

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

TENDER FORM

Re-Tender # IT/01/20-21

Support & Services Required for Oracle PeopleSoft ERP Campus and SAKAILMS System

Date of Issue : October 19, 2020

Last Date of Submission : November 04, 2020 (3:00 PM)

Date of Opening of Tender : November 04, 2020 (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 tax payers of manufacturers / firms / companies / distributors / suppliers registered with SRB / FBR (where applicable) for the following tenders. Single Stage One Envelope procedure is employed.

Tender Title / Description	Tender Reference no	Tender Fee	Tender Issuance Date	Last Date of Tender Issuance Date & Time	Tender Submission Date & Time	Opening Date & Time
Provision of Floor Standing & Split ACs	ME/05/20-21	Rs.2,000/-	October 19, 2020	November 04, 2020 before 3:00pm	October 19, 2020 to November 04, 2020 before 3:00pm	November 04, 2020 at 3:30pm
Support & Services Required for Oracle PeopleSoft ERP Campus and SAKAI LMS System	IT/01/20-21	Rs.1,000/-	October 19, 2020	November 04, 2020 before 3:00pm	October 19, 2020 to November 04, 2020 before 3:00pm	November 04, 2020 at 3:30pm

Tender Documents 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.php> 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 at 3:30 pm 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 of 2% of total cost in form of Pay Order or Demand Draft, in favor of "IBA Karachi" along with the Tender Documents have to be submitted.

Kindly mention "Tender Number" at top left corner of the envelope. 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, University Enclave, Karachi 75270
 111-422-422 Fax (92-21) 99261508
 Contact Person Sr. Executive Purchase on 38104700 ext: 2150
 Email tenders@iba.edu.pk Website <https://www.iba.edu.pk/tenders.php>

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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 & SSPRA websites and leading newspapers on October 19, 2020 to "Support & Services Required for Oracle PeopleSoft ERP Campus and SAKAI LMS System".

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-ICT 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 bidder 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 inccolumn/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 Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi from October 19, 2020 to November 04, 2020 during 9:00am to 3pm.

(d) **Submission of Tender**

The last date of submit the Tender Document in sealed envelope in November 04, 2020 by 3pm in the Security Office Gate # 4, IBA Main Campus, University Enclave, Karachi. The Tender will be opened on same day at 3:30pm 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.

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 and 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): Muhammad Umair Aslam
Executive Procurement ICT
Institute of Business Administration,
Main Campus, University Enclave,
Karachi
Tel # : 111-422-422 Ext 2155
Email : umairaslam@iba.edu.pk

(i) 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, Gate # 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.**

(j) Submission of Tender

The complete tender document should be submitted by 3pm on November 04, 2020 at the Security Office Gate # 4, IBA Main Campus, University Enclave, 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 November 04, 2020 at 3:30 pm at IBA Main Campus in presence of representative bidders who may care to attend.

Stamp & Signature

(l) 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 Stores, Main Campus, and University Enclave, Karachi. IBA Karachi is not liable to pay any Custom duty, Levies, Taxes, Demurrage or any other charges, Warehousing, Logistics etc.

(r) 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.

3. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi
- (b) **Brief Description of Procurement:-** Support & Services Required for Oracle PeopleSoft ERP Campus and SAKAI LMS System
- (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 in November 04, 2020 by 3pm in the Security Office, Gate # 4, IBA Main Campus, University Enclave, Karachi. The Tender will be opened on same day at 3:30pm in the presence of representatives who may care to attend.
- (g) **Venue, Time, and Date of Bid Opening:** - Tender will be opened on November 04, 2020 on 3:30 PM at IBA Main Campus, University Enclave, Karachi.
- (h) **Liquidated Damages:** - Liquidated damages at the rate of 2% per month of the total contract amount will be imposed on delayed delivery.
- (i) **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) 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 tender document. However, the Manufacturer /firms /companies /distributors /suppliers is encouraged to state a longer period of validity for the proposal.

b) Currency

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

c) 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.

d) 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.

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

e) 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.

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 contract.

g) GST

GST will be paid on applicable items only.

h) Liquidated 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.

Stamp & Signature

i) 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.

j) Quantity

Competent Authority reserves the right to remove any item.

k) Invoice

Invoice / bill should be submitted to Procurement Department.

l) Payment Terms

Payment would be made at the end of each quarter. Invoice / bill should be submitted to Procurement Department.

m) Stamp Duty

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

n) Training:

Bidder should provide training to at least two staff members of IBA for the on acquired / develop services.

o) Restriction:

The software must not be produced / integrated / configured / developed in the country India or Israel.

p) Patent Rights:

The bidder shall indemnify & hold the IBA harmless against all the third party(ies) claim(s) of infringement of patents, trademark or industrial decision rights arising from use of the service(s) or any part thereof.

q) Operational Maintenance:

The bidder shall be responsible for installation configuration integration of the software to the IBA provided servers. The bidder shall make it sure and convenient that newly deployed software was properly deployed with existing setup. Software installation, configuration and integration will be free of cost. Moreover, for any upgradation / change in IBA network during the contract period, the bidder will provide support and maintenance related to the provided software without any additional cost.

r) Severability:

If any terms covenant or condition of this agreement shall be deemed invalid or unenforceable in a court of law or equity, the remainder of this agreement shall be valid & enforced to the fullest extent permitted by prevailing law.

Stamp & Signature

5. Integrity Pact

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

M/s. _____, the Bidder 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 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.

Stamp & Signature

6. Scope of Work:

Under this agreement, the selected vendor will be required to provide technical support to IBA Karachi team for the PeopleSoft Campus Management system and SAKAI-LMS.

The selected vendor will provide its services in areas that includes but not limited to implementing new modules, upgrading, troubleshooting existing features, customization or developments in existing modules, applying new bundles/patches, Application & Database upgradation of PeopleSoft/Sakai-LMS, Implementing/upgrading Database RACs, DataGuard and troubleshooting other Database related issues.

The selected vendor should have thorough understanding of People tools version 8.54 and its later versions. The selected vendor may also be required to assist in upgrading PeopleSoft ERP.

The selected vendor will be required to build integration between PeopleSoft ERP Campus Module and other applications such as Financial ERPs, Uni-Time Scheduling and SAKAI-LMS.

The selected vendor will be required to provide support & upgrade server level Linux / Windows OS of PeopleSoft/Sakai-LMS and implement incremental backup strategies on cloud, DR Site & Tape library.

Bidder will provide a Point of Contact for all support related issues raised by IBA Karachi. Based on the nature of defect reported, Bidder will respond to IBA Karachi in the following manner.

Support Incident Type	
Category	Max Response Time
Critical	2 Hours
Major	4 Hours
Minor	1 business day

IBA Karachi will decide the support incident type as per the above chart and will mark the issues under Critical/Major/Minor Category. The selected vendor will be responsible to provide support on request from IBA Karachi.

Stamp & Signature

FINANCIAL BID (Framework Contract SPP Rule # 2(rr)):

S. #	Item Description	Hourly rate (PKR) *	Expected Working Hours 900
1	PeopleSoft Campus & LMS Functional & Technical Support		
Total			
SST			
Total Amount			

Total Bid Value in Rupees (in words) _____

*Hourly calculation will be based on time to complete support task only excluding any overheads.

Stamp & Signature

7. Bidder Qualification Criteria:

S. No	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1	Must be Oracle Partner Network (OPN) member	
2	Must have at least 5 years of experience in implementing PeopleSoft Campus Solution & SAKAI-LMS	
3	Must have completed at least 5 deployments of PeopleSoft Campus in higher education institutes / universities in last 10 years.	
4	Company should have at-least one branch office in Karachi with support staff.	
5	Last 3 years' turnover with minimum 10 million (per year) in terms of bank statement or financial statement.	
6	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.	

 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