occurrence of defect components/assemblies shall be replaced on charged basis. At this stage customer may be quoted charges for new as well as restored/refurbished assemblies.

Comment [Zainab2]: You may accept this in your commercial discretion

Comment [Zainab3]: You may accept this in your commercial discretion

Comment [Zainab4]: Delete this clause

Comment [Zainab5]: Kindly define exact charges.

Comment [Zainab6]: You may accept this in your commercial discretion

Comment [Zainab7]: You may accept this in your commercial discretion

Comment [Zainab8]: You may accept this in your commercial discretion

Comment [Zainab9]: You may accept this in your commercial discretion



SERVICE AVAILABILITY:

Bidder agrees to provide maintenance services, which include unscheduled calls and PM during the normal working/business hours, which are 9:00 am to 5:30 p.m. from Monday to Saturday. Bidder will provide backup units (if available) where necessary within 48 hours.

PAYMENT:

40% upon signing of the agreement
40% upon the completion of Six months from the date of signing of the agreement.
10% upon the completion of the agreement

TERMS AND TERMINATIONS:

This contract will remain in force from the date signed until the next renewal due date.
This contract may be terminated upon thirty- (30) days written consent of either party at any time for failure of the party to comply with the terms of this contract.

RENEWAL:

The terms of this agreement may be modified by IBA Karachi upon thirty- (30) days written notice to bidder.



1.0 PRIME CONTACTS /Call Logging & Escalation Process

1.1 TELEPHONE CONTACTS

The telephone numbers to contact are as follows:

'Please see list all representatives – Names, Title and Telephone numbers'

Escalation Process

Please first call the respective offices of Bidder and log a call () with . In case your call is not being attended to within the specified response time or Needs to escalate the call, and then please contact , the Support Manager.

1.2 HELP DESK / CALL LOGGING NUMBERS/AND PROCEDURE

Please contact on following numbers for assistance and have a call log number from our respective support centers. You must need to provide equipment serial number, model number, and location so that call may be logged.

Mobile numbers only after office hours 17:30 – 9:00 or public holidays if 24x7 support contract has been signed

1.3 EMAIL CONTACT

{ enter the details}



Maintenance Contract

Maintenance Contract Agreement

Contract Number → 00:

This maintenance contract is between **Bidder**, having its head office at [mention address], herein referred to as Bidder and **IBA Karachi**, having its Main Campus, in **Karachi University**, herein referred to as the CUSTOMER.

This contract is effective as of **DD-MM-YYYY** and will remain in effect till **DD-MM-YYYY**. This contract is renewable by mutual agreement of both parties.

By virtue of this contract, CUSTOMER agrees to purchase and Bidder agrees to sell the maintenance services highlighted in this agreement, for the products listed in Exhibit A, as per the terms and conditions as provided by BIDDER, below

The maintenance services to be provided by BIDDER amount to **Rs. ,000.00**

The Payment terms are as follows

- ☐ Total Payable Amount **Rs., 000.00 (Rupees Only)**
- ☐ **Payment pay as per given schedule.**
- ☐ Product List is attach in Exhibit "A"
- ☐ Every thing except toner & casing is included in the maintenance contract.
- ☐ Bidder agrees to provide all consumables as per given/mention rates at exhibit "B"

We the undersigned have read and understood the terms and conditions of the maintenance services for products mentioned in Exhibit A. We hereby agree to a maintenance contract with BIDDER, which will be renewable as of the date mentioned above by mutual agreement.

On and behalf of the CUSTOMER
Mr

Designation:
(Please affix Company Seal)

On and behalf of BIDDER

Manager Hardware Support

Please note any alteration, inking out or overwriting in this contract or any of its exhibits will render this contract null and void.



Exhibit – A

S.No	Servers	Qty	Unit Cost per Month	Total Cost per Month
1	HP 7900 USDT& HP LE2201w 22-inch LCDs	600		
2	HP Elite 6930p laptops	100		
3	HP Desktops Mini Tower/Ultra Slim 7900 / 7500	10		
TOTAL				

S.No	Laptops	Qty	Unit Cost per Month	Total Cost per Month
1	Toshiba	70		
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Total				

	Printers & Scanners	Qty	Unit Cost per Month	Total Cost per Month
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8	HP Scanner G3110	10		
9	HP Scanner G2410	05		
10	HP 2055DN	20		
	Total			

(*) Final qty: Successful bidder will conduct the final survey and verify the quantity.



Exhibit - B

S.No	Servers	Qty	Unit Cost of Battery	Total Cost of Adopter/charger
1	HP 7900 USDT& HP LE2201w 22-inch LCDs	600	N/A	
2	HP Elite 6930p laptops	100		
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TOTAL				

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2	HP CLJ CP1515n (CC377A)	05	N/A	
3	HP LJ P3015dn (CE528A)	20	N/A	
4	HP Scanjet G4010 Photo Scanner (L1956A)	10	N/A	
5	HP Scanjet N6310 Document Flatbed Scanner	20	N/A	
6	HP CP2025	20	N/A	
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